



Service Description: Subject Matter Consulting Services (EMEA-R)

This document describes Subject Matter Consulting Services.

Related Documents: This document should be read in conjunction with the following documents also posted at

www.cisco.com/go/servicedescriptions/: (1) Glossary of Terms; (2) List of Services Not Covered; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

Direct Sale from Cisco. If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA), Advanced Services Agreement (ASA), or equivalent services agreement executed between you and Cisco. In the event of a conflict between this Service Description and your MSA or equivalent services agreement, this Service Description shall govern.

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/.

Cisco shall provide the Subject Matter Consulting Services described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee.

SERVICE SUMMARY

Subject Matter Consulting Services provide remote and/or onsite support to Customer including general advice and guidance.

Subject Matter Consulting Services

Advanced Services for Routing and Switching (AS-RS-SME)

The Network Consultant Engineering (NCE) resource shall have the following skills set and be proficient in:

- Routing and Switching products and technology
- Complex routing and switching networks designs
- Cisco software features and functionality
- Routing and switching devices configuration
- Networking services requirements analysis
- Comprehensive understanding of all IP protocols
- Conducting training and one to one mentoring on routing and switching technology
- The NCE will have Cisco Certified Internet Expert (CCIE) ® or equivalent skills

The NCE will provide technical advice and guidance to the Customer with:

- Their overall network architecture process development and management activities including guidance on the process development of infrastructure architecture frameworks.
- The network architecture lifecycle process, and associated development methodology.

Advanced Services for Unified Communications (AS-IPC-SME)

The Network Consultant Engineering (NCE) resource shall have the following skills set and be proficient in:

- Cisco Unified Communications (UC) design, deployment and migration
- Cisco UC infrastructure and endpoint product releases
- Cisco UC software application releases
- Call routing plans, signalling and media protocols
- UC application and UC infrastructure security
- Gateway and interconnectivity solutions
- IP networking specifically around requirements for successful deployment of UC

The NCE will provide technical advice and guidance to the Customer with:

- Overall UC design, deployment and migration to support the Customer in meeting their business goals.
- Provision of Cisco and industry leading practices to Customer in regards to UC design, deployment and migration.
- Participation in extended team status calls and planning meetings.

Advanced Services for IP Contact Center (AS-

IPCC-SME)

The Network Consultant Engineering (NCE) resource shall have the following skills set and be proficient in:

- Cisco Customer Collaboration (CC) design, deployment and migration
- Cisco CC infrastructure and endpoint product releases
- Cisco CC software application releases
- Business objectives, rules, call flows and scripting
- Call routing plans, signalling and media protocols
- Cisco CC application and CC infrastructure security
- Gateway and interconnectivity solutions
- IP networking specifically around requirements for successful deployment of CC

The NCE will provide technical advice and guidance to the Customer with:

- Overall CC design, deployment and migration to support the Customer in meeting their business goals.
- Provision of Cisco and industry leading practices to Customer in regards to CC design, deployment and migration.
- Participation in extended team status calls and planning meetings.

Advanced Services for Wireless LAN (AS-WLAN-SME)

The Network Consultant Engineering (NCE) resource shall have the following skills set and be proficient in:

- Wireless and IP Network Planning, Design, Implementation, Operation and Optimization
- Networking services requirements definition and analysis
- Radio Frequency (RF) Network Design, RF Survey and site planning
- Wireless Security
- Cisco Mobility Experience, Cisco Unified Access, 802.11n, Bring Your Own Device (BYOD), Outdoor and Unified Communications over WLAN Solutions
- Converged Wireless (Voice, Video + Data) Network Planning, Design, Implementation & Optimization
- WLAN products, software features and functionality
- Conducting training and one to one mentoring on Wireless LAN technology
- The NCE will have Cisco Certified Internet Expert (CCIE) ® or equivalent skills

The NCE will provide technical advice and guidance to the Customer with:

- Cisco's Wireless LAN products, service and technology

- WLAN design and implementation to support the Customer in meeting their business goals.

