Partner Optimization Service

This document describes the Partner Optimization Service.

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.

Direct Sale from Cisco to Authorized Channel. If you have purchased these Services directly from Cisco, this document is incorporated into your Collaborative Professional Services Agreement ("Agreement"), Collaborative Professional Services – General Service Terms under the Cisco Services Partner Program, a services exhibit that addresses transaction advanced services ("AS-T") or an equivalent agreement executed between you and Cisco which authorizes your participation in the Program. In the event of a conflict between this Service Description and your Agreement or equivalent services exhibit or agreement, this Service Description shall govern. For purposes of an AS-T exhibit executed between Cisco and Authorized Channel, this Service Description shall be deemed as a Statement of Work ('SOW').

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1. Services Summary & General Responsibilities

Partner Optimization Service includes areas of Audits & Assessments, Optimization Support, and Knowledge & Learning. Partner Optimization Service provides remote delivery of Cisco support for the following Cisco Advanced Technology(s):

Technologies

- Borderless Networks Architecture
- Collaboration Architecture
- Data Center and Virtualization Architecture

Cisco shall provide the Partner Optimization Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services ("Quote") setting out the extent of the Services and duration that Cisco shall provide such Services. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein. Authorized Channel may specify multiple quantities of the Partner Optimization Service in the Purchase Order to support respective End User environments.

Cisco Responsibilities

Cisco's Partner Optimization Service consists of the provision of Services described below. Cisco shall provide the following General Support provisions for all Services selected by Authorized Channel:

General Cisco Support

- Designate an engineer ("Cisco Services Engineer") to act as the primary interface with Authorized Channel throughout the engagement.
- Schedule remote meetings with Authorized Channel quarterly meetings to review deliverables, activities, and plan for the next quarter. Additional remote meetings will be mutually agreed upon.
- Make collaboration tools available for hosting meetings, managing documentation, instant messaging, desktop sharing, and collaborative spaces.
- Establish an Authorized Channel-specific Cisco email alias to facilitate communication with Cisco Services Engineer.
- Provide certain Data Collection Tools Cisco identified as appropriate during the Term of the Services, provided all fees due and owing to Cisco under this Service Description have been paid. Data Collection Tools may or may not include hardware or software. Authorized Channel acknowledges and agrees Cisco shall retain full right, title, and interest to the Data Collection Tools. In addition to Cisco provided tools, the Cisco Services Engineer may utilize Authorized Channel provided data, scripts, or internal tools to assist in collecting data.

General Authorized Channel Responsibilities

- Authorized Channel shall ensure that End User understands and agrees i.) that Authorized Channel is providing its own proprietary services together with the Cisco Services herein; and ii) that in connection with Authorized Channel's performance of its own proprietary services, Authorized Channel must provide to Cisco certain End User information, documents and/or other technical data as required for Cisco's subsequent use in connection with Cisco Services.
- Authorized Channel will be solely responsible for documenting any recommendations made by Cisco during the delivery of the Services.
- Authorized Channel is solely responsible for all interactions and communications with End User and the provision of services and deliverables to End User.
- Authorized Channel acknowledges that the completion of Services is dependent upon Authorized Channel meeting its responsibilities as indicated herein.
- Identify Authorized Channel'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.
- Ensure Authorized Channel'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

- Services provided by Cisco comprise technical advice, assistance and guidance only.

- Authorized Channel expressly acknowledges and agrees that it is solely responsible for the determination and implementation of End User's network design requirements and implementation of any recommendations provided by Cisco. Cisco shall not be responsible for the inability of Services to meet End User's network, design, business or other requirements and Authorized Channel shall remain responsible for the accuracy or completeness of the information during the provision of the Services described herein and for the final determination of End User's network design, architecture, implementation, business or other requirements.

2. Borderless Networks

2.1. *Routing and Switching Assessment Service*

Service Summary

The Cisco Collaborative Professional Services ("CPS") Routing and Switching Assessment Service provides to Authorized Channel reports with findings and recommendations based on the data collected and analyzed from routing and switching devices and IOS Software. Cisco will provide the following deliverables:

- Network Configuration Best Practice Report

- End of Life (EOX) Report

- Field Notice Report

- IOS Software Health Assessment

- IOS Software Recommendation

Deliverables

- Network Configuration Best Practices Report. The report provides analysis of core technology hardware device configurations using Cisco best practice configuration rules to identify non-conforming device configurations so that necessary changes can be identified.

- End of Life (EOX) Hardware Report. The EOX Hardware Report provides device level lifecycle status on the network installed base to assist network investment planning as well as to identify potential risk issues.

- Field Notice Report. The Field Notice Report identifies whether or not the installed base is impacted by a particular field notice alert, and if so, the magnitude of the impact, including a recommendation to mitigate the impact.

- IOS Software Health Assessment. The IOS Software Health Assessment provides an overall assessment of the End User's Cisco IOS software with recommendations to improve the stability and reliability of the network. The assessment contains:

    1) A rule based IOS Software Deployment Health analysis of all network elements;

    2) An IOS Lifecycle Management process review as compared to Cisco best practices;

    3) A Software Improvement Plan of network element software status and improvements.

- IOS Software Recommendations Report. This report provides a list of IOS software recommendations based on End User's requirements that are provided by the Authorized Channel.

Location of Services

Services are delivered remotely to Authorized Channel.

Cisco Responsibilities

- Provide Authorized Channel the software base tool ("Data Collection Tool") via a software download to collect the necessary network data from the End User's network.

- Provide templates to collect required information for the IOS Health Assessment and the IOS Software Recommendations Report, respectively.

- Analyze the device data collected and provided by the Authorized Channel.

- Provide findings and recommendations from the data analysis, and document them in the following reports:

    o Network Configuration Best Practices Report

o   End of Life (EOX) Hardware Report

o   Field Notice Report

o   IOS Software Health Assessment

o   IOS Software Recommendations Report

Note: Data collection for technology audits may occur in a range between one (1) to seven (7) days in length, depending upon the type of audit.

