



Service Description: Advanced Services Configurable Services for Migration

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

1.1 Service Summary

Migration Services help you successfully deploy new IT and network solutions or applications. Expert assistance helps you to:

- Reduce delays, rework, and other problems during implementation
- Decrease disruption to your production network during deployment.
- Realize business and technical goals of the new solution.

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/ : (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, 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 Migration 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/.

1.5 Location of Services

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

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3.0 General Service Activities

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 Migration 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 Migration 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 Migration 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.
- 3.1.1.15 Provide an authorized Customer signature for delivery of Cisco Products at Customer

Deliverable

- 3.1.1.16 Project Management Plan

3.1.2 Additional Project Management Activities and Deliverables by Architecture/Technologies

Refer to the applicable architecture/technology supported below.

3.1.3 CORE-ROUTING-SWITCHING

Cisco Responsibilities

3.1.3.1 No responsibilities defined in addition to section **Error! Reference source not found.** above.

Customer Responsibilities

3.1.3.2 No responsibilities defined in addition to section **Error! Reference source not found.** above.

3.1.4 OPTICAL

Cisco Responsibilities

3.1.4.1 For the Optical software upgrade services, Cisco will perform the responsibilities listed in 3.1.1 above as they apply to Infrastructure Migration Procedure Development and Infrastructure Migration Execution Support.

Customer Responsibilities

3.1.4.2 No responsibilities defined in addition to section **Error! Reference source not found.** above.

4.0 Application Supporting Services

Application Migration includes migration discovery, migration procedure development, test plan development, migration execution support, migration execution, test plan execution, post production and knowledge transfer services for collaboration applications.

4.1 Application Migration Discovery

Cisco will review the Customer requirements for the migration and analyze Customer's existing application(s) to assess scope and migration eligibility.

4.1.1 General Responsibilities

Cisco Responsibilities

- 4.1.1.1 Provide Customer with the Migration Discovery Questionnaire requesting information about the current environment to be migrated.
- 4.1.1.2 Conduct interview sessions with key Customer technical personnel to gather and analyze all applicable existing components.
- 4.1.1.3 Review final application requirements with the Customer.
- 4.1.1.4 Cisco will create a Migration Discovery Report documenting final design requirements for the migration, summarize findings during the discovery and any required actions to be performed by the Customer.
- 4.1.1.5 Provide the Migration Discovery Report to Customer for review and approval in accordance with "Document Deliverable Review and Approval Process."

Customer Responsibilities

- 4.1.1.6 Designate Customer networking, security, operations and applications personnel to work with Cisco to perform discovery.
- 4.1.1.7 Provide Cisco with existing diagrams, configuration and company and/or industry specific standards.
- 4.1.1.8 Provide the final application requirements within five (5) Business Days following Cisco's request.
- 4.1.1.9 Review and approve the Migration Discovery Report with Cisco in accordance with "Document Deliverable Review and Approval Process."

Deliverables

- 4.1.1.10 Migration Discovery Questionnaire
- 4.1.1.11 Migration Discovery Report

4.1.2 Additional Application Migration Plan Development Activities and Deliverables by Architecture/Technologies

Refer to the applicable architecture/technology supported below.

4.1.3 UNIFIED COMMUNICATIONS

Cisco Responsibilities

- 4.1.3.1 No responsibilities defined in addition to section 4.1.1 above.

Customer Responsibilities

- 4.1.3.2 No responsibilities defined in addition to section 4.1.1 above.

4.2 Application Migration Procedure Development

Cisco will create a Migration Procedure Document for Customer that will include detailed step-by-step migration procedures, application configuration(s), cutover tasks and detailed rollback plan for each phase of the migration where applicable.

4.2.1 General Responsibilities

Cisco Responsibilities

- 4.2.1.1 Cisco will create the Migration Procedure Document for the product(s) included in the migration scope.
- 4.2.1.2 Conduct a remote work session(s) to discuss with Customer the high level migration strategy.
- 4.2.1.3 Review and finalize all migration scenarios based on the input from the Customer's Networking, Security, Operations and Application teams, as applicable.
- 4.2.1.4 Provide the Migration Procedure Document to Customer for review and approval in accordance with "Document Deliverable Review and Approval Process."