Advanced Services for Application Networking (ANS) (AS-ANS-SME)

The Network Consultant Engineering (NCE) resource shall have the following skills set and be proficient in:

- Application Networking Services (ANS) products and technology
- ANS requirements analysis
- ANS or Unified Networking Services products integration
- Assisting the Customer in migrating from existing gear to next generation products
- Configuration of the Performance parameters inside the network layer
- Large scale L4/7 and caching design
- End-to-end networking
- Conducting training and one to one mentoring on ANS technology
- The NCE will have Cisco Certified Internet Expert (CCIE) ® or equivalent skills

The NCE will provide technical advice and guidance to the Customer with:

- Provide technical advice and guidance to support the Customer with solutions in their data center including network consolidation, branch consolidation, and network virtualization

Advanced Services for Storage Area Networking (SAN) (AS-SAN-SME)

The Network Consultant Engineering (NCE) resource shall have the following skills set and be proficient in:

- Cisco Storage Area Networking (SAN) products and technologies
- SAN services requirements analysis
- SAN environments planning, design, and implementation
- Protocols like FC, TCP/IP, FCIP, and iSCSI
- The NCE will have Cisco Certified Internet Expert (CCIE) ® or equivalent skills

The NCE will provide technical advice and guidance to the Customer with:

- Migration from existing SAN or DAS environments to Cisco MDS family based SAN
- Consolidating a Customer's SAN environment
- Implementing all MDS family based intelligent features like SANTap, VSANs, RBAC.
- Planning their SAN management infrastructure
- Testing a pilot network to check that expected performance is attained
- Planning their SAN Extension environments

Advanced Services for Data Center Networking (DCN) (AS-DCN-SME)

The Network Consultant Engineering (NCE) resource shall have the following skills set and be proficient in:

- Cisco Data Center Networking (DCN) products and technologies including Nexus switches (1000V, 2000, 5000, 6000, 7000), Unified Fabric, Data Center Interconnect (OTV, Fabric Path, vPC), Workload Mobility (LISP)
- Planning, design and implementation of Cisco products in Customer's data center
- The NCE will have Cisco Certified Internet Expert (CCIE) ® or equivalent skills

The NCE will provide technical advice and guidance to the Customer with:

- Architecting their data center network environments
- Planning, design and implementation of Cisco products in Customer's data center

Advanced Services for Security (AS-SEC-SME)

The Network Consultant Engineering (NCE) resource shall have the following skills set and be proficient in:

- Security products and technologies including IOS security, intrusion detection and prevention, network admission control, remote access, host protection, perimeter control, and VPNs
- Analysing software requirements specification including security management tools
- Understanding, identification and mitigation of security risks that affect compliance requirements
- Analysing security requirements for data center, unified communications solutions, and wireless environments
- The NCE will have Cisco Certified Internet Expert (CCIE) ® or equivalent skills

The NCE will provide technical advice and guidance to the Customer with:

- Integration of Cisco advanced security solutions with the core network infrastructure providing end-to-end security experience
- Migration from existing products to next generation security solutions
- Technical security and vulnerability assessments of the security architecture and individual network devices, systems, and applications
- Development of an in-depth security architecture
- Assessment of the network's readiness to assist the Customer with the deployment of a new security solution, including the existing IT infrastructure, security devices, software

operations, and security management procedures

- Development of detailed security designs, including network diagrams, system rules and reports, and sample software configurations for protocols, policies, and features
- Development of an implementation strategy and plan detailing the requirements for deployment, integration, and management
- Custom installation, configuration, testing, tuning, and integration of a security solution
- Planning, design, and implementation of security solutions
- Testing a pilot security solution to check that expected performance is attained

Advanced Services for Operational Support Systems (AS-OSS-SME)

