



Service Description: Cisco RMS Compliance Management Services

Cisco Compliance Management and Configuration Service (CMCS)

This document describes Cisco RMS Compliance Management Services including:

- Cisco Compliance Management and Configuration Service (CMCS)

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.

Direct Sale from Cisco. If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA) or equivalent services agreement executed between you and Cisco. All capitalized terms not defined in the Supplemental Glossary of Terms for Cisco RMS Compliance Management Services at the end of this document have the meaning ascribed in the MSA or equivalent services agreement executed between you and Cisco. 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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Cisco RMS Compliance Management Services is intended to supplement a current support agreement for Cisco products and is only available where all Product(s) in Customer's Network are supported through a minimum of core services such as Cisco SMARTnet / SP Base and Software Application Services, as applicable. Cisco shall provide Cisco RMS Compliance Management Services 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 that

Cisco shall provide and the period during which such Services shall be provided. 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 for Cisco Compliance Management and Configuration Service (CMCS)

Cisco Compliance Management and Configuration Service (CMCS) delivers a premise-based, customer-oriented solution based on Cisco capabilities focused on delivering value through a combination of Cisco intellectual capital, compliance and configuration management features with the CMS Appliance (Compliance Management Service Appliance) coupled with Cisco operational expertise.

Cisco CMCS is available in three service levels. These three service levels provide increasing levels of support from a Cisco Operations Manager (OM). Two additional optional service levels are also available that provide increasing levels of support from a Cisco Customer Engineer (CE). This approach allows customers to align their specific compliance and configuration support needs with the right level of personalized attention received from assigned Cisco support resource(s). See Appendix A for a detailed list of roles, responsibilities and deliverables for Cisco CMCS at each of these service levels.

Summary of Service Levels for CMCS:

- **CMCS – OM Standard**
 - Includes CMS Appliance software, CMS Appliance software updates and access to Cisco Intellectual Capital.
 - Personalized support from a Cisco Operations Manager (OM) which includes:
 - Case and Escalation Support
 - Standard Status Reporting
 - Standard Periodic Reviews
 - Instructional Sessions
 - Standard Operational Support and Analysis
 - Standard Change Management Support

- **CMCS – OM Enhanced**

- Includes CMS Appliance software, CMS Appliance software updates and access to Cisco Intellectual Capital.
- Personalized support from a Cisco Operations Manager (OM) which includes everything offered at the Standard Level of service plus the following additional deliverables:
 - Enhanced Status Reporting
 - Enhanced Periodic Reviews
 - Enhanced Change Management support

- **CMCS – OM Comprehensive**

- Includes CMS Appliance software, CMS Appliance software updates and access to Cisco Intellectual Capital.
- Personalized support from a Cisco Operations Manager (OM) which includes everything offered at the Enhanced Level of service plus the following additional deliverables:
 - Comprehensive Status Reporting
 - Comprehensive Operational Support and Analysis
 - Comprehensive Change Management support

- **CMCS – Optional Customer Engineer (CE) Comprehensive**

- Includes a designated Customer Engineer (CE) providing support for:
 - All Enhanced Level deliverables included
 - Comprehensive focus and additional support on the Customer's Compliance, Configuration and Change Management needs
 - After-hours Cell Team support during Customer defined maintenance windows

Summary of Optional Customer Engineer (CE) Service Levels for CMCS:

- **CMCS – Optional Customer Engineer or Enhanced Customer Engineer**

- Includes a designated Customer Engineer (CE) providing support for:
 - Engineering support on CMS Appliance
 - Monthly Operations Reviews
 - Instructional Sessions
 - Engineering recommendations on network elements
 - Compliance and Configuration Support
 - Policy Management

Network Configuration and Change Management Solution

The CMS Appliance is deployed on the Customer's premise to enable the Cisco RMS Compliance Management Services. The CMS Appliance has the ability, if enabled, to communicate with the Cisco Data Center for policy and rules and other proprietary Intellectual Content created by Cisco. Activating Cisco RMS Compliance Management Services typically requires the CMS Appliance to be placed at a customer Hub or HQ location.

