Service Description: Advanced Services – Fixed Price

Cisco Collaborative Professional Services – Unified Communications Readiness Assessment Service (ASF-CPSA-UCRA)

This document describes Advanced Services Fixed Price: Cisco Collaborative Professional Services Unified Communications Readiness Assessment Service available under the Collaborative Professional Services Program ("Program").

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 Unified Communications Readiness Assessment Service

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Service Summary

The Cisco Collaborative Professional Services ("CPS") Unified Communications Readiness Assessment Service ("UCRA") Service analyzes the Unified Communications system to verify Authorized Channel's implementation meets design specifications and Cisco best practices for configuration ("Services").

The Services provide a UC readiness assessment ("report output") that contains findings, recommended changes, and a diagnosis of potential issues and gaps, based on Authorized Channel's plans. Additionally, the UC readiness assessment includes an assessment of the End User's Unified Communications infrastructure that is accomplished by the Authorized Channel gathering the required information from End User network engineering and infrastructure groups. Cisco then uses the collected information to evaluate the current or planned network implementation including hardware, software, network

design, network links and power/environment. Each of these areas is evaluated against Cisco high-availability best-practices for infrastructure design. The report output includes a summary section and table illustrating if End User's existing or planned infrastructure conforms to Cisco's high-availability best practices, risks to availability, manageability, performance, and overall telephony success. The Services include the following areas in the UC readiness assessment:

Network Design

A network infrastructure assessment examines the design of the network with respect to design practices with the objective to evaluate the infrastructure's measure of converged services performance, high availability, and scalability in relation to the End User requirements. This design evaluation first investigates overall hierarchy and modularity of the network. Cisco provides the following review checks in the network design:

- hierarchy & modularity;
- Layer II LAN design;
- performance tuning;
- security tuning;
- IP routing;
- IP addressing;
- HSRP;
- Quality of Service.

Network Infrastructure Services

Network Infrastructure Services covers ancillary services that are required for optimum functionality, manageability and resiliency in IP Communications environments. In many cases these services are required for network connectivity and/or network functionality. These network services include applications such as H.323 gateways, DNS, DHCP, server high-availability and Server routing configuration. Cisco provides review checks of network services in the following for the network readiness assessment:

- DNS;
- DHCP.

Hardware Resiliency

The Hardware Resiliency section investigates the capabilities of the chosen network infrastructure devices to help Authorized Channel to identify potential feature, performance, and scalability. The capabilities of the devices are evaluated from the voice perspective. Redundant modules and chassis are a major contributor to network resiliency and allow normal or frequent maintenance on network equipment without service affecting outages in addition to minimizing power, hardware or software failure impact. Cisco provides review checks of the following in the network readiness assessment:

- device selection;
- Hardware redundancy;
- Hardware recovery.

Power and Environment Review

Power and Environment Review evaluates potential risks to IP telephony availability from power and environmental sources. Power & environmental reliability can dramatically impact overall IP telephony availability. This is due to the length of the power outage plus the reboot times for the affected devices. This would be specific to Unified Communications only and provide guidance on how to calculate the power requirement. Cisco provides review checks of the following in the network readiness assessment:

- power protection;
- environmental conditioning;
- physical security.

Location of Services

Services are delivered remotely to Authorized Channel.

Cisco Responsibilities

- Provide Authorized Channel the mechanism to collect the device data from the End User's network through the following:
  Software download – Authorized Channel can download the software necessary to collect the configuration data.

- Provide Authorized Channel the Preliminary Assessment Questionnaire for Authorized Channel to complete and return to Cisco.
- Analyze the requirements information and data provided by Authorized Channel.

- Create and provide the report output, which includes assessment of End User's network design, network infrastructure services, hardware resiliency, power and environment review.
- Conduct a virtual meeting with Authorized Channel to present the report output that summarizes the findings, recommendations for improvement, identification of items for remediation, and suggestions as they relate to Cisco's best practices.

Authorized Channel Responsibilities

- Ensure End User has agreed to the Software download data collection method.
- Complete and return the Preliminary Assessment Questionnaire to enable Cisco to perform the assessment.
- Provide Cisco the End User's requirements for their Cisco Unified Communications.
- Provide Cisco the configuration data gathered from End User's network.
- Attend virtual meeting scheduled by Cisco to review the report output, including summary of findings and related information.

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 acknowledges that the completion of Service is dependent upon Authorized Channel meeting its responsibilities as indicated herein.
- Authorized Channel is solely responsible for all interactions and communications with End User and the provision of services and deliverables to End User.
- 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 containing 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.

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Limitation

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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.