



## Service Description: Advanced Services – Fixed Price

### Cisco WebEx PDI Services for 10,000 – 24,999 Users (ASF-WBX-G-UC-PDIB)

This document describes Advanced Services Fixed Price Cisco WebEx Plan, Design, and Implement Services for 10,000 – 24,999 Users.

#### Related Documents

This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://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.

#### Direct Sale from Cisco

If you have purchased these Services directly from Cisco for your own internal use, this document is incorporated into your Master Services Agreement, Advanced Services Agreement, or other services agreement covering the purchase of Advanced Services-based services with Cisco ("Master Agreement"). If no such Master Agreement exists, then this Service Description will be governed by the terms and conditions set forth in the Terms & Conditions Agreement posted at <http://www.cisco.com/legal/advancedservices.html>. If you have purchased these Services directly from Cisco for resale purposes, this document is incorporated into your System Integrator Agreement or other services agreement covering the resale of Advanced Services ("Master Resale Agreement"). If the Master Resale Agreement does not contain the terms for the Purchase and Resale of Cisco Advanced Services or equivalent terms and conditions, then this Service Description will be governed by the terms and conditions of the Master Resale Agreement and those terms and conditions set forth in the SOW Resale Terms & Conditions Agreement posted at: <http://www.cisco.com/legal/advancedservices.html>. For purposes of the SOW Resale Terms and Conditions this Service Description shall be deemed as a Statement of Work ("SOW"). In the event of a conflict between this Service Description and the Master Agreement or equivalent services exhibit or agreement, this Service Description shall govern.

#### Sale via Cisco Authorized Reseller

If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; it is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/).

#### Location of Services

Services are delivered remotely via Cisco WebEx to the Customer, including up to one (1) on site visit.

#### Service Summary

Cisco will support the Customer with the planning, designing, and implementation of Cisco Jabber with WebEx Messenger and Cisco WebEx Meeting Center for up to 10,000 – 24,999 hosts each ("Services").

#### Cisco WebEx Plan, Design, and Implement Services

Cisco shall provide the Services during Standard Business Hours (9:00am to 5:30 pm local time) on Business Days. The Services include:

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- Project Management
- Cisco WebEx Security Review Package Development
- Customer Requirements Analysis
- Detailed Design Development
- Technical Implementation Plan Development
- Acceptance Test Plan Development
- Human Performance Plan Development
- Service Provisioning and Testing
- Acceptance Test Plan Execution
- WebEx Help Desk Training
- Host Account Setup, Client Software Installation Support
- Human Performance Launch
- Operations Guide Development

**Deliverables:**

- Project Plan
- Cisco WebEx Security Review White Paper
- Customer Requirements Document
- Detailed Design Document
- Technical Implementation Plan
- Acceptance Test Plan
- Human Performance Plan
- Operations Guide

The sections below detail the activities and responsibilities usually performed for each of the Services above.

**Project Management**

Provide a single point of contact ("Cisco Project Manager") as well as a designated backup for all issues relating to the AS Fixed Price Cisco WebEx PDI under this Service Description.

**Cisco Responsibilities**

- Provide Customer with a list of designated Cisco personnel roles and responsibilities under this SOW.
- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
- Provide a Project Schedule highlighting deliverables, corresponding milestones, planned project events, resource(s) and timescales.

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- Participate in scheduled project review meetings or conference calls, if required.
- Provide Customer with the identity of personnel requiring access to Customer premises, at least ten (10) Business Days prior to the scheduled date such personnel requires access.
- Deliver a weekly project status report to the Customer.
- Provide a handover, follow on actions, lessons learned, and exception reports (if necessary) upon project completion.

### **Customer Responsibilities**

- Provide the Cisco PM with a list of designated Customer personnel roles and responsibilities under this service description.
- Ensure that key Customer personnel (such as architecture design and planning, network engineering, network operations personnel) are available to provide information and to participate in review sessions, workshops and other information gathering activities. The Customer PM will also ensure that Cisco is provided with all information, data and documentation as Cisco reasonably requires to provide Services and comply with Cisco's responsibilities in this SOW. This information includes, but is not limited to: (i) information relating to Customer's network, design, business and other applicable requirements; (ii) functional and/or technical documentation relating to such requirements; and (iii) topology maps, configuration information and existing and proposed network infrastructure.
- Identify primary and backup Customer authorized site contacts who shall provide necessary information, obtain access clearances and coordinate with other organizations/third parties with respect to Services at that site.
- Participate in scheduled project review meetings or conference calls, if required.
- Coordinate with any external third parties, such as in country Carrier/Telco activities, deliverables and schedules.
- Ensure that Cisco's request for information or documentation needed for the project is provided within two (2) Business Days of Cisco's request, unless the parties agree to another time period for response.

