



## Service Description: Advanced Services Configurable (AS-C) Assessment Services

This document describes Advanced Services Configurable Services for Assessment Services activities and deliverables.

### 1.1 Service Summary

The Assessment Services analyze the current state of the architecture, operational model or IT service management and provides an assessment of capability to support the planned strategy. For further Cisco Portfolio information:

<http://www.cisco.com/web/services/portfolio/index.html>.

### 1.2 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.

### 1.3 Direct Sale from Cisco

If you have purchased these Services directly from Cisco for your own internal use, this document is incorporated into your Master Services Agreement, Advanced Services Agreement, or other services agreement covering the purchase of Advanced Services-based services with Cisco ("Master Agreement"). If no such Master Agreement exists, then this Service Description will be governed by the terms and conditions set forth in the SOW Terms & Conditions Agreement (Direct Sale Only) posted at: [http://www.cisco.com/web/about/doing\\_business/legal/terms\\_conditions.html](http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html), which is incorporated into this Service Description by this reference. In either case, this Service Description shall be treated as a "SOW" or a "Statement of Work" under the most recent agreement between the parties or by the SOW Terms & Conditions Agreement referenced above.

Cisco shall provide the AS-C Assessment Services activities and deliverable described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Service Bill of Material ("SBOM"), identifying Cisco's quote for performance of Services, which details the extent of the Services and duration that Cisco shall provide such Services. Customer's issuance of Purchase Order, referencing the Configuration ID associated with the SBOM, will constitute its acknowledgement and agreement to the terms of this SBOM. Availability of Services described herein and service delivery may vary by geographical region.

### 1.4 Sale via Cisco Authorized Reseller

If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/).

### 1.5 Location of Services

Services are provided remotely and onsite, as required and quoted.

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## 3.0 General Service Activities

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### 3.1 Project Management

Project management will be provided for the duration of the Service, including a Project Manager (PM) who will have the primary responsibilities to conduct the project kick off meeting, develop a project plan, schedule resources, and provide change management. Project management services will be provided for the duration of the project.

#### 3.1.1 General Responsibilities

##### Cisco Responsibilities

- 3.1.1.1 Provide Customer with a list of designated Cisco personnel roles and responsibilities under this AS-C Assessment Services offer.
- 3.1.1.2 Provide a Project Management Plan ("PMP"). PMP is a baseline document from which the Cisco PM can manage deliverables, assess progress, and manage change management issues and any on-going questions.
- 3.1.1.3 Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
- 3.1.1.4 Provide a Project Schedule highlighting deliverables, corresponding milestones, planned project events, resource(s) and timescales.
- 3.1.1.5 Participate in scheduled project review meetings or conference calls, if required.
- 3.1.1.6 Provide Customer with the identity of personnel requiring access to Customer premises, at least ten (10) Business Days prior to the scheduled date such personnel requires access.
- 3.1.1.7 Deliver a weekly project status report to the Customer.
- 3.1.1.8 Provide a handover, follow on actions, lessons learned, and exception reports (if necessary) upon project completion.

##### Customer Responsibilities

- 3.1.1.9 Provide the Cisco PM with a list of designated Customer personnel roles and responsibilities under this AS-C Assessment Services offer.
- 3.1.1.10 Ensure that key Customer personnel (such as architecture design and planning, network engineering, network operations personnel) are available to provide information and to participate in review sessions, workshops and other information gathering activities. The Customer PM will also ensure that Cisco is provided with all information, data and documentation as Cisco reasonably requires to provide Services and comply with Cisco's responsibilities in this AS-C Assessment Services offer. This information includes, but is not limited to: (i) information relating to Customer's network, design, business and other applicable requirements; (ii) functional and/or technical documentation relating to such requirements; and (iii) topology maps, configuration information and existing and proposed network infrastructure.
- 3.1.1.11 Identify primary and backup Customer authorized site contacts who shall provide necessary information, obtain access clearances and coordinate with other organizations/third parties with respect to Services at that site.
- 3.1.1.12 Participate in scheduled project review meetings or conference calls, if required.
- 3.1.1.13 Coordinate with any external third parties, such as in country Carrier/Telco activities, deliverables and schedules.
- 3.1.1.14 Ensure that Cisco's request for information or documentation needed for the project is provided within three (3) Business Days of Cisco's request, unless the parties agree to another time period for response.

