



## Service Description: SP Video Solution Support Service

This document describes Cisco's SP Video Solution Support Service.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/): (1) Glossary of Terms; (2) List of Services Not Covered; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

**Direct Sale from Cisco.** If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA), Advanced Services Agreement (ASA), or equivalent services agreement executed between you and Cisco. All capitalized terms not defined in the Supplemental Glossary of Terms for SP Video Solution Support Service at the end of this document have the meaning ascribed in the MSA or equivalent services agreement executed between you and Cisco. If not already covered in your MSA or equivalent services agreement, this document should be read in conjunction with the Related Documents identified above. In the event of a conflict between this Service Description and your MSA or equivalent services agreement, this Service Description shall govern.

This SP Video Solution Support Service is intended to supplement a current support agreement for Cisco products and is only available where all Products in Customer's Network are Cisco-supported or supported by Cisco's Foundation Technology Service Provider Optimization Service. Where available, Cisco shall provide the SP Video Solution Support 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. Availability of Services described herein and service delivery may vary by geographical region.

### SP Video Solution Support Service

#### Service Summary

SP Video Solution Support Service provides Service Provider Video-specific help for your Network support staff in the form of, Problem Management, Program Management, and Solution Supplier Management.

#### Cisco Responsibilities

Cisco's SP Video Solution Support Service shall provide support for the Customer's Network during Standard Business Hours (unless stated otherwise). Cisco shall provide the following General Support provisions for all Services selected by Customer under the SP Video Solution Support Service:

#### General Support

- Designate one or more Advanced Services Engineer(s) to act as the primary interface with Customer for its Network.
- Schedule with Customer up to four (4) quarterly visits per year (not to exceed eight (8) days in aggregate) to Customer's site to review Deliverables and Activities and plan for the next quarter. Additional visits will be mutually agreed upon at Cisco's then-current travel and labor rates.
- Schedule periodic (typically weekly) conference calls to review Customer's Network status, planning, and the Services being provided.
- Make collaboration tools available for hosting meetings, managing documentation, instant messaging, desktop sharing, and collaborative spaces.
- Establish a Customer-specific Cisco email alias to facilitate communication with Advanced Services Engineer.
- Provide certain Data Collection Tools Cisco identifies as appropriate for Network data collection during the Term of the Services, provided that 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. Customer acknowledges and agrees Cisco shall retain full right, title, and interest to the Data Collection Tools. In addition to Cisco provided tools, the Advanced Services Engineer may utilize Customer provided data, scripts, or internal tools to assist in collecting data from the Customer Network.

The quantity, delivery frequency of the Deliverables, and efforts for Activities will vary depending on Customer requirements and what Customer and Cisco mutually agree upon when Services are purchased.

#### Solution Support-Specific Responsibilities

##### Problem Management

- Provide **Incident Escalation Support.** Cisco will facilitate service restoration support for the production environment's managed components. For purposes of this Service, "Incident" means any unplanned interruption to a service or reductions in the quality of

a service. Incident Escalation Support may include, among other information, the following:

- Support for Cisco and Cisco-provided third party products to restore service.
- Use the service request management system for opening, tracking, and closing Incidents upon restoration of service.
- Periodic case updates for open Incidents.
- Periodic case summaries for closed Incidents.
- Provide **Root Cause Analysis**. Cisco will provide an analysis of related Incidents concerning the production environment's managed components. A Root Cause Analysis may include, among other information, the following:
  - Review of Incident details.
  - Report describing the results of the analysis.

#### Program Management

- Cisco will provide overall program and project management for incremental changes to the production environment. Solution Project Management may include, among other information, the following:
  - Review of customer satisfaction objectives.
  - Assistance from a designated Project Manager (PM) assigned to be the day-to-day point of contact.
  - Assistance coordinating scheduled reviews and conference calls.
  - Assistance coordinating Quarterly Business Reviews.
  - Assistance coordinating **reactive** change management activities.
- Cisco will consult with Customer regarding a plan to review **reactive** changes proposed for the production environment, which may include, among other information, the following:
  - Review a scoped number of implementation procedures used to support critical **reactive** changes planned for the environment.
  - Review contingency and rollback plans.
  - Report describing the recommended changes containing sequenced and detailed events required to migrate the devices in scope.
- Provide **Quarterly Business Review**. Cisco will consult with Customer to review recent Deliverables and Activities, and plan for the next quarter. A **Quarterly Business Review** may include, among other information, the following:
  - Review recent reports and recommendations presented to Customer.
  - Review business objectives.
  - Review prioritized projects.
  - Review plans for the production environment, including current progress and status.
  - Review Incident and Problem metrics including volume, severity, time to restore, and time to resolve.

#### Solution Supplier Management

- Provide **Solution Supplier Management**. Solution Supplier Management may include, among other information, the following:
  - Assistance with Cisco-approved third party products operating in the production environment.