The CMS Appliance includes a Common Services Platform Collector (CSPC) as well as the CMS software application configured on two distinct virtual servers running on Cisco UCS hardware (or an approved server with the same specifications as the Cisco UCS server).

The CMS Appliance will be used to execute the primary compliance and configuration management functionality inclusive of the RMS Compliance and Configuration Management Services as described in this document.

CMS Appliance Components

CSPC is primarily responsible for the data collection, configuration pushes and software image management (SWIM) functionality of the CMS Appliance. Users will utilize the CSPC User Interface to:

- Execute the discovery of the targeted network elements.
- Schedule inventory collection (configuration and images currently configured and installed on their network elements).
- Route collected data to multiple locations within the Customer's network as well as route information to the back-end Cisco Data Center if desired.
- Push configurations to the Customer's network elements.

The CMS software application performs data analytics, the scheduling and execution of configuration changes and a host of other activities. Users will utilize the CMS software User Interface to:

- Run reports, view configurations and perform audits based on best practices and compliance standards.
- Leverage the workflow management functionality for Change Management reviews and approvals prior to execution of network change requests.
- Dictate the exact configuration changes to be made.
- Schedule the specific time(s) to execute changes on targeted Network Elements.

- Perform configuration rollbacks (in concert with CSPC functionality)
- Enforce adherence to relevant network policies and best practices.
- Archive Network Element configurations.

The deployment of the CMS Appliance on the Customer's premise may include some or all of the following activities:

- Installation of operating system and CMS Appliance supporting applications on the hardware (Cisco UCS server or server meeting same specifications). This may be accomplished remotely.
- Testing of the CSPC and CMS software components of the CMS Appliance. This may be accomplished remotely.
- If Cisco is responsible for supplying the CMS Appliance hardware, the shipment of a Cisco UCS server(s) to the designated Customer location(s).
- If Customer is responsible for supplying the CMS Appliance hardware, Cisco will provide remote assistance to Customer for the installation of the CMS software on the Customer-supplied server.
- Enabling a communication link between the CMS Appliance deployed on the Customer's network and the Cisco Data Center to allow access to Cisco Intellectual Content

The CMS Appliance is an integral part of the Cisco RMS Compliance Management Services and is installed on the Customer premise for the duration of the Service term. During the Service term, the Customer is granted a non-exclusive and non-transferable license to use the hardware (if supplied by Cisco) and the software resident thereon solely on the CMS Appliance.

Software Updates for the CMS Appliance

Cisco RMS Compliance Management Services includes routine software updates for the CMS Appliance. The Customer shall receive an email notification from Cisco that will identify the modifications included in the latest software release of the CMS Appliance. The Customer and/or designated Cisco Customer Engineer (if applicable and included purchase order) will be responsible for scheduling and upgrading the CMS Appliance per the details of the software release from Cisco.

Transition Management

Transition Management is a phased process approach in which Cisco prepares Customer infrastructure for Cisco CMCS. The Customer must submit a signed Purchase Order to Cisco for Cisco CMCS to initiate the Transition Management process. The Transition Management process concludes at the negotiated Customer Acceptance Date.

Kickoff Meeting

The Cisco Operations Manager will act as a single point of contact during the Transition Management phase (activities defined below). Within 30 days from receipt of a valid Purchase Order for Cisco CMCS the Cisco Operations Manager will contact the Customer to schedule the kickoff meeting. The kickoff meeting is accomplished via a WebEx conference call. The kickoff meeting is facilitated by the Cisco Operations Manager and coordinated with key stakeholders in the Customer's organization as well as a designated Cisco Engineer assigned to the Transition Management phase. This Transition Management phase includes the following activities:

- Coordinating, scheduling, and executing the Kickoff meeting.
- Reviewing roles and responsibilities of Cisco personnel and Customer contacts.
- Providing Customer with escalation documentation for Operational Support.
- Reviewing the Service purchased, as indicated on the Purchase Order.
- Aligning Cisco and Customer on all major activities, risks and milestones during the Transition Management phase.
- Reviewing and completing the Service Activation Kit (SAK).