The Network Consultant Engineering (NCE) resource shall have the following skills set and be proficient in:

- Operations Support Systems and Network Management Systems Architectures
- Analysing operations support systems and network management services requirements
- Understanding of industry standard operations and network management frameworks, FCAPS, eTOM and ITIL.
- Conducting training and one to one mentoring on Operations Support System
- The NCE will have extensive consulting experience with Operational Support System or Network Management System

The NCE will provide technical advice and guidance to the Customer with:

- Planning, designing, implementing and operating Operations Support Systems and Network Management Systems
- Implementation, configuration, and provisioning of Cisco operations and network management tools.

Advanced Services for Optical (AS-OPT-SME)

The work is to be contiguous and a minimum of 40 hours. Customer shall provide any required test equipment and/or instrumentation for the duration of the engagement.

The Network Consultant Engineering (NCE) resource shall have the following skills set and be proficient in:

- Cisco optical products and technologies including SONET, SDH and DWDM
- Configuring and testing Cisco optical products.
- Conducting training and one to one mentoring on optical technology

The NCE will provide technical advice and guidance to the Customer with:

- Architecting their optical networks environments.
- Planning, designing, and implementing Cisco optical products.
- Technical assessments optical networks environments.

Advanced Services for Unified Computing Systems (AS-UCS-SME)

The Network Consultant Engineering (NCE) resource shall have the following skills set and be proficient in:

- Unified Computing System (UCS) product and technologies
- Development of detailed UCS design
- Analysing Customer's compute requirements
- Providing Cisco and industry best practices to the Customer regarding UCS design and implementation.
- Conducting training and one to one mentoring on UCS technology
- The NCE will have Certifications such as VCP, CCIE or equivalent skills

The NCE will provide technical advice and guidance to the Customer with:

- Planning, architecting, designing or implementing its compute and virtualization environments
- Customer's migration activities of their existing products to UCS platform
- Custom installation, configuration, testing, tuning and integration of a server solution
- Testing a pilot UCS solution to check that expected operational characteristics of UCS platform is attained.

Advanced Services for Safety & Security (AS-PSS-SME)

The Network Consultant Engineering (NCE) resource shall have the following skills set and be proficient in:

- Cisco safety & security solutions and technologies with proficiency in the following solutions: VSMS-Video Surveillance Media Server, VSOM-Video Surveillance Operations Manager, Video Surveillance Safety and Security Desktop (SASD), IPICS – Interoperability & Collaboration System & CPAM-Cisco Physical Access Manager.
- Analysing safety & security requirements and specifying hardware and software requirements, including safety & security management tools
- Understanding, identification and mitigation of safety & security risks that affect compliance requirements

- Analysing safety & security requirements for storage area networks, unified communications solutions and wireless environments
- Development of detailed safety & security designs, including network diagrams, system rules and reports, and sample software configurations for protocols, policies, and features
- Technical safety & security and vulnerability assessments of the safety & security architecture and of individual safety and security devices, systems, and applications
- The NCE will have Cisco Certified Internet Expert (CCIE) ® or equivalent skills

The NCE will provide technical advice and guidance to the Customer with:

- Integrating Cisco advanced safety & security solutions with the core network infrastructure providing end to-end safety & security experience
- Migrating from existing products to next generation safety & security solutions
- Developing an in-depth safety & security architecture
- Assessment of the network's readiness to deploy a new safety & security solution, including the existing IT
- Planning, design, and implementation of safety & security solutions
- Testing a pilot safety & security solution to check that expected performance is attained
- Custom installation, configuration, testing, tuning, and integration of a safety & security solution

Advanced Services for Mobile Internet (AS-SP-MI-SME)

The Network Consultant Engineering (NCE) resource shall have the following skills set and be proficient in:

