Service Description of Cisco Enterprise Information Technology ("IT") Governance Service

This document describes Cisco Enterprise IT Governance Service ("EITG").

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; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

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Cisco Enterprise IT Governance Service is intended to supplement a current Network Optimization Service agreement and a current support agreement for Cisco products and is only available where all Product(s) in Customer's Network is supported through a minimum of core services such as Cisco's SMARTnet, Limited Lifetime Warranty and Software Application Services, as applicable.

Where available, Cisco shall provide the Cisco Enterprise IT Governance Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services ("Quote") setting out the extent of the Services and duration that Cisco shall provide such Services. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

Service Summary

Cisco Enterprise IT Governance Service provides business and technology management services which assist Customer to plan and manage their business outcomes for Cisco applications, technology and Network Infrastructure. The Service aligns IT business outcomes to business goals and IT objectives in the areas of IT operations efficiency and business continuity.

Cisco Enterprise IT Governance Service consists of the following Services:

- Transformation Governance Office ("TGO") Service

    The TGO service provides a Transformation Governance Office to establish a process to assist the Customer plan and manage their business outcomes for Cisco applications, technology and Network Infrastructure. The Service orchestrates Cisco supported activities to contribute to the expected business outcomes and defines an integrated transformation plan based on recommendations provided from Cisco Enterprise IT Governance Service related supporting services which might include:

- Information Technology ("IT") Operations Efficiency ("ITOE") Service

    The ITOE service assesses a Customer's current IT Service Delivery and Operations environment related to its IT objectives and provides recommendations for efficiency and effectiveness gains. The Service then provides implementation assistance for the selected recommendations within a pre-defined improvement plan.

- Business Service Continuity ("BSC") Service

    The BSC service assesses a Customer's current IT Service and Operations environment related to its IT objectives and provides recommendations for business service continuity. The Service provides implementation assistance for the selected recommendations within a pre-defined improvement plan for business service continuity.

The Customer IT services which may be supported by the Cisco Enterprise IT Governance Service are:

IT Infrastructure Services

- o Supported Cisco Products and technologies include devices which forward and/or process routed IP and switched Ethernet traffic such as switches, routers, wireless controllers and access points, firewall, intrusion detection services and VPN Products.

- o Supported Products exclude any Products declared to be "End of Support."

IT Communication Services

- o Supported Cisco Products and technologies include devices or applications which forward and/or process Cisco's Unified Communications, Cisco Quad, Cisco VXI, Cisco Collaboration, Cisco Voice, Cisco Video and data traffic.

- o Support Cisco Products and technologies include devices or applications which forward and/or process Cisco's Data Center traffic.

- o Supported Products exclude any Products declared to be "End of Support."

Cisco Responsibilities

Cisco Enterprise IT Governance Service consists of the provision of Services described below, where available which Cisco shall provide for the Customer's Network during Normal Business Hours (unless stated otherwise). Services provided by Cisco are remotely delivered unless otherwise noted.

Transformation Governance Office

Cisco shall provide a Transformation Governance Office ("TGO") for all Service modules selected by the Customer under the Cisco Enterprise IT Governance Service.

The TGO provides the process of transformation governance which may include the following tasks:

- Designate a Cisco contact ("TGO Program Manager") to act as the primary interface to the Customer for Cisco Transformation Governance activities, and manage Cisco personnel performing Cisco Enterprise IT Governance Service activities.

- Review Customer's business, IT services and end-user services which are enabled by IT.

- Conduct interviews with Customer to agree on objectives, desired business outcomes and related controls/key performance indicators ("KPI") on at least one of the following levels: business, IT and IT infrastructure.

- Define Customer's required transformation initiatives and integrated roadmaps based on Cisco Enterprise IT Governance Service assessments and analysis

- Link transformation initiatives to business and IT strategy and establish a KPI framework for measuring Customer's implementation of transformation initiatives on the following three levels: business/strategic influence, infrastructure/IT service experience and IT process/function improvements.