Customer Responsibilities

- 4.2.1.5 Review and approve the Migration Procedure Document with Cisco in accordance with "Document Deliverable Review and Approval Process."
- 4.2.1.6 Customer acknowledges and agrees that by sign-off of the final Migration Procedure Document, Customer and Cisco have agreed on the following: a) implementation details; b) implementation timelines; c) implementation topologies; and d) roles and responsibilities for each implementation case.

Deliverable

- 4.2.1.7 Application Migration Procedure Document

4.2.2 Additional Application Migration Plan Development Activities and Deliverables by Architecture/Technologies

Refer to the applicable architecture/technology supported below.

4.2.3 Unified Communications

Cisco Responsibilities

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

Customer Responsibilities

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

4.3 Application Pre-Migration Lab Testing

Cisco will setup an environment in a Cisco lab in order to perform pre-migration testing of the Customer's environment included in the migration scope. The test lab will emulate the Customer's infrastructure and environment.

4.3.1 General Responsibilities

Cisco Responsibilities

- 4.3.1.1 Identify any major risks and document them in a Pre-Migration Lab Test Report.
- 4.3.1.2 Setup the migration process test lab based on the Customer's existing environment.
- 4.3.1.3 Execute the migration according to the Migration Procedure Document in the test lab.
- 4.3.1.4 Work with Customer to verify the migrated solution is working to specification.
- 4.3.1.5 Document the results of the test in the Pre-Migration Lab Test Report.
- 4.3.1.6 Provide the Pre-Migration Lab Test Report to Customer for review and approval in accordance with "Document Deliverable Review and Approval Process"

Customer Responsibilities

- 4.3.1.7 Provide Cisco access to existing network devices.
- 4.3.1.8 Work with Cisco to verify the migrated solution is working to specification in the test lab.
- 4.3.1.9 Review and approve the Pre-Migration Lab Test Report with Cisco in accordance with "Document Deliverable Review and Approval Process."

Deliverable

- 4.3.1.10 Pre-Migration Lab Test Report

4.3.2 Additional Application Migration Test Plan Development Activities and Deliverables by Architecture/Technologies

Refer to the applicable architecture/technology supported below.

4.3.3 Unified Communications

Cisco Responsibilities

- 4.3.3.1 No responsibilities defined in addition to section 4.4.1 above.

Customer Responsibilities

- 4.3.3.2 No responsibilities defined in addition to section 4.4.1 above.

4.4 Application Migration Test Procedure Development

Based upon the Cisco developed Migration Procedure Document, Cisco will work with Customer on the development of a Test Procedure document. This document will outline the testing that Cisco will perform after the migration execution to verify the solution is functional and meets the requirements outlined in the Discovery Report.

4.4.1 General Responsibilities

Cisco Responsibilities

- 4.4.1.1 Conduct a remote work session(s) to discuss with Customer the acceptance criteria, test cases, execution process and test tools to be used.
- 4.4.1.2 Develop a test procedure using inputs from Customer as well as the approved Discovery Report and Migration Procedure documents.
- 4.4.1.3 Provide the Migration Test Procedure document to Customer for review and approval in accordance with "Document Deliverable Review and Approval Process"

Customer Responsibilities

- 4.4.1.4 Work with Cisco to identify and document acceptance criteria and test cases.
- 4.4.1.5 Review and approve the Migration Test Procedure document with Cisco in accordance with "Document Deliverable Review and Approval Process."

Deliverable

- 4.4.1.6 Migration Test Procedure Document

4.4.2 Additional Application Migration Test Plan Development Activities and Deliverables by Architecture/Technologies

Refer to the applicable architecture/technology supported below.

4.4.3 Unified Communications

Cisco Responsibilities

- 4.4.3.1 No responsibilities defined in addition to section 4.4.1 above.

Customer Responsibilities

- 4.4.3.2 No responsibilities defined in addition to section 4.4.1 above.

4.5 Application Migration Execution

Cisco will execute the steps outlined in the Migration Procedure document and test the migrated solution against the criteria and test cases outlined in the Migration Test Procedure Test document.

