



Service Description: Advanced Services – Fixed Price

AS-Fixed Release Verification Service (ASF-SP1-G-NGN-RV)

This document describes Advanced Services Fixed Price: AS-Fixed Release Verification Service

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicesdescriptions/: (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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Release Verification Service

Service Summary

The AS-Fixed Release Verification (RV) Service is a tailored test service that provides verification of a jointly-agreed test plan for functionality, scalability, or interoperability of a release in a Cisco-provided lab with the customer-specific topology ("Services"). The Services will not exceed a fixed duration of four (4) weeks from the commencement date of the Services.

Services

- Test Assessment and Test Plan Development
- Setup and Test Execution
- Test Results Report Development
- Final Consultation Delivery

Deliverables

- Test Plan
- Test Results Report

Location of Services

Services are delivered remotely from a Cisco premise.

Test Assessment and Test Plan Development

Cisco Responsibilities

- Communicate with Customer networking staff to develop an understanding of Customer's network design requirements.
- Review Customer-provided information such as network design requirements, topology map, configurations, and any new features or planned changes to be implemented in the network.
- Work with Customer to develop and reach agreement on a detailed test plan that addresses specific Customer requirements.
- Review and reach agreement with Customer on the test plan, including testing entry and exit gate criteria, which shall be executed and completed in accordance with the four (4) week fixed duration of the Services.
- Document the agreed upon test requirements, including entry and exit gate criteria, in the test plan.

Customer Responsibilities

- Provide a network topology map, configuration information, and information of new features being implemented as needed.
- Provide the design documents detailing network architecture to meet the specific set of technical requirements and design goals. The level of detail must be sufficient to be used as input to an implementation plan.
- Provide any additional information required for the design effort (e.g., traffic mix and scaling) Including:
 - business and technical requirements for new Software releases;
 - certification process and lab testing process;
 - change control process;
 - service level agreements or network performance requirements;
 - critical applications supported by the network;
 - identification of applications that are mission-critical, including their related priority schemes;
 - plans for business continuance, consolidation, and virtualization;
 - expected network growth and application mix changes;
 - future advanced technology implementations.
- Participate in communications initiated by Cisco, including meetings, in order to provide Cisco with an understanding of Customer's network design requirements.
- Review details of any planned changes to Customer's network with Cisco.
- Review and reach agreement with Cisco on the test plan, including testing entry and exit gate criteria, which shall be executed and completed in accordance with the four (4) week fixed duration of the Services.

Setup and Test Execution

Cisco Responsibilities

- Provide lab set-up and test execution based on the documented Test Plan, including:
 - review of Customer's design requirements, priorities, and goals;
 - analysis of impact of new requirements on existing network;
 - setup of lab infrastructure, configuration, integration and aggregation points for the Release Verification.
- Conduct tests based on the documented Test Plan.
- Investigate any issues found, providing guidance and making recommendations for issue resolution.

Customer Responsibilities

- Notify Cisco of any network changes (e.g., topology, configuration, new Cisco Internetworking Operating System (IOS) Software releases).
- In the event that any of the criteria or other information provided during the discovery or test planning phase of the Services is altered by the Customer after Test Plan is

mutually agreed upon and documented, Customer is responsible to notify Cisco in writing within five days (5) of the change. At its sole discretion, Cisco may decline Customer requests to change the Test Plan if those changes could result in an increase in scope of Services.

Test Results Report Development

Cisco Responsibilities

- Develop a test results report which may include:
 - review of new software feature release for Customer's specific operations area.
 - overall software, hardware, configuration recommendation(s) which may suggest waiting for a future maintenance release or proceeding with testing and the implementation of the feature set upgrade.
- Provide and review with Customer the Test Results Report.

Customer Responsibilities

- Review with Cisco the Test Results Report.

Final Consultation Delivery

Cisco Responsibilities

- Schedule one (1) conference call with Customer to communicate tests results as executed to include:
 - presentation of key performance data collected during test execution;
 - identification of exception reports;
 - any potential issues and workarounds.

Customer Responsibilities

- Participate in the conference call hosted by Cisco.

General Customer Responsibilities

- Customer expressly understands and agrees that the Services will not exceed a fixed duration of four (4) weeks from the commencement date of the Services.
- For the duration of the Services, the Customer will designate at least one (1) technical representatives in each area of technology under test area covered under the RV Service who are representatives of the Customer's centralized network support center (or Customer's technical assistance center), to act as the primary technical interface to the Cisco RV engineer(s). Customer will designate as contacts senior engineers with the authority to make any necessary changes to the network configuration. One individual, who is a senior member of management or technical staff, will be designated as

Customer's primary point of contact to manage the Services.

- 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.