- Provide portfolio management of the transformation initiatives governed by TGO, including business cases for new initiatives, prioritization of active initiatives, closing out of initiatives.

- Provide performance measurement of the transformation process with a balanced score card approach, reporting on the following four areas:
  - o Financial progress (Benefits and Return on Value/Return on Investment)
  - o Customer business outcomes and impact
  - o IT personnel learning and improvements
  - o Internal processes under transformation, progress in maturity, controls and KPIs

- Prove a quarterly updated ninety (90) day transformation plan based on proposed recommendations.

- Provide organizational management of change by means of transfer of information to reduce cultural barriers and increase skills of key personnel

- Schedule with Customer a meeting to kick off the engagement to plan service activities in support of Customer specified initiatives.

- Collaborate with Customer to define and maintain a ninety (90) day plan which will typically include the following:

    o Deliverables, supporting activities and timeline agreed to and provided by a Cisco designated engineer ("Cisco Services Engineer")
    o Customer's priorities for deliverables and support activities based on a rolling ninety (90) day plan
    o Sponsor for deliverable and supporting activities
    o Schedule of start and end-dates for completion of deliverable and support activities
    o Customer personnel responsible for contributing, reviewing and approving work products completed by Cisco Services Engineer

- Participate in periodic conference calls with Customer representatives and Cisco personnel.

- Create and monitor a Customer-specific Cisco email alias, to facilitate communication with all Customer designated contacts under the Service

- Conduct regular communications and reporting by the TGO

- Create a central repository for all TGO materials

- Provide final reporting and transition plan at end of the Service.

General Support

In addition to the TGO, Cisco shall provide the following General Support provisions for all Services selected by the Customer.

- Cisco Services Engineer will act as the primary interface with the Customer for Cisco Enterprise IT Governance Service.

- Services are provided remotely unless otherwise agreed or pre-arranged.

- Provide certain Data Collection Tools that Cisco identifies as appropriate for Network data collection during the Term of the Services, provided that all fees due and owing to Cisco under this Service have been paid. Data Collection Tools may or may not include Hardware or Software. Customer acknowledges and agrees that Cisco shall retain full right, title and interest to the Data Collection Tools. In addition to Cisco provided tools, the Cisco Services Engineer may utilize Customer provided data, scripts or internal tools to assist in collecting data from the Customer Network.

- Cisco TGO Manager to obtain Customer's Business and IT objectives, business outcomes and key performance measurements.

- Cisco Services Engineer(s) will provide the Cisco TGO Manager findings and operational efficiency gains aligned with Customer's objectives and business outcomes.

- Cisco Services Engineer(s) will provide the Cisco TGO Manager progress of key improvements resulting from service improvement activities.

IT Operations Efficiency Service

The IT Operations Efficiency Service provides an analysis of a Customer IT Service Delivery Management and Infrastructure Management capabilities for managing IT Services and delivers improvement recommendations for addressing operational efficiency, targeting service level outcomes, and improving quality of experience.

IT Service Delivery Management Assistance

Provide recommendations for the Customer to optimize and manage the supply and demand for IT services by standardizing, orchestrating and automating service request, service fulfillment and service configuration.

- Cisco will conduct a series of onsite and remote meetings to develop a thorough understanding of Customer's end-to-end IT service delivery processes, capabilities and future requirements with a focus on improvements to service request, service fulfillment and service configuration of IT services to its end-users.

- Review Customer's IT service delivery processes and management capabilities for service request and fulfillment, access management, demand management, service asset and configuration management and service catalogue management.

- Analyze business objectives and key performance measurements obtained by TGO for managing end-to-end IT service delivery processes for IT services.

- Review the following for IT services:

  o User process for initiating user requests

  o Tasks performed by IT staff to fulfill user requests

  o Service configuration and service management systems used to manage user and service requests.

- Recommendations on implementing processes and instrumentation of management systems.