#### Customer Responsibilities

##### General Responsibilities

- Designate at least two (2) but not more than six (6) technical representatives in each area covered under SP Video, who must be Customer's employees in a centralized Network support center (Customer's technical assistance center), to act as the primary technical interface to the Advanced Services Engineer(s). Customer will designate as contacts senior engineers with the authority to make any necessary changes to the Network configuration. One individual, who is a senior member of management or technical staff, will be designated as Customer's primary point of contact to manage the implementation of services selected under this Service Description (e.g., chair the weekly conference calls, assist with prioritization of projects and activities).
- Provide at least thirty (30) day notice to Cisco for onsite visit requests exceeding the four (4) standard quarterly visits. Customer will provide Cisco with reasonable access to computer equipment, workstation, facilities, workspace, and telephones and if necessary, badge access enabling unescorted access into Customer's meeting areas.
- Provide details regarding Incidents involving service disruptions and/or severe performance degradation.
- Customer's technical assistance center shall maintain centralized network management for its Network supported under this Service Description, capable of providing Level 1 and Level 2 support.
- Provide reasonable electronic access to Customer's Network to allow the Advanced Services Engineer to provide support.
- If Cisco provides Data Collection Tools or scripts located at Customer's site, Customer shall ensure that such Data Collection Tools or scripts are located in a secure area, within a Network environment protected within a firewall and on a secure LAN, under lock and key and with access restricted to those Customer employee(s) or contractor(s) who have a need to access the Data Collection Tools and/or a need to know the contents of the output of Data Collection Tools. In the event Data Collection Tool provided by Cisco is Software, Customer agrees to make appropriate computers available and download Software as needed. Customer shall remain responsible for any damage to or loss or theft of the Data Collection Tools while in Customer's custody.

- Provide a Network topology map, configuration information, and information of new features being implemented as needed.
- Notify Advanced Services Engineer of any major Network changes (e.g., topology, configuration, new IOS releases).
- In the event the Network composition is altered, after the Services selected under this Service Description have become effective, Customer is responsible to notify Cisco in writing within ten days (10) of the change. Cisco may require modifications to the fee if the Network composition has increased beyond the original pricing quote for Services.
- Create and manage an internal email alias for communication with Advanced Services Engineer.
- Retain overall responsibility for any business process impact and any process change implementations.
- Utilize communication and collaboration tool(s) provided by Cisco. If Customer uses non-Cisco provided collaboration tools for hosting meetings, managing documentation, instant messaging, desktop sharing, and collaborative spaces, provide Cisco with access.
  - Customer will provide names of users who will have authorization to access these tools.
  - Customer will support the implementation of software required to use tools in their environment.
- Data Collection Tools. Customer shall ensure that such Data Collection Tools or scripts are under lock and key and with access restricted to those Customer employee(s) or contractor(s) who have a need to access the Data Collection Tools and/or a need to know the contents of the output of Data Collection Tools. In the event Data Collection Tool provided by Cisco is Software, Customer agrees to make appropriate computers available and download Software as needed. Customer shall remain responsible for any damage to or loss or theft of the Data Collection Tools while in Customer's custody.
  - Initial Set-up (One Time). If Cisco provides Data Collection Tools or scripts located at Customer's site, an initial set-up is required and the following must be performed:
    - Complete the Data Collection Tools installation and system configuration questionnaire(s) (i.e. IP address, netmask, hostname, etc.) and return to the Advanced Services Engineer
    - Install the Data Collection Tools hardware in a secure area with controlled physical access
    - Connect the Data Collection Tools hardware to the Network
    - Secure the Data Collection Tools behind Customer's corporate firewall
    - Provide access to Data Collection Tools for use by Cisco to install, troubleshoot, and maintain; for remote access, SSH, Telnet, and/or dial are options, but virtual private network (VPN) access to the Graphical User Interface (GUI) is preferred and recommended
  - When applicable, provide Data Collection Tools with HTTPS (SSL) access back to Cisco CCO/CCX servers located at [nettools-upload.cisco.com](http://nettools-upload.cisco.com); HTTP/FTP/PFTP may be used but Cisco strongly recommends HTTPS (SSL)
  - When applicable, provide Data Collection Tools with SSH to the [nettools-upload.cisco.com](http://nettools-upload.cisco.com) server to support the transfer of Data Collection Tools patches, security patches, and Rules Based Markup Language (RBML) update packages; FTP may be used but Cisco strongly recommends SSH
  - Provide Data Collection Tools with SNMP and Command Line Interface (CLI) access to all Product(s) in the Network (necessary to facilitate collection of inventory and configuration information)
  - Provide Data Collection Tools with the Network Product list in seedfile format containing SNMP Read Only (RO) community string and CLI (vty/enable or TACACS user-id / password) for access to all Product(s) in the Network (necessary to create the Data Collection Tools seedfile)
  - Provide Syslog server and upload information
  - Data Collection Tools Management (Ongoing). In the event Data Collection Tools are installed on Customer's Network, the following items must be performed on a regular or as needed basis to support the operation of Data Collection Tools in the Network:
    - Notify Cisco about changes made to the Network such as Product(s) added/deleted and changes made to Product credentials
    - Fix access problems (Access Control List's, firewall, etc.) which may periodically occur between Data Collection Tools and the Product(s) in the Network
    - When applicable, fix data communication problems which prevent Data Collection Tools from uploading data to Cisco or prevent the remote maintenance of the Data Collection Tools
    - Notify the Advanced Services Engineer when changes are made to Syslog, DNS, proxy and gateway servers IP address(es)

#### **Solution Support-Specific Responsibilities**

- In addition to the General Responsibilities, Customer shall provide the following:

- Ensure key detailed design stakeholders and decision-makers are available to participate during the course of the service.
- Information on current releases running in the Network and current configuration templates.
- Review details of planned changes with Advanced Services Engineer.
- Information on Customer change control process.
- Information on critical applications supported by the Network.
- Information on which applications are mission-critical and their priority schemes.
- Data collection activities as needed to facilitate a specific Cisco analyses.