4.5.1 General Responsibilities

Cisco Responsibilities

- 4.5.1.1 Gather information on existing infrastructure and validate all implementation prerequisites for successful migration.
- 4.5.1.2 Verify the contingency timeframe with the appropriate rollback plan and schedule is in place per the Migration Procedure document.
- 4.5.1.3 Perform migration activities, either on site or remote, which may include: a) verify all software versions and upgrade, as appropriate; b) upgrade and/or replace necessary hardware; and c) configure software.
- 4.5.1.4 Work with Customer to perform the execution of the migration tests as per the Migration Test Plan Procedure document.
- 4.5.1.5 Document results of the execution of the migration test procedure in a Migration Test Results document.
- 4.5.1.6 If applicable, obtain sign-off signature from Customer on completion of the application migration and testing.

Customer Responsibilities

- 4.5.1.7 Coordinate and develop with Cisco's input an implementation schedule that meets the Customer's change and release management processes and Cisco consultants' availability.
- 4.5.1.8 Provide all necessary specialist test equipment, unless otherwise agreed with Cisco.
- 4.5.1.9 Manage the delivery, installation, and configuration of equipment not provided by Cisco that is required to work with, or act as, part of the Cisco-provided equipment.
- 4.5.1.10 Make available any personnel and/or access to End Customer site as necessary for Cisco to perform the infrastructure Implementation Test Plan test cases.
- 4.5.1.11 Manage any Customer internal change management procedures.
- 4.5.1.12 Provide physical access to facilities, remote network access (e.g., via IPSec VPN), relevant network documentation and device configurations.
- 4.5.1.13 If applicable, on completion of the application migration and testing, provide sign off for Cisco-delivered services.

Deliverables

- 4.5.1.14 Migration Test Results Document

4.5.2 Additional Application Migration Execution Activities and Deliverables by Architecture/Technologies

Refer to the applicable architecture/technology supported below.

4.5.3 Unified Communications

Cisco Responsibilities

- 4.5.3.1 No responsibilities defined in addition to section 4.5.1 above.

Customer Responsibilities

- 4.5.3.2 No responsibilities defined in addition to section 4.5.1 above.

4.6 Application Post Migration Support

Cisco will provide up to eight (8) consecutive business hours of post implementation support as part of the Application Migration.

4.6.1 General Responsibilities

Cisco Responsibilities

- 4.6.1.1 Review of outstanding technical issues related to the application migration.
- 4.6.1.2 Participate with Customer on post implementation status conference calls.
- 4.6.1.3 Identify and monitor Cisco TAC cases and assist in escalated issues.
- 4.6.1.4 Provide proactive notification of any identified technical issues that could impact the application migration.

Customer Responsibilities

- 4.6.1.5 Provide Cisco with remote or on site access to network devices.
- 4.6.1.6 Provide all required password access to network devices.
- 4.6.1.7 Provide appropriate contacts as required during diagnostic activity.
- 4.6.1.8 Customer is responsible for opening Cisco TAC cases as required.
- 4.6.1.9 Provide on-site Customer personnel as required to participate in diagnostic activities.
- 4.6.1.10 Provide diagnostic tools, such as data collection tools to diagnose any problems discovered during post production.

4.6.2 Additional Application Post Migration Support Activities and Deliverables by Architecture/Technologies

Refer to the applicable architecture/technology supported below.

4.6.3 Unified Communications

Cisco Responsibilities

- 4.6.3.1 No responsibilities defined in addition to section 4.6.1 above.

Customer Responsibilities

- 4.6.3.2 No responsibilities defined in addition to section 4.6.1 above.

4.7 Application Knowledge Transfer

Cisco will provide Knowledge Transfer as part of the Application Migration.

4.7.1 General Responsibilities

Cisco Responsibilities

- 4.7.1.1 Provide information to Customer regarding any course pre-requisites for Customer personnel nominated to attend the Knowledge Transfer workshop.
- 4.7.1.2 Within five (5) business days following completion of the implementation/migration, reach agreement on the location and the commencement date of the Knowledge Transfer workshop(s).
- 4.7.1.3 Provide a Knowledge Transfer session remotely for the implementation, limited to one (1) business day of knowledge transfer within the scope of Services, for up to a maximum of twelve (12) participants.
- 4.7.1.4 Provide related knowledge transfer material, if any.