- Evaluate and prioritize recommendations which improve end-user experience, addressing operational efficiency

The IT service delivery recommendations may cover the following areas:

  o Methods used for user request for service creation: Email, Web, Phone Service Desk

  o Service catalogue management i.e. catalogue and non-catalogue services, method of interfaces with other processes including service asset and configuration management

  o Capabilities for tracking and measuring services requested and consumed by users

  o Optimal vs. suboptimal tasks performed in support of the service delivery process

  o Manual and automated workflows i.e. service approval process

  o Exception handling i.e. non-standard user request for services, incomplete or changed requests

  o Access management i.e. access and authorization, service usage policies, logging and tracking

  o Demand management i.e. resource inventory, resource provisioning

  o Configuration management systems i.e. configuration attributes, configuration relationships and dependency mappings, inventory accuracy, data propagation and exchange between systems

  o Process orchestration, automation and integration capabilities i.e. service fulfillment, asset and resource management, service level management, tool integration, data synchronization

  o Key performance measures and capabilities i.e. service provisioning performance, configuration management accuracy, end-user quality indicators

Improvement Implementation Assistance

Guide the Customer through the process of implementing selected recommendations in accordance with the IT service delivery improvement plan, which may include the following:

- Provide onsite Improvement Implementation Assistance. In addition to the conditions defined in the "General Support" section, designate an engineer ("Cisco Services Engineer") onsite at Customer's designated location to act as the primary interface with Customer, providing general advice and guidance related to Customer's implementation of Cisco's improvement plan and recommendations. Customer directed tasks to be performed by Cisco Services Engineer are subject to Cisco approval, which shall not be unreasonable withheld. An Onsite Cisco Services Engineer is only available to certain geographic locations and will be specified in the Quote if provided. Where available, the following may include:

  o Ongoing, onsite support and technical leadership from a local Cisco Services Engineer available up to 3 days per week (pending local work restrictions) during Normal Business Hours excluding Cisco holidays, locally recognized country holidays, vacation, and training days.

- Analyze Customer's proposed sequence for implementing recommended changes.

- Review Customer's implementation plans, test plans and timeline.

- Provide support to define process maps and tool capability, process governance i.e. RACI to measure process compliance and adoption of recommendations.

- Provide operational support for automating standard work flows.

- Provide support for implementing changes to configuration management systems.

- Provide support for implementing process improvements i.e. process orchestration, process integration, standard operating procedures/run book automation.
- Provide support for implementing performance measurements, key quality indicators.

IT Infrastructure Management Assistance

Provide leadership to guide Customer through the process of optimizing the IT infrastructure management architecture, processes and capabilities for management of cross-domain technology architectures to support the evolving requirements of the business, which may include:

- Conduct a series of onsite and remote meetings to develop a thorough understanding of Customer's management architecture, processes, capabilities and future requirements with a focus on infrastructure management of IT Services supported by single and cross-domain technology architecture.
- Review Customer's network and technology management goals and business requirements.
- Analyze business objectives, business value drivers and key performance measurements obtained by TGO for infrastructure management of cross-domain technology architectures.
- Review Customer's IT services which are provided to its business consumers with a focus on the common and unique management processes, instrumentation and capabilities for end-to-end management of IT services.
- Analyze Customer's business and IT value drivers and capabilities for measuring cross-domain technology infrastructure management of operational efficiency/effectiveness, service level performance and service quality of experience.
- Review the following aspects of Customer's IT Services:

  o Operational processes and management capabilities for incident management, event management, and problem management for managing cross-domain technology architectures
  o Transition processes and management capabilities for release management and change management for managing cross-domain technology architectures
  o Infrastructure resource management processes and management capabilities for infrastructure asset management, resource inventory, and hardware and software management, performance capacity management for managing cross-domain technology architectures
  o Standards and compliance management for configuration management, access management, hardware and software management for managing cross-domain technology architectures

- Analyze roles and responsibilities of service owners, service product managers, process owners and contributors across technology domains.
- Recommendations on implementing processes and instrumentation of management systems.
- Evaluate and prioritize recommendations which improve end-user experience, achieve operational efficiency and ensure end-to-end service levels.

