



## Service Description: Cisco Collaborative Professional Services - Routing and Switching Assessment Service (ASF-CPSA-RSA)

This document describes the Cisco Collaborative Professional Services Routing and Switching Assessment Service available under the Collaborative Professional Services Program ("Program").

**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 to Authorized Channel.** If you have purchased these Services directly from Cisco, this document is incorporated into your Collaborative Professional Services Agreement ("Agreement"), Collaborative Professional Services – General Service Terms under the Cisco Services Partner Program, a services exhibit that addresses transaction advanced services ("AS-T") or an equivalent agreement executed between you and Cisco which authorizes your participation in the Program. In the event of a conflict between this Service Description and your Agreement or equivalent services exhibit or agreement, this Service Description shall govern. For purposes of an AS-T exhibit executed between Cisco and Authorized Channel, this Service Description shall be deemed as a Statement of Work ("SOW").

### Cisco Collaborative Professional Services Routing and Switching Assessment Service

#### Service Summary

The Cisco Collaborative Professional Services ("CPS") Routing and Switching Assessment Service provides to Authorized Channel reports with findings and recommendations based on the data collected and analyzed from routing and switching devices and IOS Software ("Services"). Cisco will provide the following deliverables:

- Network Configuration Best Practice Report
- End of Life (EOX) Report
- Field Notice Report
- IOS Software Health Assessment
- IOS Software Recommendation

#### Deliverables

- Network Configuration Best Practices Report. The report provides analysis of core technology hardware device configurations using Cisco best practice configuration rules to identify non-conforming device configurations so that necessary changes can be identified.
- End of Life (EOX) Hardware Report. The EOX Hardware Report provides device level lifecycle status on the network installed base to assist network investment planning as well as to identify potential risk issues.
- Field Notice Report. The Field Notice Report identifies whether or not the installed base is impacted by a particular field notice alert, and if so, the magnitude of the impact, including a recommendation to mitigate the impact.
- IOS Software Health Assessment. The IOS Software Health Assessment provides an overall assessment of the End User's Cisco IOS software with recommendations to improve the stability and reliability of the network. The assessment contains:
  - 1) A rule based IOS Software Deployment Health analysis of all network elements;
  - 2) An IOS Lifecycle Management process review as compared to Cisco best practices;
  - 3) A Software Improvement Plan of network element software status and improvements.
- IOS Software Recommendations Report. This report provides a list of IOS software recommendations based on End User's requirements that are provided by the Authorized Channel.

#### Location of Services

Services are delivered remotely to Authorized Channel.

### Cisco Responsibilities

- Provide Authorized Channel the software base tool ("Data Collection Tool") via a software download to collect the necessary network data from the End User's network.

- Provide templates to collect required information for the IOS Health Assessment and the IOS Software Recommendations Report, respectively.
- Analyze the device data collected and provided by the Authorized Channel.
- Provide findings and recommendations from the data analysis, and document them in the following reports:
  - Network Configuration Best Practices Report
  - End of Life (EOX) Hardware Report
  - Field Notice Report
  - IOS Software Health Assessment
  - IOS Software Recommendations Report

Note: Data collection for technology audits may occur in a range between one (1) to seven (7) days in length, depending upon the type of audit.

#### **Authorized Channel Responsibilities**

- Confirm to Cisco the schedule to collect the device data.
- In order to use Data Collection Tool, the Authorized Channel must receive authorization from End User to allow Authorized Channel to run, on one or more computers connected to End User's network, the Data Collection Tool in order to collect, use and analyze End User configuration information, and to generate reports regarding End User's network and equipment.
- The following applies to the IOS Software Recommendations Report:
  - Authorized Channel is responsible for providing IOS requirements for End User.
- The following applies to the IOS Health Assessment:
  - Authorized Channel is responsible for completing and returning to Cisco the pre-assessment questionnaire.
- Provide Cisco the device data collected from End User's network.

