



## Service Description: Cisco Network Knowledge Service

This document describes the Cisco Network Knowledge Service.

**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; and (3) Severity and Escalation Guidelines. 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, this document is incorporated into your Master Services Agreement (MSA), Advanced Services Agreement (ASA), or equivalent services agreement executed between you and Cisco. All capitalized terms not defined in the Supplemental Glossary of Terms for Network Optimization Service at the end of this document have the meaning ascribed in the MSA or equivalent services agreement executed between you and Cisco. If not already covered in your MSA or equivalent services agreement, this document should be read in conjunction with the Related Documents identified above. In the event of a conflict between this Service Description and your MSA or equivalent services agreement, this Service Description shall govern.

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This Cisco Network Knowledge Service is intended to supplement 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 and Software Application Services, as applicable or, outside of United States and Canada, under Cisco's Shared Support Program. Cisco shall provide the Cisco Network Knowledge 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.

### Services Summary

Cisco Network Knowledge Service addresses four areas:: Formal Training courses, Curriculum Planning Review, Technical Knowledge Library, and Remote Knowledge Transfer Sessions. Cisco Network Knowledge Service typically provides knowledge services technology support for Customer core transport, aggregation, LAN, and WAN Networks).

<b>Cisco Network Knowledge Service</b>
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**Cisco Responsibilities**

Cisco shall provide support for the selected Services during Normal Business Hours (unless stated otherwise). Cisco shall provide the following General Support provisions for all Services selected by Customer:

**General Support**

- Designate a Project Manager ("Advanced Services Project Manager") to act as the primary interface with Customer for this contract.
- Schedule periodic (typically monthly) conference calls to review the Services being provided.
- Establish a Customer-specific Cisco email alias to facilitate communication with Advanced Services Project Manager.

The quantity, delivery frequency of the Deliverables, and efforts for ongoing Activities will vary depending on Customer requirements and what Customer and Cisco mutually agree upon when Services are purchased. If any exist, geographic delivery limitations are described in the "Support Limitations to Services Offered" section.

**Knowledge Service**

- Provide Curriculum Planning Review. Cisco will consult with Customer via a series of meetings to understand and assess training needs. A Curriculum Planning Review is provided in English by default, other languages subject to availability. A Curriculum Planning Review may include, among other information, the following:
  - Review up to two job roles and one technology by default
  - Analysis of findings
  - Report describing the analysis, Customer's current skills gaps, and Cisco's recommendations.
- Provide Remote Knowledge Transfer Sessions. Cisco will consult with Customer to identify requirements and topics for informal training sessions. Remote Knowledge Transfer Sessions are:
  - Delivered in English, with other languages subject to availability
  - Delivered remotely up to four (4) hours in length, with no labs and no printed course materials
  - Relevant to the Cisco products and technologies deployed in Customer's Network Infrastructure
- Provide Technical Knowledge Library. The Technical Knowledge Library is made available by Cisco through a secure web-based portal ("Portal"). The Technical Knowledge Library is only available to certain geographic locations and will be specified in the Quote if provided. Where available, the following is provided:
  - Assist in account creation/entitlement for Authorized Viewers for the Portal, prior to use during the duration of the Service. Customer is responsible for security, network connection, IP address assignment and any required firewall or access control list changes required on their network in order for the end-users to access the Portal.
  - Assign a delivery Point of Contact ("PoC") who will assist in on-boarding the Customer to the Portal. Cisco delivery PoC will obtain the necessary information to entitle Cisco CCO logins of Authorized Viewers to login to the Portal.