Service Activation Kit (SAK)

Reviewing the SAK components and key information is critical for successfully completing the Transition Management phase. It is the Customer's responsibility to fill out all relevant data fields in the SAK, which include all necessary Network Element details required for activating the Service.

The Cisco Operations Manager will work with the lead designated Customer contact to assist with the data gathering activities required on the Service Activation Kit. This activity is covered under a one-time service activation fee.

*** CMS Appliance Configuration

Once the CMS Appliance is installed and configured, Cisco executes a discovery process for Network Elements per the Cisco Purchase Order. The Cisco Operations Manager will communicate any discrepancies between discovered Network Elements and what was contracted on the Cisco Purchase Order. This activity is covered under an one-time service activation fee. Any requested additions beyond the Network Elements defined on the Cisco Purchase Order will be subject to incremental Service fees and, possibly, an extended Transition Management interval.

Remote Training Session

The Cisco Operations Manager is responsible for scheduling a remote training session with designated Customer contacts that will be using the CMS Appliance (re: the CMS Appliance user community). The training session will be conducted using a WebEx conference bridge, collaborative software, and/or instructional videos as needed and appropriate.

The topics to be covered in this training session include:

- Operational review covering:
 - Cisco's responsibilities including detailed list of activities and deliverables that designated Cisco personnel will be responsible for delivering.
 - Customer's responsibilities to ensure service delivery success
 - Alignment on the frequency of recurring operational meetings (aka: touch points) to ensure Customer's expectations are in line with Service level that was purchased.
 - Review of escalation process to Cisco for service related issues and questions
- CMS Appliance review covering:
 - Setting up user roles and access
 - Generating standard reports
 - Workflow management functionality
 - Configuration management functionality
 - Software image management (SWIM) functionality
 - Compliance management functionality

Customer Acceptance

Once all service activation deliverables have been completed the service will transition from the Transition Management phase to the Operations phase. All exceptions to the Operations phase must be clearly documented within the Transition Management phase documentation controlled by the Cisco Operations Manager.

Cisco Operations Manager will work with the Customer to validate that the Transition Management phase is complete.

Contract Billing

The contract will begin billing seventy-five (75) days from the date that the order has been placed. This 75 day period allows for the Transition Management phase to be completed under typical conditions.

Customer Termination

The Customer must return any and all associated Cisco materials (hardware, software and documentation) to Cisco immediately upon expiration or termination of the Service contract.

Supplemental Glossary of Terms for Cisco CMCS
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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 as an “ongoing” task under a subscription service.
- **Common Services Platform Collector (CSPC)** discovers network devices on demand, and uploads the discovery information and collection information to the CMS Appliance.
- **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 recurring Operations Reviews, Configuration Change Reports, Software Recommendation Reports, Policy Audit Reports, etc.
- **CMS Appliance** (Compliance Management Service Appliance) is an integrated security and risk management solution to manage a heterogeneous network environment. The solution combines a GUI client (Security Console), a server (CMS Appliance Series or CMS Software Series), a database, and other tools to provide an integrated and comprehensive secured configuration and management solution to manage, audit and secure your network devices.
- **Network Element** is defined as any network component (i.e. network device or module) that is discovered via the Common Services Platform Collector (CSPC) and uploaded into the CMS Appliance.