##### Deliverables

- 3.1.1.15 Project Management Plan

## 4.0 Infrastructure Supporting Services

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### 4.1 Infrastructure Readiness Assessment

Assesses the current architecture by identifying potential risks and gaps within network infrastructure and provide recommendations on how to support new or additional capabilities to the existing Customer's network.

#### 4.1.1 General Responsibilities

##### Cisco Responsibilities

- 4.1.1.1 Refer to the architecture/technology-specific sections in section 4.1.2 below in addition to the activities defined here.
- 4.1.1.2 Obtain Customer's up-to-date network topology diagrams for the sites to be assessed along with information about current network architecture, configurations of devices, network usage requirements, design goals, security policy and utilization reports with respect to the scope and architecture of the project a) Borderless Network, b) Collaboration, c) Data Center.
- 4.1.1.3 Send the architecture solution questionnaire and the respective white paper related to tools and security to Customer contacts prior to project kick off.
- 4.1.1.4 Conduct interviews with key members of Customer's organization, involved with the existing technical infrastructure. Review and verify Customer network information with respect to the scope of project a) business, application, technical, and operational requirement, and b) future technology plans.
- 4.1.1.5 Review and analyze the existing software/hardware revisions on the network and recommend the upgrades to software/hardware revisions to run the Cisco architecture solution that may include Borderless Network, Collaboration, Data Center, Video, Mobility or other architecture.
- 4.1.1.6 Use the Data Collection Tools to simulate the traffic on the network and measure delay, jitter and packet loss parameters and make recommendations to eliminate/minimize these values to provide acceptable QoS on the network.
- 4.1.1.7 Perform an Availability Analysis from network design review to identify potential infrastructure design and configuration issues that could affect the network resiliency and availability.
- 4.1.1.8 Perform a WAN bandwidth requirement or WLAN RF performance analysis (if applicable) to determine Customer's network and bandwidth requirements to support Customer's architecture solution in the branch/regional sites connected via WAN links.
- 4.1.1.9 Provide the Infrastructure Readiness Assessment Report to Customer for review and approval in accordance with "Document Deliverable Review and Approval Process".

##### Customer Responsibilities

- 4.1.1.10 Refer to the architecture/technology-specific sections in section 4.1.2 below in addition to the activities defined here.
- 4.1.1.11 Customer is responsible for communicating and scheduling personnel to attend the kick off meeting and interviews.
- 4.1.1.12 Provide Cisco with up-to-date network topology diagrams and information about the current network architecture, configuration of these devices, network usage requirements, design goals, security policy and following utilization reports, with respect to the scope and architecture of the project a) Borderless Network, b) Collaboration, c) Data Center.
- 4.1.1.13 Arrange for security access for Cisco Personnel at designate Customer sites where Infrastructure Readiness Assessment will be performed.
- 4.1.1.14 Identify the appropriate staff members involved at each site and co-ordinate the scheduling for all meetings and data gathering.
- 4.1.1.15 Customer acknowledges that completion of Services is dependent upon Cisco's use of Data Collection Tools and/or third party tools.
- 4.1.1.16 Customer will provide the requested information five (5) days prior to the installation of the Data Collection Tools, such as: seed file, SNMP, Telnet, show commands, syslog server.
- 4.1.1.17 Customer agrees to make its Network available for installation of Data Collection Tools; to provide a secure area with limited physical access; provide for secure installation behind the Customer's firewall; and provide for access to all devices on the Network.