## **Cisco WebEx Security Review Package**

The Cisco WebEx Security Review will provide clarification of security features and Cisco WebEx configuration options.

### **Cisco Responsibilities**

- Provide the Cisco WebEx Security White Paper to Customer for approval in accordance with the Document Deliverable Review Process.
- Provide the WebEx Client(s) and WebEx Administrator Guide(s) to Customer.
- Provide access to the WebEx Product Client(s) to the Customer.
- Provide up to a maximum of four (4) hours of remote support services over a support period of four (4) consecutive Business Days. This support period shall commence on the next Business Day following provision by Cisco to Customer of the Cisco WebEx Security White Paper. The remote support will be provided by a Cisco Technical resource as consultative support to Customer to provide clarification of security features and WebEx configuration options that may limit risks, during normal hours of business.

### **Customer Responsibilities**

- Review the Cisco WebEx Security White Paper Document, providing approval in accordance with the Document Deliverable Review Process.
- Provide remote access to enable Cisco to provide the support services.
- Customer is the governing authority of the support services provided by Cisco and retains full responsibility for the leadership, review, and approval of actions taken.

## Customer Requirements Analysis

The Customer Requirements Document gathers the business and functional objectives of the Customer and aligns them with the Cisco WebEx design.

### Cisco Responsibilities

- Conduct one (1) WebEx based customer requirements gathering workshop with Customer to identify business objectives along with technical configuration and security requirements of the Cisco WebEx design. The workshop(s) shall also cover review of configuration options with Customer and document in the Customer Requirements Document (CRD).
- Develop the Customer Requirements Document within seven (7) Business Days of workshop completion.
- Provide the Customer Requirements Document to Customer for approval in accordance with the Document Deliverable Review Process.

### Customer Responsibilities

- Ensure the relevant Customer resources are available to attend the WebEx based customer requirements gathering workshop(s).
- Provide Customer business and technical requirements during workshops.
- Review the Customer Requirements Document with Cisco, providing approval in accordance with the Document Deliverable Review Process.

## Detailed Design Development

The Detailed Design Document will provide the detailed configuration necessary to deploy the feature and design requirements as documented in the Customer Requirements Document.

### Cisco Responsibilities

- Develop a detailed design based on the Customer requirements as documented in the Customer Requirement Document (CRD) which aims to achieve the requirements defined in the CRD within the limitations of the product and Customer's environment.
- Document the detailed design in the Detailed Design Document.
- Produce data flow diagrams based on designed configuration for inclusion in Detailed Design Document.
- Provide the Detailed Design Document to Customer for approval in accordance with the Document Deliverable Review Process.

### Customer Responsibilities

- Review the Detailed Design Document with Cisco, providing approval in accordance with the Document Deliverable Review Process.

## Technical Implementation Plan Development

The Technical Implementation Plan will provide the detailed steps required to implement the Cisco WebEx design as recommended in the Detailed Design Document.

### **Cisco Responsibilities**

- Work with Customer to identify and detail implementation tasks.
- Develop a step by step implementation procedure including validation activities in the Technical Implementation Plan that documents the process for rolling out the service to the Customers' user population including identification of task owners, and implementation schedule.
- Provide the Technical Implementation Plan to Customer for approval in accordance with the Document Deliverable Review Process.

### **Customer Responsibilities**

- Work with Cisco to identify and detail implementation tasks.
- Review the Technical Implementation Plan with Cisco, providing approval in accordance with the Document Deliverable Review Process.

## **Acceptance Test Plan Development**

The Acceptance Test Plan will detail the steps necessary to declare the solution ready for use.