Appendix A – Cisco Responsibilities for Compliance Management and Configuration Service (CMCS)

Cisco Responsibilities for CMCS – OM Standard Support

For CMCS – OM Standard support Cisco shall provide the following on an 8x5 local business hour basis (unless otherwise stated):

- Cisco will coordinate activities to activate CMCS. See Transition Management section above in this document.
- Cisco will enable and make available to the Customer on a 24x7 basis the CMS Appliance with Configuration Management, Software Image Management, Workflow Management and Compliance Management functionality.
- Cisco will designate an individual (Cisco Operations Manager - OM) to act as the primary non-technical liaison point of contact to provide Deliverables and Activities. These Deliverables and Activities include:
 - Schedule kick-off meeting to review schedule, deliverables, and Cisco and Customer responsibilities.
 - Schedule and lead initial training and consultation session with designated Customer resources after implementation and activation of the CMS Appliance. Collaborate with Cisco technical experts as required to accomplish this deliverable.
 - Assist customer in setting up CMS Appliance user roles (ie: administrators, approvers, reviewers, etc) to leverage the workflow management functionality of CMS Appliance.
 - Provide basic training session(s) as required to assist designated Customer resources with CMS Appliance set-up and workflow processes relevant to Cisco CMCS.
 - Baseline documentation of customer's operational procedures logged into Cisco's service delivery support infrastructure
 - On a daily basis (business days Mon – Fri) monitor for configuration changes via the CMS Appliance (ie: monitoring configuration change reports).
 - Monitor all return material authorizations (RMAs) Service Requests (SRs) opened with Cisco TAC for any Cisco products covered as a "Network Element" in Cisco CMCS as well as any SRs related to the CMS Appliance(s) deployed on the Customer premise.
 - Monitor and, if needed, escalate support of RMA-related Service Requests for all Cisco CMCS covered products to ensure timely and effective remediation of the issue.
- Create standardized operations reports and email to Customer once per week. These weekly reports will include the following:
 - Configuration Change Report
 - End of Life Hardware Status Report
 - End of Life Module Status Report
 - End of Life Software Status Report
 - End of Life Status Summary Report
 - Device Contract Summary Report
 - Device Module Contract Summary Report.
 - Contract Summary Report.
 - Additional Compliance and Audit Summary Reports as applicable to the customer.
- Facilitate a monthly operational review. Operational reviews will consist of the following data generated from the CMS Appliance deployed on the Customer premise:
 - Summary of change management activities on the network.
 - Summary of configuration management activities on the network.
 - End-Of-Life HW/SW status summaries.
 - Device contract summary.
 - Compliance and audit summary as applicable to Customer needs.
- Provide quarterly instructional sessions on CMS Appliance set-up, usage and new features and functionality.
- Coordinate with Customer on periodic updates (normally quarterly) to the CMS Appliance(s) deployed on the Customer premise to ensure service continuity and up-to-date Cisco Intellectual Capital

Cisco Responsibilities for CMCS – OM Enhanced Support

For CMCS - OM Enhanced Support Cisco shall provide all of the deliverables detailed in the OM Standard Support section (above). In addition, Cisco shall provide the following on an 8x5 local business hour basis (unless otherwise stated):

- Coordinate with Customer to identify unique reporting needs and leverage the CMS Appliance on the Customer premise to produce a monthly customized report delivered via email
- Collaborate with Customer to document the Customer's IT Change Management processes and procedures and provide them with the completed documentation.
- Weekly email notifications to Customer to highlight recommendations based on actionable reports including End-of-Life Status Reports, Cisco Contract Status Reports and PSIRT Advisory reports.
- Attend and/or review recurring Change Advisory Board (CAB) meetings facilitated by the Customer to stay in synch with Customer's Change Management activities, log those activities and notes in the CMS Appliance as appropriate to ensure tight coordination between Cisco support resources and Customer's Change Management resources

Cisco Responsibilities for CMCS – OM Comprehensive Support

For CMCS - OM Comprehensive Support Cisco shall provide all of the deliverables detailed in the OM Enhanced Support section (above). In addition, Cisco shall provide the following on an 8x5 local business hour basis (unless otherwise stated):

