Service Description: Cisco Compliance Management and Configuration Service (CMCS) – Cisco Assisted

This document describes Cisco Compliance Management and Configuration Service (CMCS) – Cisco Assisted.

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/: (1) Glossary of Terms; (2) List of Services Not Covered; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

Direct Sale from Cisco. If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA) or equivalent services agreement executed between you and Cisco. All capitalized terms not defined in the Supplemental Glossary of Terms for Cisco Compliance Management and Configuration Services – Cisco Assisted at the end of this document have the meaning ascribed in the MSA or equivalent services agreement executed between you and Cisco. In the event of a conflict between this Service Description and your MSA or equivalent services agreement, this Service Description shall govern.

Cisco Compliance Management and Configuration Services – Cisco Assisted is intended to supplement a current support agreement for Cisco products and is only available where all Product(s) in Customer's Network are supported through a minimum of core services such as Cisco SP Optimization Services and Software Application Services, as applicable. Cisco shall provide Cisco Compliance Management and Configuration Services – Cisco Assisted described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services ("Quote") setting out the extent of the Services that Cisco shall provide and the period during which such Services shall be provided. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

Services Summary for Cisco Compliance Management and Configuration Service (CMCS) – Cisco Assisted

Cisco Compliance Management and Configuration Services – Cisco Assisted delivers an on-premise-based, hybrid or hosted customer-oriented solution based on Cisco capabilities focused on delivering value through a combination of Cisco intellectual capital, Network Configuration and Change Management features in the Cisco UCS Appliance.

Cisco CMCS is available in three service package levels. These three service levels provide increasing levels of CMCS capability – Base, Standard and Advanced

Summary of Service Packages for CMCS:

- o **CMCS – Base**

  - o Includes CMCS Appliance with Change Management Software

  - o Standard Operational support and analysis

    - ▪ Standard Change Management Support

  - o Basic Configuration management, Basic Change Management, Regulatory policies and Standard reporting capabilities

- o **CMCS –Standard**

  - o Includes **Base** capabilities described above

  - o Customized Reports

  - o Custom Policy

- o **CMCS – Advanced**

  - o Includes **Standard** capabilities described above

  - o Customer-defined parameters for CMCS Appliance

Compliance Management and Configuration Service Solution

The CMCS Appliance is deployed on the Customer's premise to enable the Cisco Compliance Management and Configuration Services – Cisco Assisted. For hybrid deployment model, the Common Services Platform Collector (CSPC) capability will be configured to communicate with the Cisco Data Center for policy and rules and other proprietary Intellectual Content created by Cisco.

The CMCS Appliance includes a Common Services Platform Collector (CSPC) as well as the Network Configuration and Change management software application configured on two distinct virtual servers running on Cisco UCS hardware.

CMS Appliance Components

CSPC is primarily responsible for the network device discovery, inventory and data collection. NCCM is responsible for managing policies (Custom, Regulatory and Cisco Best Practices), managing the configurations (configuration backup, maintaining version control of prior copies of the backup and configuration pushes), managing software (software backup, install or upgrade software versions, software rules analysis etc). Users will utilize the CSPC User Interface to:

- o Execute the discovery of the targeted network elements.

- o Schedule inventory collection (configuration and images currently configured and installed on their network elements).

- o Route the collected data to the local NCCM or route the information to the back-end Cisco Data Center, depending upon the type of deployment model (On-Premise / Hybrid) identified at the time of order.

- o Push configurations, software images or policy remediation to the Customer's network elements.

The NCCM software application performs data analytics, the scheduling and execution of configuration changes and a host of other activities. Users will utilize the NCCM software User Interface to:

- o Run reports, view configurations and perform audits based on best practices and compliance standards.

- o Leverage the workflow management functionality for Change Management reviews and approvals prior to execution of network change requests.

- o Dictate the exact configuration changes to be made.

- o Schedule the specific time(s) to execute changes on targeted Network Elements.

- o Perform configuration rollbacks (in concert with CSPC functionality).

- o Enforce adherence to relevant network policies and best practices.

- o Archive Network Element configurations.

The deployment of the CMCS Appliance on the Customer's premise may include some or all of the following activities:

- o Installation of operating system and CMCS Appliance supporting applications on the hardware (Cisco UCS server or server meeting same specifications). This may be accomplished remotely.

- o Testing of the CSPC and NCCM software components of the CMCS Appliance. This may be accomplished remotely.

- o If Cisco is responsible for supplying the CMCS Appliance hardware, the shipment of a Cisco UCS server(s) to the designated Customer location(s).

- o If Customer is responsible for supplying the CMCS Appliance hardware, Cisco will provide remote assistance to Customer for the installation of the CMCS software on the Customer-supplied server.

- o Enabling a communication link between the CMCS Appliance deployed on the Customer's network and the Cisco Data Center for Hybrid deployment model.

The UCS appliance is an integral part of the Cisco Compliance Management and Configuration Services and is installed on the Customer site for the duration of the Service term (On-Premise deployment). During the Service term, the Cisco team collaborates with the Customer team (Executive, Operations and Engineering) to coordinate with various Change management activities – such as Policy audits/remediation, appliance parameters and/or Configuration changes. Some Customer users will be identified as approvers who will be authorizing the proposed network changes into the production devices.