Customer Responsibilities

- 4.7.1.5 Provide a single, designated point of contact (such as a project manager or engineering team lead) for all infrastructure Knowledge Transfer related issues
- 4.7.1.6 Provide further information about Customer's requirements to enable Cisco to deliver a more focused and tailored Knowledge Transfer workshop.
- 4.7.1.7 Provide Cisco with the names and basic profiles of personnel attending the Knowledge Transfer workshop at least five (5) Business Days before the Knowledge Transfer workshop commence.
- 4.7.1.8 Within five (5) business days following completion of the implementation/migration, reach agreement with Cisco on the format, location and commencement date of the Knowledge Transfer workshop.
- 4.7.1.9 In the event that the Knowledge Transfer workshop(s) are held at the Customer facility, ensure that the facility is capable and has all the resources of supporting the Knowledge Transfer workshop, in Cisco's determination.
- 4.7.1.10 Ensure that Customer's personnel attending the Knowledge Transfer workshop meet all course pre-requisites identified by Cisco.

Deliverables

- 4.7.1.11 Related Knowledge Transfer in electronic or paper format if needed.

4.7.2 Additional Application Knowledge Transfer Activities and Deliverables by Architecture/Technologies

Refer to the applicable architecture/technology supported below.

4.7.3 Unified Communications

Cisco Responsibilities

- 4.7.3.1 No responsibilities defined in addition to section 4.7.1 above.

Customer Responsibilities

- 4.7.3.2 No responsibilities defined in addition to section 4.7.1 above.

5.0 Infrastructure Supporting Services

Infrastructure Migration includes migration procedure development, test plan development, migration execution support, test plan execution, post production support, and knowledge transfer services in the following areas: network, storage and compute systems and technologies that support business applications.

5.1 Infrastructure Migration Procedure Development

Cisco will create a Migration Procedure Document for Customer that will include detailed step-by-step migration procedures, applicable device configuration(s), cutover tasks and detailed rollback plan for each phase of the migration where applicable.

5.1.1 General Responsibilities

Cisco Responsibilities

- 5.1.1.1 Cisco will create the Migration Procedure Document for the infrastructure included in the migration scope.
- 5.1.1.2 Conduct a remote work session(s) to discuss with Customer the high level migration strategy.
- 5.1.1.3 Review and finalize all migration scenarios based on the input from the Customer's Networking, Security, Operations and Application teams, as applicable.
- 5.1.1.4 Work with Customer to identify critical success criteria for migration as well as non-functional requirements such as stability, availability, and performance and document in the Migration Procedure Document.
- 5.1.1.5 Provide the Migration Procedure Document to Customer for review and approval in accordance with "Document Deliverable Review and Approval Process."

Customer Responsibilities

- 5.1.1.6 Review and approve the Migration Procedure Document with Cisco in accordance with "Document Deliverable Review and Approval Process."
- 5.1.1.7 Customer acknowledges and agrees that by sign-off of the final Migration Procedure Document, Customer and Cisco have agreed on the following: a) implementation details; b).implementation timelines; c) implementation topologies; and d).roles and responsibilities for each implementation case.

Deliverable

- 5.1.1.8 Infrastructure Migration Procedure Document

5.1.2 Additional Infrastructure Migration Plan Development Activities and Deliverables by Architecture/Technologies

Refer to the applicable architecture/technology supported below.

5.1.3 Core-Routing-Switching

Cisco Responsibilities

- 5.1.3.1 No responsibilities defined in addition to section **Error! Reference source not found.** above.

Customer Responsibilities

- 5.1.3.2 No responsibilities defined in addition to section **Error! Reference source not found.** above.

5.1.4 Optical

Cisco Responsibilities

- 5.1.4.1 For the Optical software upgrade services, Cisco will perform the responsibilities listed in 5.1.1 above as they apply to an analysis of the current network software, method of procedure development, and project management.

Customer Responsibilities

- 5.1.4.2 No responsibilities defined in addition to section **Error! Reference source not found.** above.

5.2 Infrastructure Migration Test Procedure Document Development

Based upon the Cisco approved assessment and/or design documents, Cisco will work with Customer on the development of a Test Procedure. Cisco shall review Customer's preliminary test plan and propose content and amendments to the test plan based on Cisco's understanding of the Customer's objectives.