- 4.1.1.18 Customer will notify Cisco about changes made to the Network such as Product(s) added/deleted and changes made to Product credentials, and any changes to Syslog, DNS, proxy and gateway servers IP address.
- 4.1.1.19 Customer must immediately return Data Collection Tool(s) to Cisco, as instructed by Cisco, upon the earlier of: (i) completion of Services; or (ii) Cisco's request to Customer that the Data Collection Tool(s) be returned to Cisco.
- 4.1.1.20 Review and approve the Infrastructure Readiness Assessment Report with Cisco in accordance with "Document Deliverable Review and Approval Process".

## **Deliverables**

- 4.1.1.21 Infrastructure Readiness Assessment Report

## **4.1.2 Additional Error! Reference source not found. Activities and Deliverables by Architecture/Technologies**

Refer to the applicable architecture/technology supported below.

### **4.1.3 Collaboration/ Unified Communications/ Business Video**

#### **Cisco Responsibilities**

- 4.1.3.1 Provide Customer with Discovery Questionnaire requesting information regarding the following: a) Network infrastructure topology; b) WAN bandwidth utilization; c) Layer 3 routing protocol; d) Layer 2 switching; e) Network connectivity; and f) Security, as applicable.
- 4.1.3.2 Conduct Interviews with the following key members of Customer's organization, involved with the existing data , voice and video infrastructure: a) LAN design/engineering manager or lead; b) architecture/engineering manager; c) Network planner or architect; d) telecom/video/contact center services manager or lead; e) Network management or tools manager or lead; f) performance/capacity manager (data); g) installation and Network facilities manager (responsible for power/environment); and h) Network security officer or lead.

#### **Customer Responsibilities**

- 4.1.3.3 Customer will provide (if applicable) the following Network and utilization information: a) current wide area network (WAN) bandwidth utilizations; b) desktop/laptop to install data collection software; c) authentication credential details to create seed file for Data Collection Tool; and d) current utilization of Network services such as name resolution, and authentication.

### **4.1.4 Borderless Networks/ Wireless- RF**

#### **Cisco Responsibilities**

- 4.1.4.1 Conduct RF Survey Data Review for a small representative sample area of the Customer's network.
- 4.1.4.2 Review and analyze WLAN device configurations, which may include: a) WLAN controllers; b) Wireless Control System/Network Control System/Prime Infrastructure; c) WLAN Mobility Service Engine with Context Aware Software and Wireless Intrusion Prevention Software; d) WLAN NAC Guest Server; e) Cisco Secure Access Control Server; f) Identity Services Engine; and g) representative sample of client devices.
- 4.1.4.3 Perform RF analysis focused on: a) RF coverage; b) RF interference; c) Traffic analysis; and d) Performance of key client devices.

#### **Customer Responsibilities**

- 4.1.4.4 If available, provide Customer information on the existing Customer's WLAN design and implementation to Cisco for analysis including: a) Customer's WLAN Detailed Design document; b) Customer's RF Design document; and c) Customer's WLAN Implementation Plan.
- 4.1.4.5 If available, provide existing Customer RF site survey report that includes: a) physical locations of Access Points; b) Antenna Type/Location/Orientation; c) any known or measured sources of interference; and d) RF/WLAN Design Assumptions of Caveats.

- 4.1.4.6 Provide specific information on the existing network infrastructure, which may include: a) Network design documentation including relevant site survey reports and network diagrams; b) detailed, current, high-resolution site floor plans with AP locations and names called out. The site floor plan must be in one of the following formats: DWG (AutoCAD), EMF (Enhanced MetaFile), WMF (Windows MetaFile), GIF (Graphics Interchange Format), JPEG (Joint Photographics Experts Group); c) Wireless LAN infrastructure device inventory including configurations for all access points, wireless LAN controllers, LAN switches, access control servers, network management systems including the following information for all device types: model, hostname and IP address; d) information on the number, categories, and types of client devices; e) information on the following: Wireless LAN technology (e.g., 802.11a/b/g/n), tools, services, capacity requirements, performance requirements, accessibility/reliability requirements, infrastructure management; f) existing security infrastructure such as VPN concentrators, RADIUS servers, external authentication databases (e.g., Active Directory, NT, LDAP); g) existing wired network infrastructure, QoS, and network design; h) existing network management infrastructure and operational procedures; and i) any known or suspected operational problems in the network infrastructure.