- Cisco's Mobile Packet Core Portfolio: ASR5000 product and related technology
- Mobile Internet technologies and expertise in Mobile Network Planning, Design, Implementation, Operation and Optimization
- Providing Cisco and industry best practices to Customer regarding Mobile Packet Core and the related environment
- Understanding of Mobile Wireless 3G and 4G network Technologies, this complemented with Service Provider Wifi Technologies
- Integration and validation of one or more of the following services enabled on ASR5000: PDSN, HA, GGSN, PDIF, PDG, P-CSCF, I-CSCF, PGW, SGW, ASNGW, TTG, SGSN, MME, IPSG, EWAG and HNBGW
- enabling ASR5K Inline value-add services such as Gx interface, Prepaid, QoS, Firewall, Parental Control

- Cisco ASR5000 software features and functionality
- Conducting training and one to one mentoring on the Mobile Internet technology topics
- Defining and/or analysing mobile network requirements and design solutions to assist the Customer to meet those requirements

The NCE will provide technical advice and guidance to the Customer with:

- Mobile call flow design, solution and systems integration, and migration activities to assist the Customer meeting their business and technical needs
- Preparing the engineering and migration plans, Method Of Procedures (MOP) and supporting the MOP execution
- Support the operations team with ASR5000 management and collecting KPIs

Advanced Services for Cisco Intelligent Automation for newScale and Tidal (AS-AOS-SME)

The Network Consultant Engineering (NCE) resource shall have the following skills set and be proficient in:

- Cisco Intelligent Automation Solutions
- Understanding, identifying, analysing and migrating existing products to Cisco Intelligent Automation Solutions platform by analysing Customer requirements.
- Development of detailed Cisco Intelligent Automation Solutions design.
- Understanding, identifying and analysing existing workflows and adapters.
- Development of detailed automation concepts and workflows
- Providing Cisco and industry best practices to Customer regarding Cisco Intelligent Automation solution design and implementation.
- Conducting training and one to one mentoring on the Cisco Intelligent Automation Solutions
- The NCE will have Cisco Certified Internet Expert (CCIE) ® or equivalent skills

The NCE will provide technical advice and guidance to the Customer with:

- Planning, architecting, designing or implementing automation for their data center Intelligent Automation Solutions.
- Custom installation, configuration, testing, tuning and integration of Cisco Intelligent Automation Solutions.
- Cisco Cloud Portal (newScale) design and workflows.
- Assessing Customer business processes to verify that operational characteristics of Cisco Intelligent Automation solution are attained
- Testing a pilot Cisco Intelligent Automation solution to check that expected operational

characteristics of Cisco Intelligent Automation platform is attained.

Technical Services for Social Collaboration (AS-SC-SME)

General technical assistance to aid Customer with supported Enterprise Social Software ("ESS"). The typical skill set or capabilities and the type of Cisco personnel providing remote and/or onsite assistance to Customer under this service are as follows:

Cisco Custom Developer

- Provide technical expertise to assist Customer with the planning and design of future custom development on top of the ESS.
- Provide technical expertise to assist Customer with technical questions / debugging of existing custom development on top of the ESS.
- Provide product expertise around ESS APIs and the different options available for developing on top of and extending the ESS.

Cisco Project Manager

- Provide subject matter expertise around project plan development to assist Customer with identifying the necessary steps, dependencies, and timeframes.
- Provide advisory support to Customer regarding overall deployment process from a PM perspective (user group coordination, user readiness and timing).

Cisco Engineer

- Provide technical expertise to assist Customer with the planning and design of future ESS deployments and integrations from an engineering perspective.
- Provide technical expertise to assist Customer with questions / debugging of an existing ESS deployment and integrations from an engineering perspective.
- Provide advisory support to Customer regarding overall deployment process from a technical perspective (hardware, software and network).
- Provide advisory support to Customer regarding operations from an engineering perspective (pro-active monitoring, backups, etc.).