Authorized Channel Responsibilities

- Confirm to Cisco the schedule to collect the device data.

- In order to use Data Collection Tool, the Authorized Channel must receive authorization from End User to allow Authorized Channel to run, on one or more computers connected to End User's network, the Data Collection Tool in order to collect, use and analyze End User configuration information, and to generate reports regarding End User's network and equipment.

- The following applies to the IOS Software Recommendations Report:
    - Authorized Channel is responsible for providing IOS requirements for End User.

- The following applies to the IOS Health Assessment:
    - Authorized Channel is responsible for completing and returning to Cisco the pre-assessment questionnaire.

- Provide Cisco the device data collected from End User's network.

2.2.   *Network Device Security Assessment Service*

Service Summary

The Network Device Security Assessment (NDSA) Service provides a configuration data analysis of End User's network devices which includes Cisco routers, switches and firewall against Cisco/Industry recommended security best practices providing an NDSA Report containing:

- Executive Summary

- Detailed Analysis Results

- Register of Recommendations

Cisco Responsibilities

- Provide Authorized Channel a tool ("Data Collection Tool") via a software download to collect the device configuration data from the End User's network.

- Provide Method of Procedures document and questionnaire to Authorized Channel for input.

- Schedule meeting(s) as necessary to review with Authorized Channel the NDSA Method and Procedure, NDSA questionnaire, and NDSA Report.

- Analyze the device configuration data provided by Authorized Channel against Cisco/Industry recommended security best practices.

- Provide the NDSA Report.

Authorized Channel Responsibilities

- Provide Cisco the scheduled date for device configurations to be collected and submitted to Cisco.

- In order to use Data Collection Tool, Authorized Channel must receive authorization from End User to allow Authorized Channel to run on a computers connected to End User's network.

- Ensure all the steps required of the Authorized Channel have been followed in the Method and Procedures document provided by Cisco.

- Complete and return the NDSA questionnaire to enable Cisco to provide the assessment.

- Provide Cisco the device configuration data collected from End User's network. Attend meeting(s) scheduled to review with Cisco the MOP document, questionnaire, and NDSA Report.

2.3. *Identity Services Engine (ISE) Assessment Service*

Service Summary

The ISE Assessment Service will provide analysis of network device configuration and WAN bandwidth information to identify gaps in readiness to integrate with Cisco ISE solution with the potential to prevent the ISE system from performing optimally and develop recommendations for correcting the gaps.

The ISE Assessment will cover a) Network device readiness assessment (Wired/Wireless /VPN access devices); b) WAN network bandwidth review to support ISE deployment;

Location of Services

Services are delivered remotely to Authorized Channel.

Cisco Responsibilities

- Cisco will provide the following for data gathering,
  - o ISE readiness questionnaire
  - o Optional configuration gathering tool
- Cisco and Authorized Channel shall mutually agree on requirements and information collected.
- Analyze the readiness of network devices and WAN bandwidth for integrating ISE with the existing IT infrastructure.
- Identify a software version of code to use in the targeted network devices if required based on gaps identified in device readiness.
- Conduct one (1) remote session with Authorized Channel engineer to review the findings. This session shall not exceed one (1) hour.
- The ISE Assessment report will cover
  - o Network device readiness
  - o WAN network bandwidth readiness

Authorized Channel Responsibilities

- Provide Cisco with the following information:
  - o Completed ISE readiness questionnaire
  - o WAN Topology diagram with bandwidth information
  - o Network device configurations
  - o Details of planned network devices and their code versions
- Authorized Channel and Cisco shall mutually agree on requirements and information collected.

2.4. *IPv6 Assessment Service*

Service Summary

The IPv6 Assessment Service will provide analysis of Cisco IOS devices on the network to determine its current state of IPv6 device readiness. Cisco IOS devices will be assessed to determine which devices are IPv6 capable, those that are not, and which devices can be IPv6 capable with software.

The Services support up to 1000 devices with a Cisco IOS.

Location of Services

Services are delivered remotely to Authorized Channel.

Cisco Responsibilities

- Provide Authorized Channel a formatted template as a guide for listing of Cisco IOS devices inventory within the network.

- Review the Authorized Channel-provided inventory list of the Cisco IOS devices.

- Review with Authorized Channel its requirements for the IPv6 features and functionality.

- Analyze Cisco IOS devices for IPv6 capability.

- Document the findings of the analysis in the IPv6 Assessment Report, and provide the report to Authorized Channel.

Authorized Channel Responsibilities

- Provide the inventory list of Cisco IOS devices in the Cisco-provided template format.

- Provide requirements for the desired IPv6 features and functionality.

- Review with Cisco the requirements for the IPv6 features and functionality.

3. Collaboration

3.1. *Unified Communications Manager Assessment Service*

Service Summary

The Unified Communications Manager ("CM") Assessment Service analyzes the Unified Communications Manager solution to verify Authorized Channel's implementation meets design specifications and Cisco best practice for configuration. The Services provide a report output that contains findings, recommended changes, and a diagnosis of potential issues and gaps, based on collected data and Authorized Channel's End User's forward looking plans. Such analysis and report typically include amongst other information, the following as it pertains to the:

Cisco Unified CM System Configurations Audit
• Server
• Cisco Unified Communications Manager
• NTP Servers
• Cisco Unified CM Groups
• Date/Time Groups
• Cisco Unified CM Backup Information
• Regions and Region Matrix
• Device Pool
• Enterprise Parameters
• Locations
• SRST
• License Report/Phone License
• CCM Node License Feature Report
• Service Parameters

Cisco Unified CM Call Routing Configuration Audit
• AAR Group
• Dial Rules
• Application Dial Rules
• Directory Lookup Dial Rules
• SIP Dial Rules
• Route Filter
• Class of Control
• Time Period
• Time Schedule
• Partition
• Calling Search Space
• Calling Search Space Partition Linkage
• Route/Hunt Configurations
• Route Group Construction
• Route List Construction
• Route Pattern
• Line Group
• Line Group Member
• Hunt List
• Hunt Pilot
• Translation Pattern
• SIP Route