## 4.1.5 Collaboration/ Customer Collaboration

### Cisco Responsibilities

- 4.1.5.1 Obtain Customer's up-to-date network topology diagrams for the sites to be assessed along with information about current network architecture, configurations of these devices, network usage requirements, design goals, security policy and utilization reports including past month utilization reports from service provider(s).
- 4.1.5.2 Identify Customer sites being accessed using the site-model methodology.
- 4.1.5.3 Perform a power and environment analysis to determine power and environment requirements for Customer's Unified Communication solution
- 4.1.5.4 Review the network discovery data to analyze the existing software/hardware revisions on the network and recommend the upgrades to software/hardware revisions to run the Cisco Unified Communications solution that may include Unified Contact Center Enterprise, Unity, Presence, Mobility, MeetingPlace or other applications.
- 4.1.5.5 Perform an Availability Analysis from network design review to identify potential infrastructure design and configuration issues that could affect the network resiliency and availability.
- 4.1.5.6 Perform a WAN bandwidth requirement analysis to determine Customer's network and bandwidth requirements to support Customer's Unified Communications solution in the branch/regional sites connected via WAN links.
- 4.1.5.7 Perform WAN/LAN/PSTN requirement analysis based on the contact center specific network bandwidth, prioritization and latency requirements.
- 4.1.5.8 When SIP Trunking is included in the solution, perform WAN Requirement analysis in lieu of IP Trunking in general and SIP trunk in particular in accordance with expected PSTN traffic and the Service Provider IP trunk service.

### Customer Responsibilities

- 4.1.5.9 Provide Cisco with answers to all the questions asked during the interview process in a timely manner. Any outstanding answers to questions during the interview process are required prior to starting the assessment.
- 4.1.5.10 During the Services, Cisco recommends the number of changes made to the Network is minimized and that if feasible, no configuration changes are made to the Network.
- 4.1.5.11 Customer will notify Cisco about changes made to the Network such as Product(s) added/deleted and changes made to Product credentials, and any changes to Syslog, DNS, proxy and gateway servers IP address.

## 4.2 Infrastructure Network Assessment

The Infrastructure Network Assessment provides a comprehensive evaluation of infrastructure, which may include routing, switching, mobility, data center, virtualization and its ability to support network services in a secure fashion. This service helps to determine the network's fitness to support a converged architecture that enables end-to-end network services with greater reliability, performance and efficiency

### 4.2.1 General Responsibilities

#### Cisco Responsibilities

- 4.2.1.1 Refer to the architecture/technology-specific sections in section 4.2.2 below in addition to the activities defined here.

- 4.2.1.2 Work with Customer to understand their network environment and to qualify Cisco's understanding of their requirements for Network Assessment.
- 4.2.1.3 Work with Customer on Discovery of requirements regarding the following: a) Network infrastructure; b) Technical infrastructure hardware and software; c) Existing configuration of Network devices d) Network connectivity; e) Data Center (if applicable) f) Borderless Network (if applicable); and g) Mobility, Video, Security, as applicable.
- 4.2.1.4 Collect information from the existing Infrastructure using Cisco Assessment tools and techniques. Assess technical controls and architecture of existing core, wireless, and security, data center, collaboration, video and mobility infrastructure.
- 4.2.1.5 Conduct interview sessions with key Customer technical and operational personnel to gather and analyze all required components pertinent to the Technology Assessment.
- 4.2.1.6 Complete an assessment of a representative set of network configurations.
- 4.2.1.7 Provide the Infrastructure Network Assessment Report to Customer for review and approval in accordance with "Document Deliverable Review and Approval Process".