  The Cisco recommendations related to IT infrastructure management improvement may cover the following areas:

  o Common and unique management processes
  o Instrumentation and capabilities for end-to-end management of IT services
  o Process measurements: Critical Success Factors (CSFs), KPIs, metrics and targets
  o Continuous process improvement
  o Process optimization
  o Staffing and expertise
  o Infrastructure topology and resiliency

Improvement Implementation Assistance

Guide the Customer through the process of implementing selected recommendations in accordance with the IT infrastructure management improvement plan, which may include the following:

- Provide onsite Improvement Implementation Assistance. In addition to the conditions defined in the "General Support" section, designate an engineer ("Cisco Services Engineer") onsite at Customer's designated location to act as the primary interface with Customer, providing general advice and guidance related to Customer's implementation of Cisco's improvement plan and recommendations. Customer directed tasks to be performed by Cisco Services Engineer are subject to Cisco approval, which shall not be unreasonable withheld. An Onsite Cisco Services Engineer is only available to certain geographic locations and will be specified in the Quote if provided. Where available, the following may include:

  o Ongoing, onsite support and technical leadership from a local Cisco Services Engineer available up to 3 days per week (pending local work restrictions) during Normal Business Hours excluding Cisco holidays, locally recognized country holidays, vacation, and training days.

- Analysis of Customer's proposed sequence for implementing recommended changes.

- Review of Customer's implementation plans, test plans and timeline.

- Provide support for Customer's implementation of changes to optimize and or automate infrastructure processes, configuration, and management capabilities.

- Provide support for development of troubleshooting guides, run-books, standard operating procedures, standard configuration templates.

- Provide support for Customer's Process re-engineering: governance, measurement, improvement, policies and procedures

- Provide knowledge transfer of information.

- Provide recommendations for configuration and implementation for instrumentation improvement

Customer Responsibility. In the context of the IT Operations Efficiency Service, Customer will perform the following:

- Assign a Customer executive sponsor for the overall project

- Assign a Customer single point of contact to manage Customer activities and communicate progress and issues.

- For each activity, assign Customer personnel to perform, review, approve and adopt recommendation as necessary.

- Provide existing documentation to the Cisco Service Engineer.

- Work with the Cisco Service Engineer as required for the completion of each activity.

Business Service Continuity ("BSC") Service

Provide leadership to guide the Customer through the process of optimizing the IT Business Service Continuity management for one (1) critical IT business service, which may include:

- Conduct a series of onsite and remote meetings with Customer to develop an understanding of the Customer's service resiliency, service continuity and recovery management plans for IT enabled business services to address service availability, recovery and performance levels in support of the Customer's business and service level objectives.

- Conduct a business service impact analysis to assess risks to current IT service recovery time and recovery point objectives and the impact to supporting business functions.

- Analyze policies, processes and procedures for testing, managing and executing service continuity management and recovery plans.

- Identify potential security design related risks and vulnerabilities and steps to mitigate identified risks.

- Analyze availability management critical paths and dependencies with operational processes, service management capabilities, service level objectives and continuous improvement process to manage and report service availability.

- Develop a risk mitigation plan to enable Customer's IT to evaluate and prioritize mitigating identified risks to service levels and business continuity requirements.

- Develop an IT service continuity improvement plan to enable Customer's IT to evaluate and prioritize recommendations which improve end-user experience, addressing operational efficiency.

The IT service continuity improvement plan and recommendations may cover the following areas:

- o Recommendations for achieving recovering time and recovery point objectives

- o Risk categories and levels, risk exposure, risk classification and risk mitigation for identified critical business service

- o Infrastructure and operational dependencies which affect business service continuity requirements

- o Availability and recovery strategies

- o Best practices for IT continuity management, risk analysis and management with a focus on end-to-end IT service continuity

- o Cost benefit analysis for mitigating critical gaps with IT continuity management

- o Creation of a risk register for managing resolution of critical gaps identified within the IT service continuity improvement plan

- o Creation of an exercise schedule and service continuity testing plan for critical areas to be tested annually

- o Development of a project plan to address items identified in improvement plan and provide a timeline associated with project tasks, including policy, procedures, security, and infrastructure support.