5.2.1 General Responsibilities

Cisco Responsibilities

- 5.2.1.1 Conduct a remote work session(s) to discuss with Customer the high level implementation test plan, test cases, execution process and test tools to be used.
- 5.2.1.2 Develop a test procedure using the Cisco approved Customer-provided low level design ("LLD") and implementation procedure, including Customer inputs for the implementation of Network Infrastructure.
- 5.2.1.3 Document all information and details of the draft implementation and test plan, including success and fail criteria, in the Network Test Procedure.
- 5.2.1.4 Provide the Infrastructure Test Procedure to Customer for review and approval in accordance with "Document Deliverable Review and Approval Process"

Customer Responsibilities

- 5.2.1.5 Provide the Cisco approved Infrastructure LLD for use in Cisco's development of the final test plan.
- 5.2.1.6 Review and approve the Infrastructure Test Plan with Cisco in accordance with "Document Deliverable Review and Approval Process."

Deliverable

- 5.2.1.7 Infrastructure Migration Test Procedure

5.2.2 Additional Infrastructure Migration Test Procedure Development Activities and Deliverables by Architecture/Technologies

Refer to the applicable architecture/technology supported below.

5.2.3 Core-Routing-Switching

Cisco Responsibilities

- 5.2.3.1 No responsibilities defined in addition to section **Error! Reference source not found.** above.

Customer Responsibilities

- 5.2.3.2 No responsibilities defined in addition to section **Error! Reference source not found.** above.

5.2.4 Optical

Cisco Responsibilities

- 5.2.4.1 For the Optical software upgrade services, Cisco will not perform the responsibilities for Infrastructure Test Procedure Development.

Customer Responsibilities

- 5.2.4.2 For the Optical software upgrade services, Customer will not need to perform the responsibilities for Infrastructure Test Procedure Development.

5.3 Infrastructure Migration Execution Support

Cisco will provide consulting support to Customer to configure, test, and verify an infrastructure implementation to ensure the implementation meets Cisco approved Customer's Infrastructure Detailed Design, Infrastructure Network Implementation Procedure, and Infrastructure Test Procedure specifications

5.3.1 General Responsibilities

Cisco Responsibilities

- 5.3.1.1 Gather information on existing infrastructure and validate all implementation prerequisites for successful implementation.
- 5.3.1.2 Provide Customer with implementation support activities, either on site or remote, which may include: a) verify all hardware/software versions and upgrade, as appropriate; and b) configure hardware and software.
- 5.3.1.3 If applicable, support Customer to perform the execution of the infrastructure implementation tests as per the Cisco approved Customer's Infrastructure Implementation Test Procedure document
- 5.3.1.4 If applicable, document results of the execution of the Test Procedure.
- 5.3.1.5 If applicable, recommend modifications to the Test Procedure, test methodology and/or test execution based on the information gathered during this test execution phase, if necessary
- 5.3.1.6 If applicable, update Cisco approved Customer's Detailed Design to document implemented components, devices and applications to reflect the final "as-built" design
- 5.3.1.7 If applicable, obtaining sign-off signature from Customer on completion of the Infrastructure Implementation and Test Procedure testing

Customer Responsibilities

- 5.3.1.8 Provide Customer stakeholders responsible for performing implementation planning tasks, which may include: a) assisting Cisco engineers in updating the Infrastructure Detailed Design; b) assisting Cisco engineers in updating any needed detailed implementation procedures and device-specific configurations; c) assisting Cisco engineers in updating test procedures as needed based on changes to the Infrastructure Implementation Test Procedure test cases; and d) defining and documenting failure recovery procedures.
- 5.3.1.9 Coordinate and develop with Cisco's input an implementation schedule that meets the Customer's change and release management processes and Cisco consultants' availability
- 5.3.1.10 Install the Cisco products in accordance with the Cisco product specification.
- 5.3.1.11 Provide all necessary specialist test equipment, unless otherwise agreed with Cisco.
- 5.3.1.12 Manage the delivery, installation, and configuration of equipment not provided by Cisco, that is required to work with, or act as, part of the Cisco-provided equipment.
- 5.3.1.13 Make available any personnel and/or access to Customer site as necessary for Cisco to perform the infrastructure Implementation Test Procedure test cases.
- 5.3.1.14 Manage any Customer internal change management procedures.
- 5.3.1.15 Provide access to network devices.
- 5.3.1.16 Provide physical access to facilities, remote network access (e.g., via IPSec VPN), relevant network documentation and device configurations.
- 5.3.1.17 Provide Customer stakeholders responsible for performing Implementation tasks, to include: a) assemble system components in staging area, if required; b) install hardware and software, if required; c) complete cabling and other physical connectivity, if required; d) implementing and configuring the detailed design with the assistance of Cisco engineers; e) executing the Implementation Procedure Use test cases with the assistance of Cisco engineers; and f) evaluating the test results against acceptance criteria with the assistance of Cisco engineers.
- 5.3.1.18 Make any corrections to Customer-provided and/or installed equipment, as required.
- 5.3.1.19 If applicable, provide input and assist in updating the Cisco approved Infrastructure Detailed Design document with final, "as-deployed" information.
- 5.3.1.20 If applicable, on completion of the Cisco approved Infrastructure Implementation and Test Procedure testing, providing sign off for implementation services.