- Hold a “Kick-off meeting” to train and demonstrate the tool for Authorized Viewers. During this kick-off meeting a detailed demo of the Portal and the content contained within it will be conducted for the Customer.
- Multimedia clips in the form of video on demand or audio on demand content.
- Sidebar content such as white papers, case studies, design guides, configuration guides, troubleshooting guides, training documents, deployment guides, online textbooks and/or manuals, or bumper clips.
- Listed web based trainings provided via Technical Knowledge Library to Authorized Viewers.
- Make available a Customer-specific deliverables archive resulting from subscription-based Cisco Advanced Services provided separately to Customer.
- Host new Content and provide preventative maintenance in accordance with Cisco’s normal maintenance schedules and procedures. At the same time, old content may be refreshed or removed depending on its relevance.
- Provide technical assistance and troubleshoot issues submitted to Cisco through provided e-mail alias [tkl-support@cisco.com](mailto:tkl-support@cisco.com).
- **Updated Content.** Cisco may revise, update and/or remove previously-released Multimedia Clips and/or Sidebar Content (“Updated Content”). Cisco will make any Updated Content available to Customer as a part of the Services. The Updated Content will exclude the previously-released Multimedia Clips and Sidebar Content (where applicable) that the Updated Content was intended to supersede. Customer should discontinue any use of the superceded Multimedia Clips and/or Sidebar Content.
- Provide Formal Training. Cisco will lead hands-on, multiday customer premises training session, focusing on selected topics related to the deployment and integration of Cisco products and technologies. Formal Training may include:
  - Course instruction of tasks such as Network connectivity from a known Network design, configuring devices, and troubleshooting
  - Class availability is described on Cisco’s web site: <http://www.cisco.com/go/ase>

## **Customer Responsibilities**

### **General Responsibilities**

- Designate at least two (2) but not more than three (3) technical representatives to act as the primary technical interface to the Advanced Services Project Manager. Representatives must be Customer's employees in a centralized location. 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 implementation of services under this Service Description (e.g., install TKL appliance, identify job roles and technologies for Curriculum Planning Review, , assist with prioritization of projects and activities). Provide its designated person(s) with instructions on process and procedure to engage the Advanced Services Project Manager.
- Provide Network topology map(s) (when Formal Training is purchased).
- Provide customer internal incident escalation process and contact information.

- Create and manage an internal email alias for communication with Advances Services Project Manager.
- **Curriculum Planning Review.** In addition to the General Responsibilities, Customer shall:
  - Designate primary and secondary points of contact to whom all Cisco communications may be addressed and has the authority to act on all customer responsibilities required through to delivery completion.
  - Unless otherwise agreed to by parties, provide information and documentation required by Cisco within five (5) business days of Cisco's request.
  - Ensure key Customer staff are available for scheduled information gathering sessions such as interviews.
  - Initiate the project by conducting kickoff meetings, define project scope, project schedule and work breakdown structure.
  - Provide all necessary technical documentation including, but not limited to Network designs and implementation plans and job descriptions for the target audiences being assessed.
- **Remote Knowledge Transfer Sessions.** In addition to the General Responsibilities, Customer shall:
  - Collaborate with Cisco Advanced Services to determine appropriate and relevant topics
  - Provide a single point of contact to be used for all required communication and coordination of requested sessions
  - Provide details in advance about the background and skill sets of each Remote Knowledge Transfer session audience
- **Technical Knowledge Library.** Customer is responsible for testing of the Portal interface. In addition to the General Responsibilities, Customer shall:
  - Provide on-boarding information as follows: contact name, title, address, telephone number, e-mail address of primary and secondary team lead, Email ids and name of the Authorized Viewers who will need access to the Portal.
  - Install the Digital Rights Management ("DRM") software on as needed basis which allows to view the DRM-protected content on the Portal.
  - Participate in training and/or feedback sessions with Cisco team to enable Cisco to understand the needs of the Authorized Viewers for the Portal.
  - Notify Cisco of any technical support requests or troubleshooting issues related to the Services by sending an e-mail to Cisco team at [tkl-support@cisco.com](mailto:tkl-support@cisco.com)
- **Formal Training.** In addition to the General Responsibilities, customer shall:
  - Provide appropriate computers and other dedicated facilities as required for usage by students for instructional purposes
  - Provide remote access to instructional lab facilities as required, including static IP addresses when required.
  - Upon desiring to cancel a scheduled class, should do so in writing to the designated Cisco point of contact prior to 30 days from the start of scheduled session to avoid possible forfeiture of class delivery at Cisco discretion