### **Customer Responsibilities**

- 4.2.1.8 Refer to the architecture/technology-specific sections in section 4.2.2 below in addition to the activities defined here.
- 4.2.1.9 Designate a single point of contact to act as the primary technical interface for Cisco personnel.
- 4.2.1.10 Participate in Network Assessment discovery sessions.
- 4.2.1.11 Provide the following information five (5) business days prior to interviews with Cisco: a). Network Infrastructure documentation including standards, design, and topological information; b) Security policy and requirements; c). Additional applications related network information.
- 4.2.1.12 Review and approve the Infrastructure Network Assessment Report with Cisco in accordance with "Document Deliverable Review and Approval Process".

### **Deliverable**

- 4.2.1.13 Infrastructure Network Assessment Report

## **4.2.2 Additional Network Assessment Activities and Deliverables by Architecture/Technologies**

Refer to the applicable architecture/technology supported below.

### **4.2.3 Borderless Networks/ CORE-ROUTING-SWITCHING**

#### **Cisco Responsibilities**

- 4.2.3.1 Work with Customer to understand their network environment and to qualify Cisco's understanding of the business and technical requirements.
- 4.2.3.2 Collect network information using Data Collection Tool if required. If Data Collection Tool is not deployed on Customer's network, Cisco will install it for the duration of the engagement.
- 4.2.3.3 Gather and review Customer network architecture requirements via: a) one (1) requirements workshop; and b) interviews with Customer key stakeholders.
- 4.2.3.4 Gather from Customer and review some or all of the following information: a) business, technical and operational requirements; b) future technology plans; c) network design/topology documents; d) network services and application initiatives; and f) feature requirements.
- 4.2.3.5 Draft the Consolidated Customer Requirements Document and review with customer.
- 4.2.3.6 Provide analysis of the Customer's current network architecture for the in scope locations.
- 4.2.3.7 Assess the network architecture's alignment with the requirements enumerated and agreed upon in the Customer Requirements Document.
- 4.2.3.8 Create and review with customer the Converged Architecture Strategy Assessment Report to include: a). executive summary; b). summary of Customer's current network architecture strengths and weaknesses; c). description of specific gaps in the architecture and technical controls. d) remediation roadmap plan.

- 4.2.3.9 Collaborate with Customer in prioritizing remediation recommendations to address the identified gaps.
- 4.2.3.10 Update Remediation Roadmap Plan based on customer priority and feedback.
- 4.2.3.11 Create and present to customer summary of assessment findings and prioritized recommendation strategy.
- 4.2.3.12 Assist Customer in prioritizing remediation recommendations to address the identified gaps.

### **Customer Responsibilities**

- 4.2.3.13 Provide necessary on premise network access to Cisco for deployment of network collection tools or remote access for manual data collection.
- 4.2.3.14 If Cisco provides data collection tools at Customer's site, Customer shall ensure that such data collection tools or scripts are located in a secure area.
- 4.2.3.15 If Cisco provides data collection tools, help install the data collection tools in production, environments.
- 4.2.3.16 Provide necessary read-only access to network infrastructure components for data collection.
- 4.2.3.17 Ensure that Cisco has all relevant device information including the required device lists as required. Provide assessment data collection support
- 4.2.3.18 Return data collection tool(s) to Cisco, if provided, upon the earlier of: (i) expiration or termination of the service or (ii) Cisco's request to Customer that the data collection tools(s).
- 4.2.3.19 Provide input into the remediation recommendations to address the identified gaps found during the assessment.