Deliverables

- 5.3.1.21 Infrastructure Test Execution Results

5.3.2 Additional Infrastructure Migration Execution Support Activities and Deliverables by Architecture/Technologies

Refer to the applicable architecture/technology supported below.

5.3.3 Core-Routing-Switching

Cisco Responsibilities

5.3.3.1 No responsibilities defined in addition to section 5.3.1 above.

Customer Responsibilities

5.3.3.2 No responsibilities defined in addition to section 5.3.1 above.

5.3.4 Optical

Cisco Responsibilities

5.3.4.1 For the Optical software upgrade services, Cisco will perform the responsibilities listed in 5.3.1 above as they apply to remote consulting support for the following: software download execution, software activation execution, and project management.

Customer Responsibilities

5.3.4.2 No responsibilities defined in addition to section 5.3.1 above.

5.4 Infrastructure Post Migration Support

Cisco will provide post implementation support as part of the Infrastructure Implementation.

5.4.1 General Responsibilities

Cisco Responsibilities

- 5.4.1.1 Review of outstanding technical issues related to the Infrastructure implementation
- 5.4.1.2 Participate with Customer on post implementation status conference calls.
- 5.4.1.3 Collaborate with Cisco TAC to assist in escalated issues.
- 5.4.1.4 Provide proactive notification of any identified technical issues that could impact the Infrastructure implementation.

Customer Responsibilities

- 5.4.1.5 Provide Cisco with remote or on site access to network devices.
- 5.4.1.6 Provide all required password access to network devices.
- 5.4.1.7 Provide appropriate contacts as required during diagnostic activity.
- 5.4.1.8 Customer is responsible for opening Cisco TAC cases as required.
- 5.4.1.9 Provide on-site Customer personnel as required to participate in diagnostic activities.
- 5.4.1.10 Provide diagnostic tools, such as data collection tools to diagnose any problems discovered during post production.

5.4.2 Additional Infrastructure Post Migration Support Activities and Deliverables by Architecture/Technologies

Refer to the applicable architecture/technology supported below.

5.4.3 Core-Routing-Switching

Cisco Responsibilities

- 5.4.3.1 No responsibilities defined in addition to section 5.4.1 above. On the next Business Day following the completion of the Infrastructure Migration Execution Support, a Cisco Networking Engineer will provide up to forty consecutive hours of remote post migration support during the Business Day to address the responsibilities defined in section 5.4.1 above. Immediately following that and in the event additional Infrastructure Post Migration Support is desired, Customer may purchase 40 consecutive hour increments of Infrastructure Post Migration Support, not to exceed 200 consecutive hours.

Customer Responsibilities

- 5.4.3.2 No responsibilities defined in addition to section 5.4.1 above

5.4.4 Optical

Cisco Responsibilities

- 5.4.4.1 For the Optical software upgrade services, Cisco will not perform the responsibilities for Infrastructure Post Migration Support.

Customer Responsibilities

- 5.4.4.2 For the Optical software upgrade services, Customer will not need to perform the responsibilities for Post Migration Support.

5.5 Infrastructure Knowledge Transfer

Cisco will provide Knowledge Transfer within the scope of Services.