Software Updates for the Change Management Software

Cisco Compliance Management and Configuration Services include routine software updates for the Change Management Software (NCCM). The Customer shall receive an email notification from Cisco that will identify the modifications included in the latest software release of the NCCM. The Customer and/or designated Cisco Customer Support Engineer will be responsible for scheduling and upgrading the Change Management Software per the details of the software release from Cisco.

Kickoff Meeting

The Cisco AS Project Manager will act as a single point of contact throughout the period of CMCS service (activities defined below). Within 30 days from receipt of a valid Purchase Order for Cisco CMCS the Cisco AS Project Manager will contact the Customer to schedule the kickoff meeting. The kickoff meeting is accomplished via a WebEx conference call. The kickoff meeting is facilitated by the Cisco AS Project Manager and coordinated with key stakeholders in the Customer's organization as well as a designated Cisco Engineer assigned to the Service Activation phase. This Service Activation phase includes the following activities:

- o Coordinating, scheduling, and executing the Kickoff meeting.

- o Reviewing roles and responsibilities of Cisco personnel and Customer contacts.

- o Review the CMCS Implementation Plan with Customer to inform Customer of the various activities and/or phases planned throughout the Service.

- o Providing Customer with escalation documentation for Operational Support.

- o Reviewing the Service purchased, as indicated on the Purchase Order.

- o Aligning Cisco and Customer on all major activities, risks and milestones during the Service Activation phase.

CMCS Appliance Configuration

Once the CMCS Appliance is installed and configured, Cisco executes a discovery process for Network Elements per the Cisco Purchase Order. The Cisco Support and Delivery team will communicate any discrepancies between discovered Network Elements and what was contracted on the Cisco Purchase Order. Any requested additions beyond the Network Elements defined on the Cisco Purchase Order will be subjected to true-up on the next renewal cycle.

Remote Training Session

The Cisco Project Manager is responsible for scheduling a remote training session with designated Customer contacts that will be using the CMCS Appliance. The training session will be conducted using a WebEx conference bridge, collaborative software, and/or instructional videos as needed and appropriate.

The topics to be covered in this training session include: o Operational review covering:

- o Cisco's responsibilities including detailed list of activities and deliverables that designated Cisco personnel will be responsible for delivering.

- o Customer's responsibilities to ensure the requirements are properly communicated to the Cisco Delivery team.

- o Alignment on the frequency of recurring operational meetings (aka: touch points) to ensure Customer's expectations are in line with Service level that was purchased.

- o Review of escalation process to Cisco for service related issues and questions.

- o CMCS Appliance provisioning includes:

  - o Setting up user roles and access

- o Setting up Dashboard perspectives for different user roles

- o Setting up Device groups

- o Setting up workflow approval process

- o Setting up communication between NCCM and CSPC for periodic sync up and collection profiles.

- o Setting up custom data sets in CSPC

Customer Acceptance

Once all service activation deliverables have been completed the service will transition to the Service Validation and Service delivery phase.

Cisco Project Manager will work with the Customer to validate that the Service Activation and Service Validation phase is complete.

Contract Billing

The contract will begin billing seventy-five (75) days from the date that the order has been placed. This 75-day period allows for the Service Activation and Service Validation phase to be completed under typical conditions.

Customer Termination

The Customer must return any and all associated Cisco materials (hardware, software and documentation) to Cisco immediately upon expiration or termination of the Service contract.

Supplemental Glossary of Terms for Cisco CMCS

- **Activity** means a set of technical or business consulting tasks performed for the benefit of Customer in the delivery of a Service in which no published document accompanies the exit criteria and is typically referred to as an "ongoing" task under a subscription service.

- **Common Services Platform Collector (CSPC)** discovers network devices on demand, and uploads the discovery information and collection information to the CMS Appliance.

- **CMCS Appliance** (Compliance Management Configuration Service Appliance) is an integrated security and risk management solution to manage a heterogeneous network environment. The solution combines a GUI client (Security Console), a server (CMCS Appliance Series), a database, and other tools to provide an integrated and comprehensive secured configuration and management solution to manage, audit and secure your network devices.

- **Deliverable** means a set of technical or business consulting tasks performed for the benefit of Customer in the delivery of a Service in which the exit criteria is a published document such as recurring Operations Reviews, Configuration Change Reports, Software Recommendation Reports, Policy Audit Reports, etc.

- **Network Element** is defined as any network component (i.e. network device or module) that is discovered via the Common Services Platform Collector (CSPC) and uploaded into the CMCS Appliance.

- **Service Activation** is the process in which Cisco provisions the Cisco Smart Service appliance, sets up users for Cisco and Customer, initiates Network discovery, provision Customer collaborative portal user accounts (Hybrid deployment model) and provisions secure communication channels (Hybrid deployment model).

- **Service Validation** is the process in which Cisco validates i) the Cisco Smart Services appliance configuration; ii) activation of CMCS Service packages; iii) solution performance per design specifications; and (iv) configuration and software image backups.