Cisco Unified CM Media Resources Audit
• Annunciator
• Conference Bridge
• Media Termination Point
• MoH Audio Source
• MoH Server
• Transcoder
• Media Resource Group

• Media Resource Group Lists

Cisco Unified CM Features Audit
• Call Park
• Call Pickup Group
• Cisco IP Phone Services
• Client Matter Code (CMC)
• Forced Authorization Code (FAC)
• Meet-Me Number / Pattern
• Shared Line and Device Association

Voice Mail
• Cisco VM Ports
• MWI
• Voice Mail Pilot
• Voice Mail Profile

Cisco Unified CM Devices Audit
• CTI Route Point
• Pilot Point
• Gatekeeper
• Gateway
• Device Defaults
• Phone
• IP Phone Registration Information Table
• Cisco Unified IP Phone Summary Table
• Trunk
• Remote Destinations for Mobility Feature
• LDAP Servers
• LDAP Authentication
• Application Servers
• Physical Locations
• Adjunct Licensing

Cisco Unified CM Hardware and Software Configurations
• Cisco Unified CM Server Information

Cisco Unified IP Phone Audit
• Cisco Unified IP Phone Summary Table
• Phones without lines
• Lines without phones
• AAR Calling Search Space and Media Group List Information Table
• IP Phone and Location Table
• Cisco Unified IP Phone CUCM Information Table
• Cisco Unified IP Phone Network Services
• DHCP Server Table
• DNS Server Table
• TFTP Server Table
• Auxiliary VLAN Summary Table

Cisco Unified CM Cluster Analysis
• Device Distribution

Location of Services

Services are delivered remotely to Authorized Channel.

Cisco Responsibilities

• Provide Authorized Channel the mechanism to collect the device data from the End User's network through the following options:

1) Software download – Authorized Channel can download the software necessary to collect the configuration data;

2) Appliance – collection software is installed by Authorized Channel on an appliance at the End User's site to enable remote data collection.

- Provide Authorized Channel the Preliminary Assessment Questionnaire for Authorized Channel to complete and return to Cisco.

- Analyze the requirements information and data provided by Authorized Channel.

- Conduct a virtual meeting with Authorized Channel to present the report output that summarizes the findings, recommendations for improvement, identification of items for remediation, and suggestions as they relate to Cisco's best practices.

Authorized Channel Responsibilities

- Confirm to Cisco which option the Authorized Channel intends to implement to collect configuration data.

- Ensure End User has agreed to the data collection method chosen.

- Complete and return the Preliminary Assessment Questionnaire to enable Cisco to perform the assessment.

- Provide Cisco the End User's requirements for their Cisco Unified Communication Manager system.

- Provide Cisco the configuration data gathered from End User's network.

- Attend virtual meeting scheduled by Cisco to review the report output, summary of findings and related information.

3.2. *Unified Communications Readiness Assessment Service*

Service Summary

The Unified Communications Readiness Assessment Service ("UCRA") Service analyzes the Unified Communications system to verify Authorized Channel's implementation meets design specifications and Cisco best practices for configuration.

The Services provide a UC readiness assessment ("report output") that contains findings, recommended changes, and a diagnosis of potential issues and gaps, based on Authorized Channel's plans. Additionally, the UC readiness assessment includes an assessment of the End User's Unified Communications infrastructure that is accomplished by the Authorized Channel gathering the required information from End User network engineering and infrastructure groups. Cisco then uses the collected information to evaluate the current or planned network implementation including hardware, software, network design, network links and power/environment. Each of these areas is evaluated against Cisco high-availability best-practices for infrastructure design. The report output includes a summary section and table illustrating if End User's existing or planned infrastructure conforms to Cisco's high-availability best practices, risks to availability, manageability, performance, and overall telephony success. The Services include the following areas in the UC readiness assessment:

Network Design
A network infrastructure assessment examines the design of the network with respect to design practices with the objective to evaluate the infrastructure's measure of converged services performance, high availability, and scalability in relation to the End User requirements. This design evaluation first investigates overall hierarchy and modularity of the network. Cisco provides the following review checks in the network design:
- hierarchy & modularity;
- Layer II LAN design;
- performance tuning;
- security tuning;
- IP routing;
- IP addressing;
- HSRP;
- Quality of Service.

Network Infrastructure Services
Network Infrastructure Services covers ancillary services that are required for optimum functionality, manageability and resiliency in IP Communications environments. In many cases these services are required for network connectivity and/or network functionality.

These network services include applications such as H.323 gateways, DNS, DHCP, server high-availability and Server routing configuration. Cisco provides review checks of network services in the following for the network readiness assessment:
- DNS;
- DHCP.

Hardware Resiliency
The Hardware Resiliency section investigates the capabilities of the chosen network infrastructure devices to help Authorized Channel to identify potential feature, performance, and scalability. The capabilities of the devices are evaluated from the voice perspective. Redundant modules and chassis are a major contributor to network resiliency and allow normal or frequent maintenance on network equipment without service affecting outages in addition to minimizing power, hardware or software failure impact. Cisco provides review checks of the following in the network readiness assessment:
- device selection;
- Hardware redundancy;
- Hardware recovery.

Power and Environment Review
Power and Environment Review evaluates potential risks to IP telephony availability from power and environmental sources. Power and environmental reliability can dramatically impact overall IP telephony availability. This is due to the length of the power outage plus the reboot times for the affected devices. This would be specific to Unified Communications only and provide guidance on how to calculate the power requirement. Cisco provides review checks of the following in the network readiness assessment:
- power protection;
- environmental conditioning;
- physical security.

Location of Services
Services are delivered remotely to Authorized Channel.

Cisco Responsibilities

- Provide Authorized Channel the mechanism to collect the device data from the End User's network through the following:

    o Software download – Authorized Channel can download the software necessary to collect the configuration data.

- Provide Authorized Channel the Preliminary Assessment Questionnaire for Authorized Channel to complete and return to Cisco.