- Coordinate with Customer to identify unique reporting needs and leverage the CMS Appliance on the Customer premise to produce a monthly customized report delivered via email
- Provide oversight and comprehensive assistance to Customer regarding large and/or complex change management activities that the Customer has planned. Leverage the CMS Appliance workflow management functionality. Deliverables may include:
 - Providing status updates to Customer during recurring CAB meetings.
 - Logging required information for network change management actions in the CMS Appliance.
 - If Customer has purchased one of the CMCS - Customer Engineer (CE) Support options (Enhanced or Comprehensive) assist with the coordination of Cisco CE resources and the

Customer's resources to improve change management success.

- For any high priority and/or complex changes as defined by the Customer create a proactive Cisco Service Request (SR) with associated applicable documentation in support of a Customer's defined maintenance window to make sure the required information is documented and available if support from Cisco technical support personnel is needed during any break/fix issue at the time of a critical network change

Cisco Responsibilities for CMCS – Optional Customer Engineer Support

For CMCS – Optional CE Support Cisco shall provide the following on an 8x5 local business hour basis (unless otherwise stated):

- Designate an individual (Cisco Customer Engineer - CE) to act as the primary technical liaison point of contact to provide Deliverables and Activities. These Deliverables and Activities include:
 - Collaborate with Cisco Operations Manager (OM) as needed for kickoff call and the Transition Management phase of the service.
 - Collaborate with Cisco Operations Manager (OM) on scheduled training session(s) regarding the service and the CMS Appliance
 - Engineering support for any/all technical issues related to the CMS Appliance.
 - Engineering support for Cisco recommended HW/SW upgrades to the CMS Appliance.
 - Engineering support for Policy Management including the initial creation of policies relevant to the Customer as well as policy reviews/updates on a quarterly basis.
 - Participate in the monthly operational review facilitated by the Cisco Operations Manager
 - Identify service delivery recommendations for network element changes (i.e. upgrades, updates, swap outs, etc) based on technical knowledge of Customer's network and their compliance and configuration policies. Present findings to Customer in the Monthly Operations Review facilitated by Cisco Operations Manager
 - Attend and/or review Customer's Change Advisory Board (CAB) meetings, activities and projects to stay in synch with all change management activities

- Up to 10 (ten) hours of direct engineering support per week for Configuration and Change Management activities on qualified network elements (**Cisco products only**). Leverage workflow management functionality of CMS Appliance to schedule and execute required network change management actions in a coordinated manner on behalf of the Customer.

Cisco Responsibilities for CMCS – Optional CE Enhanced Support

For CMCS – Optional CE Enhanced Support Cisco shall provide the following on an 8x5 local business hour basis (unless otherwise stated):

- Designate an individual (Cisco Customer Engineer - CE) to act as the primary technical liaison point of contact to provide Deliverables and Activities. These Deliverables and Activities include:
 - Collaborate with Cisco Operations Manager (OM) as needed for kickoff call and the Transition Management phase of the service.
 - Collaborate with Cisco Operations Manager (OM) on scheduled training session(s) regarding the service and the CMS Appliance
 - Engineering support for any/all technical issues related to the CMS Appliance.
 - Engineering support for Cisco recommended HW/SW upgrades to the CMS Appliance.
 - Engineering support for Policy Management including the initial creation of policies relevant to the Customer as well as policy reviews/updates on a quarterly basis.
 - Participate in the monthly operational review facilitated by the Cisco Operations Manager
 - Identify service delivery recommendations for network element changes (i.e. upgrades, updates, swap outs, etc) based on technical knowledge of Customer's network and their compliance and configuration policies. Present findings to Customer in the Monthly Operations Review facilitated by Cisco Operations Manager
 - Attend and/or review Customer's Change Advisory Board (CAB) meetings, activities and projects to stay in synch with all change management activities
 - Up to 20 (twenty) hours of direct engineering support per week for Configuration and Change Management activities on qualified network elements (**Cisco**

products only). Leverage workflow management functionality of CMS Appliance to schedule and execute required network change management actions in a coordinated manner on behalf of the Customer.