## **4.2.4 Borderless Networks/ Wireless- WLAN**

### **Cisco Responsibilities**

- 4.2.4.1 Review documentation of the existing WLAN deployment, if available. This could include: a) WLAN Architectural Design documents; b) WLAN detailed Design documents; and c) RF Design documents.
- 4.2.4.2 Collect device configurations from the existing wireless LAN infrastructure using Cisco wireless LAN network assessment tools and techniques including: a) Cisco Network Collector; b) Wireless LAN Controllers; and c) WCS/NCS/PI.
- 4.2.4.3 Provide at least one Cisco WLAN engineer to perform a remote Wireless LAN Network Assessment to cover the architecture, operational status, and security of the deployed wireless infrastructure focusing on the following areas: a) Device Configurations; b) RF Performance and configuration; c) Security Vulnerabilities; and d) Wireless LAN Controller High Availability.
- 4.2.4.4 Develop and provide a Wireless LAN Network Assessment Report to include: a) Comparison of the Customer's wireless network design and configuration to industry and Cisco leading practices; and b) Recommendations for network design and configuration changes as applicable.

### **Customer Responsibilities**

- 4.2.4.5 No responsibilities defined in addition to section 4.2.1 above.

## **4.2.5 Borderless Networks/ Wireless- RF**

### **Cisco Responsibilities**

- 4.2.5.1 Conduct RF Survey Data Review for a small representative sample area of the Customer's network.
- 4.2.5.2 Review and analyze WLAN device configurations, which may include: a) WLAN controllers; b) Wireless Control System/Network Control System/Prime Infrastructure; c) WLAN Mobility Service Engine with Context Aware Software and Wireless Intrusion Prevention Software; d) WLAN NAC Guest Server; e) Cisco Secure Access Control Server; f) Identity Services Engine; and g) representative sample of client devices.
- 4.2.5.3 Perform RF analysis focused on: a) RF coverage; b) RF interference; c) Traffic analysis; and d) Performance of key client devices.



## Customer Responsibilities

- 4.2.5.4 If available, provide Customer information on the existing Customer's WLAN design and implementation to Cisco for analysis including: a) Customer's WLAN Detailed Design document; b) Customer's RF Design document; and c) Customer's WLAN Implementation Plan.
- 4.2.5.5 If available, provide existing Customer RF site survey report that includes: a) physical locations of Access Points; b) Antenna Type/Location/Orientation; c) any known or measured sources of interference; and d) RF/WLAN Design Assumptions of Caveats.
- 4.2.5.6 Provide specific information on the existing network infrastructure, which may include: a) Network design documentation including relevant site survey reports and network diagrams; b) detailed, current, high-resolution site floor plans with AP locations and names called out. The site floor plan must be in one of the following formats: DWG (AutoCAD), EMF (Enhanced MetaFile), WMF (Windows MetaFile), GIF (Graphics Interchange Format), JPEG (Joint Photographics Experts Group); c) Wireless LAN infrastructure device inventory including configurations for all access points, wireless LAN controllers, LAN switches, access control servers, network management systems including the following information for all device types: model, hostname and IP address; d) information on the number, categories, and types of client devices; e) information on the following: Wireless LAN technology (e.g., 802.11a/b/g/n), tools, services, capacity requirements, performance requirements, accessibility/reliability requirements, infrastructure management; f) existing security infrastructure such as VPN concentrators, RADIUS servers, external authentication databases (e.g., Active Directory, NT, LDAP); g) existing wired network infrastructure, QoS, and network design; h) existing network management infrastructure and operational procedures; and i) any known or suspected operational problems in the network infrastructure.

## 4.2.6 Borderless Networks/ Security

### Cisco Responsibilities

- 4.2.6.1 Review of Customer's network device security goals and requirements.
- 4.2.6.2 Apply Cisco security best practice rules and engineering knowledge to analyze network device configurations and identify gaps in the device security hardening.
- 4.2.6.3 Provide a network device security assessment and document the following best practices: a) Network security device analysis comparing Customer's current practices to Cisco's recommended best practices; b) Prioritized list of any discovered gaps and critical findings; c) Recommendation for the devices included in the assessment.

### Customer Responsibilities

- 4.2.6.4 Provide network device security goals and requirements.
- 4.2.6.5 Complete the questionnaire, providing information for network security device configuration.