Appendix A – Cisco Responsibilities for Compliance Management and Configuration Service (CMCS)

Cisco Responsibilities for CMCS – Base Package

For CMCS – Base Package, Cisco shall provide the following on an 8x5 local business hour basis, 24x7 or 24x7x365 basis, as specified in the Quote and selected and detailed in the Purchase Order:

o Cisco will coordinate activities to activate CMCS as outlined in the Serivce activation phase of the CMCS Implementation Plan.

o Cisco will enable and make available to the Customer the CMCS Appliannce with the intial provisioning.

o Cisco will enable and make available to the Customer the CMCS Appliance with Standard Configuration Management, Standard Reports and Standard Regulatory Policies.

o Cisco will designate an individual (Cisco Project Manager) to act as the primary non-technical liaison point of contact to provide Deliverables and Activities. These Deliverables and Activities include:

  o Schedule kick-off meeting to review schedule, deliverables, and Cisco and Customer responsibilities.

  o Schedule and lead initial training and consultation session with designated Customer resources after implementation and activation of the CMS Appliance. Collaborate with Cisco technical experts as required to accomplish this deliverable.

  o Assist Customer in setting up CMCS Appliance user roles (ie: administrators, approvers, reviewers, etc) to leverage the workflow management functionality of CMCS Appliance.

  o Provide basic training session(s) as required to assist designated Customer resources with CMS Appliance set-up and workflow processes relevant to Cisco CMCS.

  o Provide quarterly review sessions on CMCS Appliance set-up, usage and new features and functionality.

  o Attend and/or review recurring Change Advisory Board (CAB) meetings facilitated by the Customer to stay in synch with Customer's Change Management activities, log those activities and notes in the CMCS Appliance as appropriate to ensure tight coordination between Cisco support resources and Customer's Change Management resources.

Cisco Responsibilities for CMCS – Standard Package

All of the items included in the **CMCS – Base Package** and the following:

o Cisco will enable and make available to the Customer the CMCS Appliance with Custom Policies/Policy groups and/or Policy Profiles – scheduled/or on-demand based on the Customer requirements, up to the not to exceed amount of Custom policies identified in the Quote and confirmed in the Purchase Order.

o Cisco will enable and make available to the Customer the CMCS Appliance with Custom Reports based on the Customer requirements.

Cisco Responsibilities for CMCS – Advanced Package

All of the items included in the **CMCS – Standard Package** and the following:

o Cisco will enable and make available to the Customer the CMCS Appliance with Custom SW upgrades based on the Customer requirements, up to the not to exceed amount of Custom Software scripts policies identified in the Quote and confirmed in the Purchase Order.

Customer Responsibilities

o Designate a representative to act as the primary interface with Cisco designated Project Manager.

o Designate person(s) from within Customer's technical support organization or work directly with the Cisco Customer Engineer during the Service Activation phase of the service.

o Work with Cisco designated resources to identify the user base (ie: customer's network engineers, technicians, managers, Change Advisory Board, etc) that will be set up in the CMCS Appliance.

o Attend regularly scheduled conference calls and review meetings with designated Cisco resources.

o Advise designated Cisco resources of standard operating procedures related to Customer's business practices, change management activities, internal operational nomenclature and network details and Customer's design documents (High-level/Low-level) to allow designated Cisco resources to effectively communicate and discuss Cisco CMCS activities and deliverables with Customer in the context of Customer's business environment.

o Provide network access for Cisco designated resources to the CMS Appliance.

o Work with Cisco designated resources to ensure Customer's designated resources clearly understand the process and procedures to initiate Service Requests and Change Management initiatives with Cisco designated resources.

o Provide all necessary information to enable Cisco's designated resources to deliver Service.

o Provide reasonable electronic access to Customer's network (ie: network elements covered under Cisco CMCS; CMCS Appliance deployed on customer premise, etc) to enable Cisco to effectively deliver Service.

o Notify and work with Cisco designated resources in advance of any minor or major change window activities that are planned for the Customer's network.

o Customer acknowledges that Cisco will only support generally available Products and Software releases/versions that are natively supported on the CMCS Appliance unless otherwise mutually agreed upon between Customer and Cisco.

o For data collection tools provided by Cisco (i.e. CSPC) that are located at Customer's site, Customer shall ensure that such tools are located in a secure area, within a network environment protected within a firewall and on a secure LAN, under lock and key and with access restricted to those Customer employee(s) or contractor(s) who have a need to access the tools and/or a need to know the output of the tools. In the event the data collection tools provided by Cisco are Software, Customer agrees to make appropriate computers available and download Software as needed.

Support Limitations for Cisco CMCS

The following are limitations to Cisco CMCS in all theaters unless otherwise agreed to by Cisco and Customer:

o Local language support**:** Designated Cisco personnel will be proficient in English, Chinese (Mandarin) and German as required to effectively deliver Cisco CMCS. Any other language support will be handled in a custom (statement of work) arrangement, if needed.

o Onsite customer visits: Cisco CMCS is delivered via remote support personnel and does not include any onsite Customer visits by these remote resources. Any onsite support requirements will be handled in a custom (statement of work) arrangement, if needed.