Improvement Implementation Assistance

Guide the Customer through the process of implementing selected recommendations identified within the IT service continuity improvement plan, which may include the following:

- Provide onsite Improvement Implementation Assistance. In addition to the conditions defined in the "General Support" section, designate an engineer ("Cisco Services Engineer") onsite at Customer's designated location to act as the primary interface with Customer, providing general advice and guidance related to Customer's implementation of Cisco's improvement plan and recommendations. Customer directed tasks to be performed by Cisco Services Engineer are subject to Cisco approval, which shall not be unreasonable withheld. An Onsite Cisco Services Engineer is only available to certain geographic locations and will be specified in the Quote if provided. Where available, the following may include:

  - o Ongoing, onsite support and technical leadership from a local Cisco Services Engineer available up to 3 days per week (pending local work restrictions) during Normal Business Hours excluding Cisco holidays, locally recognized country holidays, vacation, and training days.

- Analysis of Customer's proposed sequence for implementing recommended changes.

- Review of Customer's implementation plans, test plans and timeline.

- Provide support for Customer's Process re-engineering: governance, measurement, improvement, policies and procedures

- Provide knowledge transfer of information

- Assist in developing table top exercises for evaluating business service continuity plans, processes and procedures.

- Assist in developing validation and testing mechanisms for the business service continuity plan so that plan can be executed, evaluated, and determined to meet expected timeframes of service restoration.

- Development of continual service improvement plan based on the business service continuity validation and operations

Customer Responsibility. In the context of the Business Service Continuity Service, Customer will perform the following:

- Provide Cisco personnel with access to all people, organizations, and/or documentation as needed to review in depth the Customer chosen Business Continuity plan.

- Access or availability to show Cisco personnel the ability to capture data, process flow, systems architecture for all components and tooling within the Customer chosen Business Continuity plan and Operational environments needed to execute.

- Allow Cisco personnel to ask, interview, or establish communications (written, electronic, or verbal) within the Customer environment to successfully acquire meaningful information associated with discovery of the Customer chosen Business Continuity plan.

General Customer Responsibilities

- The activities described in this Cisco Enterprise IT Governance Service builds upon those activities provided under Cisco's Network Optimization Service and it is assumed that the Customer is providing those NOS-related Customer Responsibilities described in that offer.

- In addition to those specific Customer Responsibilities described above, Customer shall provide the following additional information:

  o Overall device and network management strategy.

  o Operational and change management processes.

  o Network management system and instrumentation capabilities.

  o Maintenance windows and any other constraints.

  o Service level agreements and operational level agreements.

  o Network and service performance requirements.

  o Standard operating procedures related to Customer's business practices, its internal operational nomenclature and Network to allow Cisco to effectively communicate and discuss changes with Customer in the context of Customer's business environment.

  o Designate a program manager to act as the single point of contact to which all Cisco communications may be addressed, having an appropriate level of applications and network experience. Such person shall act as Customer's host for onsite assessment activity to coordinate facility access, conference rooms, phone access and staff scheduling.

  o Ensure key management, IT and operational personnel are available to participate in interview sessions as required by Cisco in support of developing an improvement plan. Review improvement plan and suggestions provided by Cisco. Participate in prioritizing and scheduling implementation assistance based on improvement plan and suggestions provided by Cisco

Service Not Covered

In addition to the List of Services Not Covered document posted at www.cisco.com/go/servicedescriptions/ the following are not support under Cisco Enterprise IT Governance Service:

  o Any configuration of hardware or software. Such services may be provided under a separately contracted engagement.

  o Any Hardware, software or third party product the Customer may need to acquire that is related to this Service Description.

  o Any support, upgrade or maintenance for Product or Software other than as defined in this Service Description.

  o Services for non-Cisco products, including but not limited to non-Cisco hardware, non-Cisco software and non-Cisco management tools.