Service Description: Advanced Services – Fixed Price

ISE Design Service (ASF-CORE-ISE-DSGN)

This document describes Advanced Services Fixed Price: Identity Services Engine (ISE) Design Service.

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. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

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ISE Design Service

Service Summary

The ISE Design Service provides ISE high-level and low level design development to meet customer requirements and design goals. The ISE Design Service includes technology readiness assessment, high-level design development, low level design development, and remote design support ("Services").

The Services support a design with up to 20,000 endpoints on the ISE.

Services do not include the following: 1) integration with web services via ISE representational state transfer (REST) or application programming interface (API); 2) design validation through lab testing.

Location of Services

Services are provided as Remote and On Site at the Customer location.

Services include no more than two (2) On Site visits to one location over the course of the delivery of the Services.

Technology Readiness Assessment

Cisco Responsibilities

- Conduct a two day requirements workshop to review with Customer the following:
  - design goals;
  - business, technical and operational requirements;
  - system and application interoperability requirements;
  - network design/topology documents;
  - network information and reports;
  - existing and planned security devices, code versions and configuration files of appropriate devices;
  - current and planned security policies.
- Analyze the potential effects of integrating ISE with the Customer's existing IT infrastructure.
- Identify any gaps in the Customer's existing and planned infrastructure with the potential to prevent the ISE from performing optimally.
- Develop recommendations for correcting any gaps.
- Present gap analysis findings and recommendations to Customer.

Customer Responsibilities

- During the requirements workshop, provide and review with Cisco the following:
    - design goals;
    - business, technical and operational requirements;
    - system and application interoperability requirements;
    - network design/topology documents;
    - network information and reports;
    - existing and planned security devices, code versions and configuration files of appropriate devices;
    - current and planned security policies.
- Attend the session in which Cisco presents the gap analysis findings and recommendations.

High Level Design Development

Cisco Responsibilities

- Create a high level design using findings from the architectural gap analysis, to include:
    - customer objectives and requirements;
    - ISE high level architecture description;
    - design recommendations and proposed network changes to meet design goals and requirements;
    - traffic flows in the proposed network design.
- Document the high level design in the High Level Design Document, and provide it to Customer.
- Review with Customer the High Level Design Document.

Customer Responsibilities

- Review with Cisco the High Level Design Document.

Low Level Design Development

Cisco Responsibilities

- Create a low level design document which includes the following:
    - recommendations on how the Cisco ISE will be implemented to meet requirements;
    - recommendations on user and device policies to meet requirements;
    - recommendations and guidelines for device configuration.
- Document the low level design in the Low Level Design Document, and provide it to Customer.
- Review with Customer the Low Level Design Document.

Customer Responsibilities

- Review with Cisco the Low Level Design Document.

Remote Design Support

Cisco Responsibilities

- Provide up to twelve (12) hours remote design support within three (3) weeks after the Low Level Design Document has been provided to Customer.

Customer Responsibilities

- Schedule remote design support session(s) within three (3) weeks after the Low Level Design Document has been provided by Cisco.
- Participate in scheduled design support session(s).

General Customer Responsibilities

- All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's current environment. Cisco Services are based upon information provided to Cisco by Customer at the time of the Services.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Identify Customer's personnel and define their roles in the participation of the Services. Such personnel may include but is not limited to: architecture design and planning engineers, and network engineers.
- Ensure Customer's personnel are available to participate during the course of the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Support services provided by Cisco comprise technical advice, assistance and guidance only.
- Customer expressly understands and agrees that the Services shall take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.

Invoicing and Completion

Invoicing

Services will be invoiced upon completion of the Services.

Completion of Services

Cisco will provide written notification upon completion of the Services to Customer. The Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Customer's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Customer's acceptance of completion of the Services in accordance with this Service Description.