Cisco Solution Architect

- Provide technical expertise to assist Customer with the planning and design of future ESS

- deployments and integrations from an architectural perspective.
- Provide technical expertise to assist Customer with questions / debugging of an existing ESS deployment and integrations from an architectural perspective.
- Provide advisory support to Customer regarding planning & program enablement activities including use cases, training, community management, success criteria, etc.
- Provide advisory support to Customer regarding overall deployment process from an architectural perspective (overall solution, technical architecture, integrations, user deployment, etc.).
- Provide advisory support to Customer in regards to ongoing user rollouts, roadmap maintenance, reactively collecting and prioritizing requirements.

Advanced Services for Mobile Wireless - Transport (AS-MW-SME)

The Network Consultant Engineering (NCE) resource shall have the following skills set and be proficient in:

- Business value justification, enterprise architecture, network management strategy, solution integration, and/or program design and management
- Wireless and IP network planning, design, implementation, operation and optimization.
- Converged wireless (voice and data) network design and optimization.
- Cisco software features and functionality.
- Configuring Wireline and Wireless routing and switching devices.
- Defining and/or analysing networking services requirements.
- Mobile technologies and expertise in Mobile Network Planning, Design, Implementation, Operation and Optimization
- SS7 over IP (IP Transfer Point)
- Provide Cisco and industry best practices to the Customer regarding IPRAN and the related environment
- Mobile Backhaul with integration and validation deployments: CSR, Aggregation router, MWR2941, ASR901, 7600, ASR903, ASR9k.
- Defining and/or analysing mobile transport requirements and design solutions to assist the Customer to meet the following requirements:
- UMMT: Unified Mobile MPLS Transport Solution
- Timing over Packet: 1588v2, SyncE
- The NCE will have Cisco Certified Internet Expert (CCIE) ® or equivalent skills.

The NCE will provide technical advice and guidance to the Customer with:

- Mobile Network Planning, Design, Implementation, Operation and Optimization
- Detailed design, configuration, testing, and troubleshooting

Advanced Services for Conferencing and Instant Messaging (AS-CSG-SME)

The Network Consultant Engineering (NCE) resource shall have the following skills set and be proficient in:

- WebEx, Cisco Unified MeetingPlace, Cisco Webex Meeting Server, on prem and cloud Cisco Jabber and any other Cisco Conferencing and Instant Messaging related application(s)

The NCE will provide technical advice and guidance to the Customer with:

- Cisco Conferencing and Instant Messaging project plan development to assist Customer with identifying the necessary steps, dependencies, and timeframes.
- Overall deployment process from a project management perspective
- Planning and design of future deployments and integrations from an engineering perspective
- Questions /debugging of an existing deployment and integrations from an engineering perspective.
- Overall deployment process from a technical perspective (Hardware, Software and Network).
- Operations from an engineering perspective (pro-active monitoring, backups).
- Escalation of Product issues. The Customer is responsible for opening all Cisco TAC cases.
- Planning and design of future deployments and integrations (e.g. LDAP, AD, single sign on) from an architectural perspective.
- Questions and debugging of an existing deployment and integrations from an architectural perspective.
- Planning and program enablement activities including use cases, training, user management, success criteria
- Overall deployment process from an architectural perspective (overall solution, technical architecture, integrations, user deployment).
- On-going user rollouts, roadmap maintenance

Technical Services for ACI and Nexus 9K (AS-ACI-SME)

General technical assistance to aid Customers with products and technologies covered under Cisco Data Center Nexus 9000 Platform and ACI Fabric solutions. Typical skill set or expertise of Cisco

personnel providing assistance to Customer under this service is as follows:

- End-to-end expertise in Cisco Nexus 9000 and ACI Fabric solutions
- Ability to bridge across multiple technologies and help Customer plan, design, and implement across these products in a data center environment
- One or multiple Cisco Certified Internetworking Expert (CCIE) certifications or equivalent skills
- Ability to consult and recommend on L4/L7 technologies interface with ACI solutions
- Ability to consult and recommend on programming aspects of these solutions
- Assist Customer in architecting their data center network environments
- Assist Customer in planning, designing, and implementing with Cisco products in the data center