Cisco Responsibilities for CMCS – Optional CE Comprehensive Support

For CMCS – Optional CE Comprehensive Support Cisco shall provide all of the deliverables detailed in the Optional CE Enhanced Support section (above). In addition, Cisco shall provide the following on an 8x5 local business hour basis (unless otherwise stated):

- Designate an individual (Cisco Customer Engineer - CE) to provide up to 40 (forty) hours of direct engineering support per week for Configuration and Change Management activities on qualified network elements (**Cisco products only**). Leverage workflow management functionality of CMS Appliance to schedule and execute required network change management actions in a coordinated manner on behalf of the Customer.

Customer Responsibilities

- Designate a representative to act as the primary interface with Cisco designated Operations Manager.
- Work with Cisco designated resources to identify the user base (ie: customer's network engineers, technicians, managers, Change Advisory Board, etc) that will be set up in the CMS Appliance.
- Attend regularly scheduled conference calls and review meetings with designated Cisco resources.
- Advise designated Cisco resources of standard operating procedures related to Customer's business practices, change management activities, internal operational nomenclature and network details to allow designated Cisco resources to effectively communicate and discuss Cisco CMCS activities and deliverables with Customer in the context of Customer's business environment.
- Provide network access for Cisco designated resources to the CMS Appliance.
- Designate person(s) from within Customer's technical support organization to serve as a liaison to the Cisco Customer Engineer when the Optional Customer Engineer service has been purchased.

- Work with Cisco designated resources to ensure Customer's designated resources clearly understand the process and procedures to initiate Service Requests and Change Management initiatives with Cisco designated resources.
 - Provide all necessary information to enable Cisco's designated resources to deliver Cisco CMCS.
 - Provide reasonable electronic access to Customer's network (ie: network elements covered under Cisco CMCS; CMS Appliance deployed on customer premise, etc) to enable Cisco to effectively deliver Cisco CMCS.
 - Notify Cisco designated resources in advance of any major or complex Move/Add/Change/Delete (MACD) activities that are planned for the Customer's network.
 - Customer acknowledges that Cisco will only support generally available Products and Software releases/versions that are natively supported on the CMS Appliance unless otherwise mutually agreed upon between Customer and Cisco.
 - For data collection tools provided by Cisco (i.e. CSPC) that are located at Customer's site, Customer shall ensure that such tools are located in a secure area, within a network environment protected within a firewall and on a secure LAN, under lock and key and with access restricted to those Customer employee(s) or contractor(s) who have a need to access the tools and/or a need to know the output of the tools. In the event the data collection tools provided by Cisco are Software, Customer agrees to make appropriate computers available and download Software as needed.
- support requirements will be handled in a custom (statement of work) arrangement, if needed.
- Engineering support: The designated Cisco Customer Engineer will support all Cisco products (aka Cisco "Network Elements") as covered under Cisco CMCS. The Customer Engineer will not support third party device configurations, changes and policies. Any in-depth third party device support will be handled in a custom (statement of work) arrangement, if needed.

Support Limitations for Cisco CMCS

The following are limitations to Cisco CMCS in all theaters unless otherwise agreed to by Cisco and the Customer and/or Cisco partner:

- Local language support: Designated Cisco personnel will be proficient in English, Chinese (Mandarin) and German as required to effectively deliver Cisco CMCS. Any other language support will be handled in a custom (statement of work) arrangement, if needed.
- Onsite customer visits: Cisco CMCS is delivered via remote support personnel and does not include any onsite customer visits by these remote resources. Any onsite support requirements will be handled in a custom (statement of work) arrangement, if needed.
- Support hours: The designated Cisco remote personnel (Cisco Operations Manager and Cisco Customer Engineer) will be available 8x5 local business hours to deliver all requirements of Cisco CMCS. Any afterhours