### **Cisco's Responsibilities**

- Create the Acceptance Test Plan that includes test cases, facility and infrastructure requirements, and tools requirements to declare the deployment ready for use.
- Provide the Acceptance Test Plan to Customer for approval in accordance with the Document Deliverable Review Process.

### **Customer Responsibilities:**

- Assist Cisco in development of test cases, facility and infrastructure readiness.
- Review the Acceptance Test Plan with Cisco, providing approval in accordance with the Document Deliverable Review Process.

## **Human Performance Plan Development**

The Human Performance Plan will assist the Customer in increasing the adoption of the new Cisco WebEx technology and business processes.

### **Cisco Responsibilities**

- Conduct one (1) WebEx based workshop with the Customer to agree to the Human Performance Plan which includes the following:
  - Implementation schedule
  - Communications tasks
  - Training tasks
  - Reporting tasks
  - Success metrics

- Initial adoption activities
- Task owners
- Provide the Human Performance Plan to Customer for approval in accordance with the Document Deliverable Review Process.

#### **Customer Responsibilities**

- Work with Cisco to identify and detail the tasks to be performed by Customer in relation to the Human Performance Plan. Review the draft Human Performance Plan with Cisco and providing comments within two (2) Business Days immediately thereafter.
- Review the Human Performance Plan with Cisco, providing approval in accordance with the Document Deliverable Review Process.

### **Service Provisioning and Testing**

The Cisco WebEx design will be implemented according to the Technical Implementation Plan.

#### **Cisco Responsibilities**

- Provision Cisco WebEx Subscription service in accordance with Detailed Design Document and notify Customer of service provisioning completion.
- Cisco will support Customer resources to configure WebEx Administration in accordance with the Detailed Design Document specification in a WebEx meeting having duration of up to up to three (3) meetings and up to four (4) hours per meeting.
- The remote support will be provided by a Cisco Engineer during normal hours of business as consultative support to the Customer with issues arising in testing.

#### **Customer Responsibilities**

- Configure service via WebEx Administration tool in accordance with the Detailed Design Document following procedures detailed in the Technical Implementation Plan which shall be completed no later than two (2) Business Days from notification from Cisco that the Cisco WebEx Subscription is provisioned.
- Provide at least two (2) suitably skilled and trained resources to operate Cisco products during support provided by Cisco.
- Customer is the governing authority of the support services provided by Cisco and retains full responsibility for the leadership, review, and approval of actions taken.

### **Acceptance Test Plan Execution**

Cisco will verify the successful implementation of the solution by executing the tests listed in the Acceptance Test Plan.

#### **Cisco's Responsibilities:**

- Perform testing in accordance with the Acceptance Test Plan Document after completion of Service Provisioning and Testing
- Document the results of the test cases in the Acceptance Test Plan Document.
- Notify the Customer of any test failures and work with Customer to identify the problem and resolution.

- Provide Acceptance Test Plan Document which has been updated to include the results of the tests for the Customer's records.

#### **Customer Responsibilities:**

- Provide at least two (2) suitably skilled and trained resources to operate Cisco products during testing support conducted by Cisco.
- Customer is the governing authority of the services provided by Cisco and retains full responsibility for the leadership, review, and approval of actions taken.

### **WebEx Help Desk Training**

Cisco will provide access to the Cisco WebEx Help Desk Training to empower the Customer to better support the Cisco WebEx implementation.

#### **Cisco Responsibilities**

- Provide Customer with access to WebEx Help Desk web based training for the Customer help desk resources that covers tier-1 technical support training.
- Review escalation procedures with Customer in a one (1) hour WebEx session. This review session shall take place within two (2) Business Days following completion by Customer of the WebEx help Desk Training.

#### **Customer Responsibilities**

- Attend WebEx Help Desk web based training within two (2) Business Days of completion of Cisco WebEx Subscription Service configuration and Testing.
- Attend review meeting of support escalation procedures.

### **Host Account Setup and Client Software Installation Support**

Cisco will assist the Customer remotely as they set up the accounts and install the client software for all WebEx hosts.