Technical Services for SP Video (AS-SPVID-SME)

General technical assistance to aid Customer with Cisco's Video products, services and technology. The work is to be contiguous and a minimum of 40 hours. The typical skill set or capabilities and the type of Cisco personnel providing assistance to Customer under this service are as follows:

- Cisco Certified Network Associate (CCNA) or equivalent skills
- Understanding of day to day operations of the Digital Broadband Delivery System (DBDS)
- In-depth knowledge concerning two or more of the following topics: STB Client SW; VOD; Edge devices; SDV; DBDS Controller
- Experience in configuring, provisioning, implementation and testing basic feature functionality of Cisco DBDS and Video components
- Assist Customer in planning, designing, and implementing Cisco DBDS components
- Ability to troubleshoot complex critical issues, analyze root cause and provide recommendations
- Technical expertise in assisting Customer with readiness assessment, planning and design of

next generation video solution deployments and integration

- Assist Customer with readiness for next generation video services in support of Customer roadmap to integrate Cisco Video products
- Knowledge of integrating new video solutions within existing Customer infrastructure and ability to bridge multi-vendor applications or components into the Cisco solution
- Ability to provide Cisco and industry best practices, conduct knowledge transfer and/or one to one mentoring concerning Cisco Video technology

Technical Services for Cisco Connected Health (AS-CCH-SME)

General technical assistance to aid Customer with Cisco's Medical Grade Network ("MGN") Architecture. The typical skill set or capabilities of the Cisco personnel providing assistance to Customer under this service is as follows:

- Cisco Certified Internetworking Expert (CCIE) or equivalent skills
- In-depth knowledge of specific Cisco solutions and technologies with proficiency in the following solutions: Medical Grade Network Architecture around Security, Datacenter, Virtualization, Mobility, Routing and Switching and Collaboration.
- Expertise in integrating Cisco advanced solutions with specific healthcare applications.
- Comprehensive understanding of healthcare industry compliance (HIPAA, PCI, FISMA) and Clinical Applications.
- Ability to analyze requirements and specify hardware and software requirements, including management tools.
- Ability to understand, identify and mitigate risks that affect business and compliance requirements.
- Knowledge in migrating from existing products to next generation solutions.
- Experience in developing an in-depth Connected Health / MGN architecture.
- Ability to conduct an assessment of the network's readiness to deploy a new solution, including the existing IT infrastructure, devices, software operations, and management procedures.
- Ability to assist Customer in the planning, design, and implementation of MGN Architecture.
- Proficiency in the development of detailed designs, including network diagrams, system

rules and reports, and sample software configurations for protocols, policies, and features.

- Ability to provide Customer with assistance in testing a pilot solution to confirm that expected performance is attained.
- Ability to assist Customer in development of an implementation strategy and plan detailing the requirements for solution deployment, integration, and management.
- Expertise in supporting Customer's custom installation, configuration, testing, tuning, and integration of a Cisco solution.
- Experience in assisting Customer with implementation, configuration, and provisioning of Cisco operations and network management tools.
- Ability to conduct TOI pertaining to Cisco MGN Architecture, Products and management systems.