- Understand all instructional content is the sole property of Cisco and/or Cisco subcontractors
- Receive and be accountable for tracking and maintaining instructional equipment shipped onsite until delivery of session is completed
- Provide access to instructional site to training personnel one business day prior to session delivery commencement
- Provide items as indicated on classroom checklist from Cisco

<b>Supplemental Glossary of Terms for Cisco Network Knowledge Service</b>
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- **“Activity”** means a set of technical or business consulting tasks performed for the benefit of Customer in the delivery of a Service in which no published document accompanies the exit criteria and is typically referred to an “ongoing” task under a subscription service.
- **“Authorized Viewer”** means either (i) an employee of Customer or (ii) an independent contractor of Customer performing services for Customer’s benefit who is authorized by Customer to use the Services.
- **“Bumper Clip”** means a short multimedia video and/or audio segment containing an ‘onBusiness Network’ logo or other branding sequence, which is intended to be viewed immediately before and/or after a Multimedia Clip.
- **“Content”** means the content hosted on the Portal as part of the services, including the Sidebar Content. All Content shall be considered Cisco Confidential Information.
- **“Deliverable”** means a set of technical or business consulting tasks performed for the benefit of Customer in the delivery of a Service in which the exit criteria is a published document such as multiple design reviews or Software recommendation reports, audits, etc.
- **“Intellectual Property Rights”** means all past, present, and future rights of the following types, which may exist or be created under the laws of any jurisdiction in the world: (a) rights associated with works of authorship, including exclusive exploitation rights, copyrights, moral rights, and mask work rights; (b) trade secret rights; (c) patent and industrial property rights; (d) trademark and trade name rights and similar rights; (e) other proprietary rights in intellectual property of every kind and nature; and (f) rights in or relating to registrations, renewals, extensions, combinations, divisions, and reissues of, and applications for, any of the rights referred to in clauses (a) through (e) of this sentence.
- **“Internal Use Purposes”** means use of the Services for the sole purpose of permitting Authorized Viewers to view the Content, provided that all such viewing is solely intended to further Customer’s internal communications, training, education, or administrative objectives. Notwithstanding anything to the contrary in this Service Description, “Internal Use Purposes” expressly excludes (i) the licensing, copying, transferring, or distributing of any element of the Services; (ii) displaying of any element of the Content to any persons other than Authorized Viewers, and Customer will not permit or enable any other persons to view any element of the Content; (iii) modifying, altering, abbreviating, or editing of any element of the Services unless expressly permitted by Cisco or its suppliers or licensors; (iv) the incorporation of any element of the Services into any product or service of Customer or creating a derivative work based upon the Services; and (v) using any element of the Services in any manner other than as expressly authorized under this Service Description.
- **“Multimedia Clip”** means a discrete multimedia video or audio segment, in digital format, that is intended to be viewed from start to finish without interruption.
- **“Sidebar Content”** means supplemental meta-content or meta-data associated with each Multimedia Clip, setting forth indexing information about the pertinent Multimedia

Clip, such as its title, running time, a descriptive summary of its content, and its category or classification. Sidebar Content also means any viewable, downloadable or streamed content that may be accessed in connection with a Multimedia Clip or any Cisco-provided standalone content, including but not limited to transcripts, text files, pictures, directories, guides, video and/or audio files, and any other data, provided by Cisco pursuant to this Service Description, but excluding Multimedia Clips and Bumper Clips.

<b>Support Limitations to Service Offered</b>
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The following are limitations to Cisco Network Knowledge Service:

- Remote Knowledge Transfer Sessions. Requested session topics are subject to availability
- Technical Knowledge Library. Content requests are subject to availability