5.5.1 General Responsibilities

Cisco Responsibilities

- 5.5.1.1 Provide information to Customer regarding any course pre-requisites for Customer personnel nominated to attend the Knowledge Transfer workshop.
- 5.5.1.2 Within five (5) business days following completion of the implementation/migration, reach agreement on the location and the commencement date of the Knowledge Transfer workshop(s).
- 5.5.1.3 Provide a Knowledge Transfer session on-site / remotely for the implementation, limited to one (1) business day of Knowledge Transfer within the scope of Services, for up to a maximum of twelve (12) participants.
- 5.5.1.4 Provide related knowledge transfer material, if any.

Customer Responsibilities

- 5.5.1.5 Provide a single, designated point of contact (such as a project manager or engineering team lead) for all infrastructure Knowledge Transfer related issues
- 5.5.1.6 Provide further information about Customer's requirements to enable Cisco to deliver a more focused and tailored Knowledge Transfer workshop.
- 5.5.1.7 Provide Cisco with the names and basic profiles of personnel attending the Knowledge Transfer workshop at least five (5) Business Days before the Knowledge Transfer workshop commence.
- 5.5.1.8 Within five (5) business days following completion of the implementation/migration, reach agreement with Cisco on the format, location and commencement date of the Knowledge Transfer workshop.
- 5.5.1.9 In the event that the Knowledge Transfer workshop(s) are held at the Customer facility, ensure that the facility is capable and has all the resources of supporting the Knowledge Transfer workshop, in Cisco's determination.
- 5.5.1.10 Ensure that Customer's personnel attending the Knowledge Transfer workshop meet all course pre-requisites identified by Cisco.

Deliverables

- 5.5.1.11 Related Knowledge Transfer in electronic or paper format if needed.

5.5.2 Additional Infrastructure Knowledge Transfer Activities and Deliverables by Architecture/Technologies

Refer to the applicable architecture/technology supported below.

5.5.3 Core-Routing-Switching

Cisco Responsibilities

- 5.5.3.1 No responsibilities defined in addition to section 5.5.1 above.

Customer Responsibilities

- 5.5.3.2 No responsibilities defined in addition to section 5.5.1 above.

5.5.4 Optical

Cisco Responsibilities

- 5.5.4.1 For the Optical software upgrade services, Cisco will not perform the responsibilities for Knowledge Transfer.

Customer Responsibilities

For the Optical software upgrade services, Customer will not need to perform the responsibilities for Knowledge Transfer.

6.o General Customer Responsibilities

- 6.1.1.1 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.
- 6.1.1.2 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.
- 6.1.1.3 Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- 6.1.1.4 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.
- 6.1.1.5 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.
- 6.1.1.6 Customer shall provide reasonable access to computer equipment, facilities, workspace and telephone for Cisco's use during onsite Service.
- 6.1.1.7 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.

7.0 Project Assumptions and Exclusions

- 7.1.1.1 Services and service pricing are based upon the following assumptions and exclusions ("Assumptions").
- 7.1.1.2 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.
- 7.1.1.3 Service Description should be read in conjunction with the Advanced Services General Assumptions and Exclusions document posted at: www.cisco.com/go/servicedescriptions 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.
- 7.1.1.4 All services will be provided in the English language unless otherwise agreed to by Customer and Cisco.
- 7.1.1.5 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.
- 7.1.1.6 Services do not include software upgrade planning or execution. If needed, these can be quoted separately.
- 7.1.1.7 Services do not include the migration of existing endpoints to new infrastructure. This remains the responsibility of the Customer.
- 7.1.1.8 Services quote assume work is performed during Standard Business Hours.
- 7.1.1.9 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.
- 7.1.1.10 Services may be performed at Cisco's discretion by Cisco or individuals, contractors, agents suppliers or organizations employed or hired under contract with Cisco.

8.0 Document Deliverable Review and Approval Process

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

- 8.1.1.1 Cisco will present the draft Document Deliverable to Customer when the document is ready for review and approval.
- 8.1.1.2 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.
- 8.1.1.3 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.
- 8.1.1.4 If Customer provides comments, then Cisco shall address such comments in a timely manner and this process for review and approval will be repeated.
- 8.1.1.5 No further Services will be performed until the Customer's acceptance of Document Deliverables is received by Cisco.
- 8.1.1.6 If Customer nevertheless insists on Cisco performing any further Services, the relevant Document Deliverable as presented by Cisco will be deemed accepted.