## 5.0 General Customer Responsibilities

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- 5.1.1.1 All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's current environment. Cisco Services are based upon information provided to Cisco by Customer at the time of the Services.
- 5.1.1.2 Customer shall ensure that contracts with its own vendors and third parties are fully executed and reflect the correct terms to enable Customer's business requirements to be met in full. In addition, Customer shall be responsible for all pay to and the work performance of, all non-Cisco entities assigned to, or working on this Service under this Service Description.
- 5.1.1.3 Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- 5.1.1.4 Identify Customer'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.
- 5.1.1.5 Ensure Customer'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.
- 5.1.1.6 Customer shall provide reasonable access to computer equipment, facilities, workspace and telephone for Cisco's use during onsite Service.
- 5.1.1.7 Unless otherwise agreed to by the parties, Customer shall respond within five (5) Business days of Cisco requesting documentation and/or information needed for the Service.

## 6.0 Project Assumptions and Exclusions

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- 6.1.1.1 Services and service pricing are based upon the following assumptions and exclusions ("Assumptions"). Any additional costs identified as a result of deviations from these Assumptions will be managed through the Change Management Procedures specified below. The parties agree that any changes in the Assumptions may result in an adjustment in the pricing stated below.
- 6.1.1.2 Customer is responsible for determination and implementation of Customer design requirements and implementation of any recommendations provided by Cisco. Cisco recommendations are based upon information provided to Cisco at the time of the services. In no event shall Cisco be liable for the accuracy or completeness of the information contained in the Cisco recommendations.
- 6.1.1.3 Service Description should be read in conjunction with the Advanced Services General Assumptions and Exclusions document posted at: [www.cisco.com/go/servicedescriptions](http://www.cisco.com/go/servicedescriptions) which is hereby incorporated for reference. To the extent there is a conflict between the terms of this Service Description and such document, the terms of this Service Description shall control.
- 6.1.1.4 All services will be provided in the English language unless otherwise agreed to by Customer and Cisco.
- 6.1.1.5 Customer expressly acknowledges and agrees that Customer is solely responsible for determination and implementation of Customer's architecture solution requirements and implementation of any recommendations provided by Cisco. In no event shall Cisco be liable for the accuracy or completeness of the information contained in any report.
- 6.1.1.6 Services do not include software upgrade planning or execution. If needed, these can be quoted separately.
- 6.1.1.7 Services do not include the migration of existing endpoints to new infrastructure. This remains the responsibility of the Customer.
- 6.1.1.8 Services quote assume work is performed during Standard Business Hours.
- 6.1.1.9 Services do not include any additional applications not mentioned in Service Description. Assumes Customer's LAN/WAN meets or exceeds Cisco's published specifications for architecture solution.
- 6.1.1.10 Services may be performed at Cisco's discretion by Cisco or individuals, contractors, agents suppliers or organizations employed or hired under contract with Cisco.

## 7.0 Document Deliverable Review and Approval Process

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For Document Deliverables that are subject to review and approval from Customer, the parties will adhere to the following review and approval process:

- 7.1.1.1 Cisco will present the draft Document Deliverable to Customer when the document is ready for review and approval.
- 7.1.1.2 Customer shall review the draft Document Deliverable with Cisco, providing written comment or approval of the Document Deliverable within two (2) business days immediately after completion of such review.
- 7.1.1.3 If no comment or approval is received by Cisco within said time period, the Document Deliverable as provided by Cisco is deemed to be accepted by the Customer.
- 7.1.1.4 If Customer provides comments, then Cisco shall address such comments in a timely manner and this process for review and approval will be repeated.
- 7.1.1.5 No further Services will be performed until the Customer's acceptance of Document Deliverables is received by Cisco.
- 7.1.1.6 If Customer nevertheless insists on Cisco performing any further Services, the relevant Document Deliverable as presented by Cisco will be deemed accepted.