- Analyze the requirements information and data provided by Authorized Channel.

- Create and provide the report output, which includes assessment of End User's network design, network infrastructure services, hardware resiliency, power and environment review.

- Conduct a virtual meeting with Authorized Channel to present the report output that summarizes the findings, recommendations for improvement, identification of items for remediation, and suggestions as they relate to Cisco's best practices.

Authorized Channel Responsibilities

- Ensure End User has agreed to the Software download data collection method.

- Complete and return the Preliminary Assessment Questionnaire to enable Cisco to perform the assessment.

- Provide Cisco the End User's requirements for their Cisco Unified Communications.

- Provide Cisco the configuration data gathered from End User's network.

- Attend virtual meeting scheduled by Cisco to review the report output, including summary of findings and related information.

3.3. *Unified Contact Center Assessment Service*

Service Summary

The Unified Contact Center ("UCC") Assessment Service analyzes the Unified Contact Center solution to verify Authorized Channel's implementation meets design specification and Cisco best practice for configuration. The Services provide a report output that contains findings, recommended changes, and a diagnosis of potential issues and gaps, based on Authorized Channel's End User's forward looking plans. Such analysis and report typically include amongst other information, the following as it pertains to the:

Cisco Unified CC System Configuration Audit
• Hardware
• Software
• Sizing

Cisco Unified CC System Redundancy and Failover
• ICM redundancy
• CRS/IP-IVR/CVP redundancy
• Gateway, Gatekeeper and CCS redundancy
• Cisco Unified CM redundancy
• Cisco Unified CM groups

Network Connectivity and Network Card Properties
Active Directory

Cisco Unified CC Process Functionality
• ICM, CAD, CTIOS and IP-IVR/CRS/CVP processes
• ICM server process settings
• Cisco Unified CM process functionality
• Cisco Unified CM service activation
• CRS/IP-IVR/CVP application server process functionality

Cisco Unified CC System Integrity
• ICM log files
• ICM tools

ICM Configuration
• CAD server and or client configuration
• Cisco Unified CM configuration
• CVP configuration
• Gatekeeper configuration
• Gateway configuration

Cisco Unified CC Scripting Implementation (Optional)
• ICM scripts
• CRS scripts
• CVP scripts

Backup and Restore
• ICM backup and restore
• ICM historical data administration
• Windows OS Services Settings

Location of Services

Services are delivered remotely to Authorized Channel.

Cisco Responsibilities

- • Provide Authorized Channel the mechanism to collect the device data from the End User's network through the following:

  - o Software download – Authorized Channel can download the software necessary to collect the configuration data.

- • Provide Authorized Channel the Preliminary Assessment Questionnaire for Authorized Channel to complete and return to Cisco.

- Analyze the requirements information and data provided by Authorized Channel.

- Conduct a virtual meeting with Authorized Channel to present the report output that summarizes the findings, recommendations for improvement, identification of items for remediation, and suggestions as they relate to Cisco's best practices.

Authorized Channel Responsibilities

- Ensure End User has agreed to the data collection method.

- Complete and return the Preliminary Assessment Questionnaire to enable Cisco to perform the assessment.

- Provide Cisco the End User's requirements for their Cisco Unified Contact Center.

- Provide Cisco the configuration data gathered from End User's network.

- Attend virtual meeting scheduled by Cisco to review the report output summary of findings and related information.

3.4. *Unified Messaging Assessment Service*

Service Summary

The Unified Messaging Assessment Service analyzes the Unity Messaging solution to verify the Authorized Channel's implementation meets design specifications and Cisco best practices. The Services provide a report output that contains findings, recommended changes, and a diagnosis of potential issues and gaps, based on End User's forward looking plans. Such analysis and report typically include amongst other information, the following as it pertains to the:

Unity environment:

- Verification of Hardware OS versions, releases, service packs, config settings

- Verification of Unity versions, release, patch levels

- Unity server health check

- Server placement/scaling/design analysis

- Application provisioning/configuration audit

Unity Server Assessment:

- Disk utilization

- Memory utilization

- CPU utilization

- Port usage statistics

- Number of subscribers

- SNMP capability

- Security (account lockout)

- Page faults monitoring

- Link between more than one Unity server Monitoring

- Unity security

- Consistency of configuration amongst devices

- Design specifications

- Overall best practices

Location of Services

Services are delivered remotely to Authorized Channel.

Cisco Responsibilities

- Provide Authorized Channel the mechanism to collect the device data from the End User's network through the following options:

  1) Software download – Authorized Channel can download the software necessary to collect the configuration data;

  2) Appliance – collection software is installed by Authorized Channel on an appliance at the End User's site to enable remote data collection.

- Provide Authorized Channel the Preliminary Assessment Questionnaire for Authorized Channel to complete and return to Cisco.

- Analyze the requirements information and data provided by Authorized Channel.

- Conduct a virtual meeting with Authorized Channel to present the report output that summarizes the findings, recommendations for improvement, identification of items for remediation, and suggestions as they relate to Cisco's best practices.

Authorized Channel Responsibilities

- Confirm to Cisco which option the Authorized Channel intends to implement to collect configuration data.

- Ensure End User has agreed to the data collection method chosen.

- Complete and return the Preliminary Assessment Questionnaire to enable Cisco to perform the assessment.

- Provide Cisco the End User's requirements for their Unity Messaging system.

- Provide Cisco the configuration data gathered from End User's network. Attend virtual meeting scheduled by Cisco to review the report output summary of findings and related information.

3.5. *Video Service level Agreement Assessment Service*

Service Summary

The Cisco Collaborative Professional ("CPS") Services Video Service Level Agreement ("SLA") Assessment Service evaluates the ability of the End User's network to support TelePresence data transmission (prior to system implementation), by testing data transmission between the proposed TelePresence end point locations; and, the collected data is measured against latency, jitter and packet loss parameters that are defined at acceptable levels for TelePresence data transmission. The Services provide a report output that contains the network paths that were evaluated and indicates how they performed relative to the latency, jitter and packet loss parameters.