Technical Services for Cisco Hosted Collaboration Solution (HCS) (AS-HCS-SME)

General technical assistance to aid Customer with Cisco Hosted Collaboration Solution (HCS). The typical skill set or capabilities of the Cisco personnel providing assistance to Customer under this service is as follows:

- Proficiency in the Cisco Hosted Collaboration solution architecture, including required hardware and software, as well as system configurations.
- In depth knowledge of best practices for planning, design, deployment, testing, and operations of a Hosted Collaboration solution deployment.
- Understanding of Cisco TAC and issues escalation procedures to support opening cases
- Planning and design for HCS
- Design review of design documents and other HCS project artifacts
- Assist in Escalation of HCS issues, for TAC cases that Customer has opened
- HCS deployment processes and best practices
- Modification /expansion of the configuration and functionality of an HCS deployment, including the addition of redundancy and inclusion of additional application services
- Informal transfer of information
- Certifying HCS design and deployment through Cisco Accelerate to Quality (A2Q).
- Researching solution options for desired platform configurations and deviations from standard documented HCS configurations
- Supporting technical questions from Customer arising during deployment, upgrades, or operations

Advanced Services for IT Service Management (AS-ITSM-SME)

A Cisco IT Service Management (ITSM) SME consultant will be provided to supplement Customer personnel and to perform tasks, which may include:

- Provides targeted consulting support as directed by Customer during Customer's normal business hours. After hours support available upon mutual agreement within scope of engagement.
- Consult with Customer staff to develop an understanding of Customer's ITSM process and tools design and implementation, with a focus on concerns in focus areas such as change management, release & deployment management, transition planning & support, service & validation testing, knowledge management, incident management, problem management and continual service improvement.
- Participate in meetings and periodic conference calls to review Customer's ITSM status, planning and the IT Services being provided.
- Monitor a Customer-specific Cisco email alias to facilitate communication with Cisco designated Services team.
- Identify deliverables necessary for successful service transition to Operations.
- Participate in extended team status calls and planning meetings.
- Participate in and/or facilitate Agile Scrum activities.
- Consultant may utilize Customer provided data, scripts or internal process and tools documentation to assist in providing consulting support.

The typical skill set and role of the Consultant provided by Cisco to provide ITSM expertise may include:

- Plan, design and/or lead in the development of ITSM processes identified above.
- Facilitate standardization and adoption of ITSM processes within Customer Operations organization.
- Serve as an advisor role to Customer in regards to operations excellence and/or operations transformation.
- Provide Cisco and industry best practices to Customer regarding infrastructure and or IT service operations, including comparison against other industry operations maturity benchmarks.
- Articulate "as a Service" industry practices.
- Understanding of the Networking, Data Center and Cloud technology stack.
- Understanding of multiple ITSM and development methodologies which may include eTOM, COBIT, TOGAF and DevOps as well as ITIL.

Technical Services for Mobility Experience and Insights (AS-IA-SME)
--

General technical assistance to aid Customer with intelligent guest Wi-Fi onboarding, customized mobility insights, or cloud-based Connected Mobile Experiences (CMX) products, service and technology. The typical skill set or capabilities of the Cisco personnel providing assistance to Customer under this service is as follows:

- Cisco Certified Network Administrator (CCNA), Cisco Certified Internetwork Expert (CCIE) ® or equivalent skills.
- Experienced with solution-level planning, design, implementation, operation and optimization.
- Experienced with one or more of the following:
 - Intelligent guest Wi-Fi device onboarding via Cisco Enterprise Mobility Services Platform (EMSP)
 - Customized mobility insights focused KPIs relevant to line-of-business or IT
 - Cloud-based Cisco Connected Mobile Experiences (CMX) design and deployment.
- Ability to conduct relevant knowledge transfer and one-to-one mentoring.
- Expertise with Cisco software features and functionality.
- Expertise with mobile application and enterprise system integration.

Assumptions

Customer acknowledges and agrees that:

- The Service Description defines exclusively the full scope of the Services that Cisco shall provide to Customer. This Service Description shall not apply to any Product or maintenance purchase(s).
- Cisco is not providing any deliverables. The Services shall be comprised of general technical assistance and shall be performed under Customer's overall direction and management. Customer is solely responsible for the determination and successful implementation of its Network, design, business or other requirements.
- Services may be performed at Cisco's discretion by Cisco or individuals, contractors, agents, suppliers or organizations employed by or hired under contract with Cisco.