#### **General Authorized Channel Responsibilities**

- Authorized Channel shall ensure that, End User understands and agrees i.) that Authorized Channel is providing its own proprietary services together with the Cisco Services herein; and ii) that in connection with Authorized Channel's performance of its own proprietary services, Authorized Channel must provide to Cisco certain End User information, documents and/or other technical data as required for Cisco's subsequent use in connection with Cisco Services.
- Authorized Channel will be solely responsible for documenting any recommendations made by Cisco during the delivery of the Services.

- Authorized Channel is solely responsible for all interactions and communications with End User and the provision of services and deliverables to End User.
- Authorized Channel acknowledges that the completion of Service is dependent upon Authorized Channel meeting its responsibilities as indicated herein.
- Identify Authorized Channel'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 Authorized Channel'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.
- Authorized Channel understands and acknowledges that Services provided by Cisco comprise technical advice, assistance and guidance only.
- Authorized Channel expressly acknowledges and agrees that it is solely responsible for the determination and implementation of End User's network design requirements and implementation of any recommendations provided by Cisco. The information contained in the documentation deliverables are based on the information provided by the Authorized Channel to Cisco, and Authorized Channel shall remain responsible for the accuracy or completeness of the information during the provision of the Services described herein and for the final determination of End User's network design, architecture, implementation, business or other requirements.
- Authorized Channel expressly understands and agrees that the Services shall take place and be complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.
- Authorized Channel shall obtain End User acknowledgement that completion of such Services is dependent upon Authorized Channel's use of Data Collection Tool and that End User must provide required information for the use of the Data Collection Tool to gain access to End User's network, make the End User's network available for installation of Data Collection Tool, provide secure installation behind the End User's firewall, provide access to all devices on the End User's network, make any required modifications (such as firewall rules and/or access-lists) required to enable Data Collection Tool to access all devices on End User's network
- Authorized Channel understands and acknowledges that the Data Collection Tool is only to be used by authorized personnel of the Authorized Channel.
- Authorized Channel acknowledges and agrees that Cisco shall retain full right, title and interest to the Data Collection Tool.
- Authorized Channel understands and acknowledges that the Data Collection Tool (and related software) are confidential to Cisco and its licensors. Authorized Channel will (a) hold the Data Collection Tool (and related software) in confidence, (b) not disclose the contents of the Data Collection Tool (and related software) to third parties, and (c) allow access to the Data Collection Tool (and related software) only by employees of Authorized Channel with a

need to know for purposes of accessing or using the Data Collection Tool (and related software).

- Access to and use of the Data Collection Tool by Authorized Channel is subject to acceptance of the Cisco End User License Agreement.
- Authorized Channel agrees to return Data Collection Tool upon termination of the license or upon Cisco's request that the Data Collection Tool be returned to Cisco.

#### License of Deliverables

Cisco grants to Authorized Channel a limited, revocable, non-exclusive, non-transferable license (a) to use, display, reproduce, modify, and distribute Deliverables; and (b) create, use, reproduce, and distribute derivative works of the Deliverables. The license herein is granted solely for Authorized Channel's support of End Users during the term of the agreement between Cisco and Authorized Channel and solely for use with Cisco products. Authorized Channel may not sublicense, to any persons or entity, any rights to reproduce or distribute the Deliverables. Cisco also may terminate this license upon written or oral notice to Authorized Channel, with or without prior notice.

#### Limitation

**AUTHORIZED CHANNEL EXPRESSLY ACKNOWLEDGES AND AGREES THAT IT IS SOLELY RESPONSIBLE FOR THE DETERMINATION AND IMPLEMENTATION OF THEIR END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER**

**REQUIREMENTS. CISCO SHALL NOT BE RESPONSIBLE FOR THE FAILURE OF CISCO'S COLLABORATIVE PROFESSIONAL SERVICES, DELIVERABLES, REPORTS AND/OR RELATED SOFTWARE TO MEET END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS.**

#### Representation of Cisco Brand

Authorized Channel agrees to comply with the Collaborative Services Branding guidelines located under "Resources" at <http://www.cisco.com/web/partners/services/programs/collaborative/index.html>, which is incorporated herein by reference.

#### 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 Authorized Channel. The Authorized Channel shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Authorized Channel'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 Authorized Channel's acceptance of completion of the Services in accordance with this Service Description