Location of Services

Services are delivered remotely to Authorized Channel.

Cisco Responsibilities

- Provide Authorized Channel the mechanism to perform the Video SLA Assessment from the End User's network through the following:

  o Software download – Authorized Channel can download the Video SLA Assessment Agent software necessary to run the test.

- Analyze the data provided by Authorized Channel and produce the Video SLA output report ("Video SLA Report").

- Conduct a virtual meeting to review with Authorized Channel the Video SLA Report.

Authorized Channel Responsibilities

- Ensure End User has agreed to the data collection method.

- Provide Cisco the End User's requirements for their TelePresence Network.

- Provide Cisco the data gathered between the End User's TelePresence end point locations.

- Attend virtual meeting scheduled by Cisco to review the Video SLA Report as requested.

3.6. *Video Assessment Service*

Service Summary

The Video Assessment Service ("VA") Service analyzes the Video system to verify that the Authorized Channel's implementation meets the design specifications and Cisco best practices ("Services").

Services cover one (1) of the following end user's video system:
· TelePresence
· Video Collaboration
· Digital Signage

Once Authorized Channel selects the video system bundle, the bundle cannot be changed or swapped by Authorized Channel at any time during duration of Services.

Services provide an assessment, identifying gaps and recommendations for the Authorized Channel's design for the End User's network. Services will include an assessment report and summary of recommendations for the network design. The service addresses infrastructure level and application level assessments.

Deliverables

Preliminary Assessment Questionnaire
Assessment Report

Location of Services

Services are delivered remotely to Authorized Channel.

Cisco Responsibilities

- Provide Authorized Channel the mechanism to collect the device data from the End User's network through the following:

    o Software download – Authorized Channel will download the software necessary to collect the configuration data.

- Provide Authorized Channel the Preliminary Assessment Questionnaire for Authorized Channel to complete and return to Cisco.

- Analyze the requirements information and data provided by Authorized Channel.

- Create and provide the Assessment Report, which may include:

- Video Infrastructure Level Assessment which is a report output with a summary of recommendations including:

    o Hardware and Software Compliance: assessment of the End User's hardware platforms, device line cards and buffers, and software releases for consistency and compliance with the required level to support video applications;

    o QoS Compliance: i) assessment of the End User's enterprise QoS strategy for video, voice and end user business applications; ii) assessment of the marking/classification, queuing implementation end-to-end for compliance and consistency;

    o Performance Compliance: assessment of the End User's network resource utilization, such as CPU, memory and bandwidth to assess for any gaps and has enough resource for video application deployment;

    o Assessment of the End User's network design, network infrastructure services, hardware resiliency, power and environment review.

- Conduct a conference call meeting with Authorized Channel to present the assessment report output that summarizes the findings, improvement recommendations, identification of items for remediation, and other recommendations as they relate to Cisco's best practices.

Authorized Channel Responsibilities

- Ensure that End User has agreed to the Software download data collection method.

- Complete and return the Preliminary Assessment Questionnaire to enable Cisco to perform the assessment.

- Provide Cisco with the End User's requirements for their Cisco Business Video deployment.

- Install Cisco Data Collection Tools to gather and validate information about the End User's infrastructure including architecture, topologies, usage requirements, design goals, and security policy.

- Make the Network available for installation of Data Collection Tools including providing: a secure area with limited physical access; secure installation behind the End User's firewall; access to all devices on the Network.

- Ensure that End User not schedule any change management in their network during the use of Data Collection Tools.

- Return immediately Data Collection Tool(s) to Cisco, as instructed by Cisco, upon the earlier of: (i) completion of Services; or (ii) Cisco's request to Authorized Channel that the Data Collection Tool(s) be returned to Cisco.

- Make any required modifications to firewall rules and/or access-lists required to enable Cisco Data Collection Tools to access all devices on the End User network.

- Provide Cisco the configuration data gathered from End User's network.

- Attend conference call meeting conducted by Cisco to review the report output, including summary of findings and related information.

4. Data Center

4.1. *Data Center Assessment*

Service Summary

The Cisco Collaborative Professional Services Data Center Assessment Service provides to Authorized Channel assessment reports containing findings and recommendations based on data collected and analyzed from End User's Data Center infrastructure including relevant software.

Services cover one (1) of the following End User's Data center infrastructure:
• Nexus
• UCS

Once Authorized Channel selects the infrastructure and technology bundle, the bundle cannot be changed or swapped by Authorized Channel at any time during the duration of Services.

Deliverables

Data Center Assessment Pre-requisite template
Software Risk Assessment Pre-requisite template
Data Center Assessment report
Software Risk Assessment report

Location of Services

Services are delivered remotely to Authorized Channel.

Data Center Assessment Report

Cisco will perform a tools-based assessment of the End User's Data Center infrastructure including device level details as well as visibility into key alerts and statistics and provide recommendations based on Cisco leading practices to enable optimization of the End User's Data Center infrastructure.

Cisco Responsibilities

- Provide Authorized Channel with software base tool ("Data Collection Tool") via software download to collect data.

- Provide the Data Center Assessment Pre-requisite Template(s) prior to data collection.

- Analyze the device data collected and provided by the Authorized Channel.

- Provide findings from the data analysis and document them in one (1) Data Center Assessment report:

  o containing Executive level summary and device level details as well as

  o specific recommendations for optimization based on Cisco leading practices for the given End User Data Center infrastructure

  Note: Data collection for technology audits may occur in a range between one (1) to seven (7) days in length, depending upon the type of audit.

- Review the Data Center Assessment Report with Authorized Channel for comment and approval before it is formally completed and released

Authorized Channel Responsibilities

- Provide all information as requested by Cisco to be documented in the Pre-requisite Template(s) to include End User network information five (5) Business Days following receipt of the Pre-requisite Template from Cisco.

- Confirm to Cisco the schedule to collect the device data.

- In order to use Data Collection Tool, the Authorized Channel must receive approval from End User to allow Authorized Channel to run, on one or more computers loaded with the software tool connected to End User's Data Center infrastructure.