#### **Cisco Responsibilities**

- Provide up to a maximum of twelve (12) hours of remote support services over a support period of fifteen (15) consecutive Business Days. This support period shall commence on the next Business Day following completion of Service Provisioning.
- The remote support will be provided by a Cisco Engineer as consultative support which shall comprise technical advice assistance and guidance only. The advice and guidance may include assisting Customer in respect of the following tasks and activities:
  - Assist Customer with Client configuration and packaging in accordance with the Technical Implementation Plan
  - Assist Customer in Host account setup in accordance with the Technical Implementation Plan
  - Assist Customer resources to execute test plans to technical configurations in accordance with the Technical Implementation Plan.

#### **Customer Responsibilities**

- Configure Service Client to the specification in the Detailed Document in accordance with the Technical Implementation Plan which shall be completed no later than four (4) Business Days from notification from Cisco that service is provisioned.

- Package Client for distribution to the desktop which shall be completed no later than two (2) Business Days from the client being configured
- Distribute the Client to the desktop which shall be completed no later than four (4) Business Days from the client being packaged
- Set up Host accounts to the specification in the Detailed Document following the Technical Implementation Plan which shall be completed no later than two (2) Business Days from notification that service is provisioned.
- Conduct Testing to technical configurations as described in the Detailed Design Document following procedures detailed in the Technical Implementation Plan which shall be completed no later than two (2) Business Days from completion of Host account setup
- Notify Cisco resource of any test failures immediately and follow Cisco directions for identification and resolution of the issue
- Provide at least two (2) suitably skilled and trained resources to operate Cisco products during testing support provided by Cisco.
- Customer is the governing authority of the support services provided by Cisco and retains full responsibility for the leadership, review, and approval of actions taken.

## Human Performance Launch

Remote consultative support will be provided in order to assist the Customer in their completion of the Human Performance Plan tasks.

### Cisco Responsibilities

- Provide up to a maximum of four (4) hours of remote support services over a support period of four (4) consecutive Business Days. This support period shall commence on the next Business Day following completion of Host Account Set Up.
- The remote support will be provided by a Cisco Engineer as consultative support which shall comprise technical advice assistance and guidance only. The advice and guidance may include assisting Customer in respect of the following tasks and activities:
  - Assist Customer in design of communications
  - Assist Customer in design of training plans and job aids
  - Assist Customer in design of reports
  - Assist Customer in launch of communications, training and reporting activities.

### Customer Responsibilities

- Design and develop communications by following procedures documented in the Human Performance Plan which shall be completed no later than four (4) Business Days from notification that service is provisioned.
- Design and develop training plans and job aids by following the procedures documented in the Human Performance Plan which shall be completed no later than four (4) Business Days from notification that service is provisioned.
- Design and develop reports by following the procedures documented in the Human Performance Plan which shall be completed no later than four (4) Business Days from notification that service is provisioned.
- Launch the communications, training and reporting activities following procedures detailed in the Human Performance Plan which shall be completed no later than four (4) Business Days from completion of Host account setup.
- Provide at least two (2) suitably skilled and trained resources to operate Cisco products during support provided by Cisco.



- Customer is the governing authority of the support services provided by Cisco and retains full responsibility for the leadership, review, and approval of actions taken.

## Operations Guide Development

The Operations Guide will provide guidance regarding the day-to-day administration of the Cisco WebEx implementation.

### Cisco Responsibilities

- Create an Operations Guide Document which shall include the deployment configuration and processes for maintaining and modifying the existing configuration, including trouble-shooting tips and contact information for Cisco WebEx Technical Support.
- Provide the Operations Guide to Customer for approval in accordance with the Document Deliverable Review Process.

### Customer Responsibilities

- Review the Operations Guide with Cisco, providing approval in accordance with the Document Deliverable Review Process.

## 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.

## Document Deliverable Review Process

For Document Deliverables that are subject to review and approval from Customer, the parties will adhere to the following review and approval process:

- Cisco will present the draft Document Deliverable to Customer when the document is ready for review and approval.
- Customer shall review the draft Document Deliverable with Cisco, providing written comment or approval of the Document Deliverable within two (2) business days immediately after completion of such review.
- If no comment or approval is received by Cisco within said time period, the Document Deliverable as provided by Cisco is deemed to be accepted by the Customer.
- If Customer provides comments, then Cisco shall address such comments in a timely manner and this process for review and approval will be repeated.

## **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.