- Install Cisco Data Collection Tools to gather and validate information about the End User's infrastructure including architecture, topologies, usage requirements, design goals, and security policy.

- Make the Network available for installation of Data Collection Tools including providing: a secure area with limited physical access; secure installation behind the End User's firewall; access to all devices on the Network.

- Ensure that End User not schedule any change management in their network during the use of Data Collection Tools.

- Return immediately Data Collection Tool(s) to Cisco, as instructed by Cisco, upon the earlier of: (i) completion of Services; or (ii) Cisco's request to Authorized Channel that the Data Collection Tool(s) be returned to Cisco.

- Make any required modifications to firewall rules and/or access-lists required to enable Cisco Data Collection Tools to access all devices on the End User network.

- Provide Cisco with the device data collected from End User's Data Center infrastructure.

- Provide End User software requirements to Cisco for performing software risk assessment and impact analysis.

- Review the Data Center infrastructure Assessment report with Cisco, providing comment and approval before it is formally completed and released.

Software Risk Assessment Report

Cisco will analyze the End User's Data Center infrastructure software release train and version with respect to existing features, hardware and highlights potential threats as well as provides software recommendations based on Cisco leading practices.

Cisco Responsibilities

- Provide the Software Risk Assessment Pre-requisite Template(s) prior to data collection.

- Analyze the End User software requirements from the pre-requisite template pre provided by the Authorized Channel.

- Provide findings from the data analysis, and document them in one (1) Software Risk Assessment report:
    - containing software version analysis including software recommendations for the given End User Data Center infrastructure.

- Review the Software Risk Assessment Report with Authorized Channel for comment and approval before it is formally completed and released.

Authorized Channel Responsibilities

- Provide all information as requested by Cisco to be documented in the Pre-requisite Template(s) to include End User network information five (5) Business Days following receipt of the Pre-requisite Template from Cisco.

- Provide End User software requirements to Cisco for performing software risk assessment and impact analysis.

- Review the Software Risk Assessment Report with Cisco, providing comment and approval before it is formally completed and released.

4.2. *Assessment for Cloud Consumption for Small Enterprises*

Service Summary

Cisco will work with the Authorized Channel to develop a Cloud Consumption Assessment Report. The Cisco Assessment for Cloud Consumption Report will include findings, analysis and recommendations, identifying and capturing Cloud Service Providers consumption characteristics relevant to the End User's existing network environment. The report will also include risk analysis and financial analysis of authorized and unauthorized cloud consumption along with recommendations for on-going management of public

cloud services. Cisco will collect data from the End User's network routers for: discovery of the cloud services used by the organization; grouping of Cloud Service Providers into industry standard classifications; ranking of authorized and unauthorized Cloud Service Providers by consumption; associating data security and risk considerations.

Services are limited to one (1) instance of data collection software and enterprise size of up to five thousand (5,000) employees.

Deliverables

Cloud Consumption Assessment Report

Location of Services

Services are delivered remotely to Authorized Channel.

Cloud Consumption Project Planning Meeting

Cisco Responsibilities

- Conduct a meeting with Authorized Channel for up to two (2) hours to explain the system requirements of the hardware for the Data Collection Tool, the required information about the network topology, the required routers for data collection, the required configuration to send NetFlow (Network Protocol) data to the Data Collection Tool, and how to complete the Cisco-provided cloud usage questionnaire.

- Review with Authorized Channel assessment pre-requisite questionnaires prior to data collection.

- Work with Authorized Channel to identify the specific routers and/or switches that will be used to forward the data from routers/switches to Data Collection Tool.

- Work with Authorized Channel to draft the project plan, including scheduling and agenda for the assessment.

Authorized Channel Responsibilities

- Designate key Authorized Channel contacts including network architects and personnel and ensure that key networking personnel are available to participate in telephone interview session(s) as required to enable Cisco to understand End User's business and technical requirements for the network.

- Provide all information as requested by Cisco to be documented in the Pre-requisite Questionnaire to include End User network information five (5) Business Days following receipt of the pre-requisite questionnaire from Cisco including:

    - o   network topology questionnaire;

    - o   cloud usage questionnaire;

    - o   financial analysis questionnaire.

- Review with Cisco the inventory of known cloud services.

- Review with Cisco the network topology and determine the appropriate router (router must support NetFlow) for data collection.

- Provide the data for the financial analysis.

- Confirm with Cisco the schedule to collect the data.

Cloud Consumption Data Collection

Cisco Responsibilities

- Provide support limited to technical advice and guidance up to eight (8) hours to assist Authorized Channel with installation of Data Collection Tool on End User provided server, including remote support via phone or WebEx of screen shots of step-by-step installation process and router configuration to enable NetFlow; the Data Collection Tool will gather and validate cloud services consumption data.

- Create an account on the Cisco Cloud Consumption web portal for Authorized Channel to review data collection.

- Review end-to-end configuration testing to confirm that NetFlow data is being transferred from End User routers/switches to Cisco Data Collection Tool.

Authorized Channel Responsibilities

- Review with Cisco the discovery methodology and associated data collection activities.

- Support End User with Installation of the server and one (1) instance of the Data Collection Tool.

- Support End User with set up of the required hardware or virtual machine for the data collection Tool.

- Support End User to set up virtual private network (VPN) or equivalent that will allow Cisco engineer to remotely access the data collector server.

- Support End User to configure the router(s) to send NetFlow (v.5/or v.9) data to the Data Collection Tool.

- Conduct end-to-end configuration testing to confirm that NetFlow data is being transferred from End User routers/switches to Cisco Data Collection Tool.

- Work with Cisco to verify that the data collection is operational from end-to-end.

- Respond to Cisco requests for system or router changes within one (1) week of the project planning meeting.

- Run the Data Collection Tool on End User's network to collect data for up to four (4) weeks.

Cloud Consumption Data Analysis

Cisco Responsibilities

- Conduct grouping of collected data into industry standard categories.

- Tag the data, identifying authorized Cloud Service Providers aggregate and summarize the data of cloud Service Providers with duplicate functionality.

- Measure traffic and unique source Internet Protocol (IP) addresses for all authorized cloud services.

- Measure traffic and unique source IPs for unauthorized cloud services.

- Work with Authorized Channel to identify unknown cloud services.

Authorized Channel Responsibilities

- Review and validate unauthorized Cloud Service Providers with End User

- Work with End User to verify unknown cloud services.

- Review with Cisco unknown and unauthorized cloud services.

Findings and Recommendations

Cisco Responsibilities

- Integrate all project documents, findings, risk implications and recommendations in the Cloud Consumption Assessment Report:

  o risk analysis, including mitigation of potential risk exposure

  o analysis of cloud consumption, usage and trends;

  o identification of over-utilized and under-utilized services;

  o financial analysis;

  o recommendation for on-going management of cloud service providers.

- Review the Cloud Consumption Assessment Report with Authorized Channel for comments and approval before it is formally completed and released.

- Provide support up to two (2) hours to answer additional inquiries from final read-out to End User.

Authorized Channel Responsibilities

- Review the Cloud Consumption Assessment Report with Cisco for comments and approval.

- Review the Cloud Consumption Assessment Report with End User's stakeholders during final presentation.

Project Completion

Cisco Responsibilities

- Delete "End User" account that was temporarily created on cloud consumption web portal for the project.

Authorized Channel Responsibilities

- Work with End User to remove Data Collection Tool from server.

- Support End User to reconfigure routers to pre-project status.

- Support End User to reclaim server or Virtual Machine (VM) used for Data Collection Tool.

4.3. *Assessment for Cloud Consumption for Medium Enterprises*

Service Summary

Cisco will work with the Authorized Channel to develop a Cloud Consumption Assessment Report. The Cisco Assessment for Cloud Consumption Report will include findings, analysis and recommendations, identifying and capturing Cloud Service Providers consumption characteristics relevant to the End User's existing network environment. The report will also include risk analysis and financial analysis of authorized and unauthorized cloud consumption along with recommendations for on-going management of public cloud services. Cisco will collect data from the End User's network routers for: discovery of the cloud services used by the organization; grouping of Cloud Service Providers into industry standard classifications; ranking of authorized and unauthorized Cloud Service Providers by consumption; associating data security and risk considerations.

Services are limited to a maximum of three (3) instances of data collection software and enterprise size of up to fifteen thousand (15,000) employees.

Deliverables

Cloud Consumption Assessment Report

Location of Services

Services are delivered remotely to Authorized Channel.

Cloud Consumption Project Planning Meeting

- Cisco Responsibilities

- Conduct a meeting with Authorized Channel for up to two (2) hours to explain the system requirements of the hardware for the Data Collection Tool, the required information about the network topology, the required routers for data collection, the required configuration to send NetFlow (Network Protocol) data to the Data Collection Tool, and how to complete the Cisco-provided cloud usage questionnaire.

- Review with Authorized Channel assessment pre-requisite questionnaires prior to data collection.

- Work with Authorized Channel to identify the specific routers and/or switches that will be used to forward the data from routers/switches to Data Collection Tool.

- Work with Authorized Channel to draft the project plan, including scheduling and agenda for the assessment.

Authorized Channel Responsibilities

- Designate key Authorized Channel contacts including network architects and personnel and ensure that key networking personnel are available to participate in telephone interview session(s) as required to enable Cisco to understand End User's business and technical requirements for the network.

- Provide all information as requested by Cisco to be documented in the pre-requisite questionnaire to include End User network information five (5) Business Days following receipt of the pre-requisite questionnaire from Cisco including:

  - network topology questionnaire;

  - cloud usage questionnaire;

  - financial analysis questionnaire.

- Review with Cisco the inventory of known cloud services.

- Review with Cisco the network topology and determine the appropriate router (router must support NetFlow) for data collection.

- Provide the data for the financial analysis.

- Confirm with Cisco the schedule to collect the data.

Cloud Consumption Data Collection

Cisco Responsibilities

- Provide support limited to technical advice and guidance for up to eight (8) hours to assist Authorized Channel with installation of Data Collection Tool on End User provided server, including remote support via phone or WebEx of screen shots of step-by-step installation process and router configuration to enable NetFlow; the Data Collection Tool will gather and validate cloud services consumption data.

- Create an account on the Cisco Cloud Consumption web portal for Authorized Channel to review data collection.

- Review end-to-end configuration testing to confirm that NetFlow data is being transferred from End User routers/switches to Cisco Data Collection Tool.

Authorized Channel Responsibilities

- Review with Cisco the discovery methodology and associated data collection activities.

- Support End User with Installation of the server and the Data Collection Tool for up to three (3) instances.

- Support End User with set up of the required hardware or virtual machine for the data collection Tool.

- Support End User to set up virtual private network (VPN) or equivalent that will allow Cisco engineer to remotely access the data collector server.

- Support End User to configure the router(s) to send NetFlow (v.5/or v.9) data to the Data Collection Tool.

- Conduct end-to-end configuration testing to confirm that NetFlow data is being transferred from End User routers/switches to Cisco Data Collection Tool.

- Work with Cisco to verify that the data collection is operational from end-to-end.

- Respond to Cisco requests for system or router changes within one (1) week of the project planning meeting.

- Run the Data Collection Tool on End User's network to collect data for up to four (4) weeks.

Cloud Consumption Data Analysis

Cisco Responsibilities

- Conduct grouping of collected data into industry standard categories.

- Tag the data, identifying authorized Cloud Service Providers aggregate and summarize the data of cloud Service Providers with duplicate functionality.

- Measure traffic and unique source Internet Protocol (IP) addresses for all authorized cloud services.

- Measure traffic and unique source IPs for unauthorized cloud services.

- Work with Authorized Channel to identify unknown cloud services.

Authorized Channel Responsibilities

- Review and validate unauthorized Cloud Service Providers with End User

- Work with End User to verify unknown cloud services.

- Review with Cisco unknown and unauthorized cloud services.

Findings and Recommendations

Cisco Responsibilities

- Integrate all project documents, findings, risk implications and recommendations in the Cloud Consumption Assessment Report:

  o risk analysis, including mitigation of potential risk exposure

  o analysis of cloud consumption, usage and trends;

  o identification of over-utilized and under-utilized services;

  o financial analysis;

  o recommendation for on-going management of cloud service providers.

- Review the Cloud Consumption Assessment Report with Authorized Channel for comments and approval before it is formally completed and released.

- Provide support up to two (2) hours to answer additional inquiries from final read-out to End User.

Authorized Channel Responsibilities

- Review the Cloud Consumption Assessment Report with Cisco for comments and approval.

- Review the Cloud Consumption Assessment Report with End User's stakeholders during final presentation.

Project Completion

Cisco Responsibilities

- Delete "End User" account that was temporarily created on cloud consumption web portal for the project.

Authorized Channel Responsibilities

- Work with End User to remove Data Collection Tool from server.

- Support End User to reconfigure routers to pre-project status.

- Support End User to reclaim server or virtual machine (VM) used for Data Collection Tool.

5. Knowledge & Learning

5.1. *Technical Knowledge Library*

Service Summary

The Cisco Technical Knowledge Library ("TKL") provides Authorized Channel with access design tips, methodologies, leading practices, and foundational concepts related to Cisco products and technologies. The Content in the library is made available by Cisco to a number of Authorized Viewers through a secure web-based portal ("Portal").

TKL consists of leading best practices and technical knowledge in all five technological areas (also called as modules) - Network Infrastructure, Data Center, Security, Wireless and Collaboration. Access to the Portal is limited to fifteen (15) Authorized Viewers.

Additionally, each of the following technological modules are available individually

Collaboration Knowledge Service
Data Center Knowledge Service
Network Infrastructure Knowledge Service
Security Knowledge Service
Wireless Knowledge Service

Location of Services

Services are delivered remotely to Authorized Channel.

Cisco Responsibilities

- Make the Content available to the number of "Authorized Viewers", including providing access to the following:

  Multimedia Clips:
  - VoD/AoD technical talks
  - Service deliverables archive -– Authorized Channel-specific/account specific content
  - eLearning courses

  Sidebar Content:
  - White Papers
  - Case Studies
  - Design Guides
  - Configuration Guides
  - Training Documents
  - Technical Tips
  - Deployment Guides
  - Online textbooks and/or manuals
  - Video and audio clips (different from the Multimedia Clips)

- Assist in account creation for the Portal, prior to use during the duration of the Service. Authorized Channel is responsible for security, network connection, IP address assignment and any required firewall or access control list changes required on Authorized Channel's network or End User's network, as applicable, in order for the Authorized Viewer(s) to access the Portal.

- Provide a training session to Authorized Channel point(s) of contact for the Authorized Viewers.

- Hold a "Demo Day" to train and demonstrate the tool for Authorized Channel and provide training materials to Authorized Channel for Authorized Viewer training.

- Host Content and provide preventative maintenance in accordance with Cisco's normal maintenance schedules and procedures.

- Troubleshoot issues submitted to Cisco through provided e-mail alias tkl-support@cisco.com.

- Provide technical assistance to Authorized Channel as Cisco may deem necessary to properly provide the Services.

- Updated Content: Cisco may revise, update and/or remove previously-released Multimedia Clips and/or Sidebar Content ("Updated Content"). Cisco will make any Updated Content available to Authorized Channel as a part of the Services. The Updated Content will exclude the previously-released Multimedia Clips and Sidebar Content (where applicable) that the Updated Content was intended to supersede. Authorized Channel should discontinue any use of the superseded Multimedia Clips and/or Sidebar Content.

Authorized Channel Responsibilities

- Provide Authorized Channel on-boarding information as follows: contact name, title, address, telephone number, e-mail address of primary and secondary team lead, Email ids and name of the Authorized Viewers who will need access to the Portal.

- Authorized Channel may include up to one End User per order to access Portal.

- Install the Digital Rights Management ("DRM") software on as needed basis which allows Authorized Viewer to view the protected content on the Portal.

- Participate in training and/or feedback sessions with Cisco team to enable Cisco to understand the needs of the Authorized Viewers for the Portal.

- Provide any necessary training to Authorized Viewers and address any escalations from Authorized Viewers prior to contacting Cisco. Under no circumstance shall Authorized Channel direct End User to contact Cisco.

6. General Terms

License of Deliverables

- Cisco grants to Authorized Channel a limited, revocable, non-exclusive, non-transferable license (a) to use, display, reproduce, modify, and distribute Deliverables; and (b) create, use, reproduce, and distribute derivative works of the Deliverables. The license herein is granted solely for Authorized Channel's support of End Users during the term of the agreement between Cisco and Authorized Channel and solely for use with Cisco products. Authorized Channel may not sublicense, to any persons or entity, any rights to reproduce or distribute the Deliverables. Cisco also may terminate this license upon written or oral notice to Authorized Channel, with or without prior notice.

Limitation

- **AUTHORIZED CHANNEL EXPRESSLY ACKNOWLEDGES AND AGREES THAT IT IS SOLELY RESPONSIBLE FOR THE DETERMINATION AND IMPLEMENTATION OF THEIR END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS. CISCO SHALL NOT BE RESPONSIBLE FOR THE FAILURE OF CISCO'S COLLABORATIVE PROFESSIONAL SERVICES, DELIVERABLES, REPORTS AND/OR RELATED SOFTWARE TO MEET END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS**.

Representation of Cisco Brand

Authorized Channel agrees to comply with the guidelines located at http://www.cisco.com/web/partners/market/partner-marks.html, which is incorporated herein by reference.

Invoicing and Completion

Invoicing

Services will be invoiced upon completion of the Services.

Completion of Services

Cisco will provide written notification upon completion of the Services to Authorized Channel. The Authorized Channel shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Authorized Channel's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Authorized Channel's acceptance of completion of the Services in accordance with this Service Description