



Service Description: Advanced Services – Fixed Price

Unified Computing – Architecture Assessment Service (ASF-ULT2-UCS-AA)

This document describes Advanced Services Fixed Price: Unified Computing – Architecture Assessment Service.

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/service-descriptions/: (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.

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Unified Computing – Architecture Assessment Service

Service Summary

Services are provided during Standard Business Hours, unless stated otherwise.

Unified Computing – Architecture Assessment

Cisco Advanced Services will conduct an architecture assessment of Customer's current data center environment and provide a recommended implementation strategy and plan for an optimized environment for Unified Computing System.

Location of Services

Services are provided as Remote and/or On Site services at the Customer location as specified in the Quote for Services.

The Unified Computing - Architecture Assessment Service includes no more than one (1) On Site visit for a duration of up to four (4) Business Days.

Cisco Responsibilities

- Conduct a data gathering workshop and Customer interviews scheduled to occur over five (5) contiguous Business Days to gather business, technical, strategic IT objectives and initiatives.
- Identify Customer's business and technical challenges with respect to the computing environment and architecture.
- Assess Customer's ability to mitigate risks or minimize challenges associated with current computing environment and architecture; provide recommendations to mitigate risks or lessen challenges by utilizing features and functionality of Cisco's Unified Computing System (UCS).
- Work with Customer subject matter experts and IT teams (from server, storage, network, applications areas) to understand process, operational and technical details of the Customer's current computing environment.
- Review current and future computing, storage and network resource requirements.
- Compare Cisco UCS leading practice implementation methodologies and use cases with the Customer's data center business and technical processes in order

to identify ways to optimize and effect changes to benefit the Customer's data center.

- Identify and document expected business and technical benefits of a UCS implementation. Specify the environments and implementation activities recommended for achieving benefits from implementing Cisco's UCS.
- Develop the Architectural Assessment Report which includes recommended architecture and strategic action plan(s) for the Customer's specific application environments within its data center.

Customer Responsibilities

- Identify Customer's project sponsors and key stakeholders and define their roles in the participation of this Unified Computing System (UCS) project. Customer stakeholders may include management representatives, UCS system users, engineers and other technical personnel.
- Work with Cisco to schedule the kick-off meeting and communicate the services schedule to the Customer-identified project team members.
- Review with Cisco the project schedule, objectives, critical success factors, deliverables and roles and responsibilities of Cisco and Customer project team members.
- Participate in regularly scheduled project review meetings or conference calls.
- Ensure Customer project team members are available to participate during the course of the services to provide information and to participate in the scheduled information gathering sessions (such as interviews, review meetings, or conference calls) per the services schedule.
- Work with Cisco to identify specific objectives and critical success factors for Customer's Unified Computing System (UCS).
- Provide Cisco with requested technical documentation, including but not limited to network designs and implementation plans, as well as information requested concerning business and technical requirements related to the Customer's data center and computing environment, as necessary for the completion of services, and within in two (2) Business Days of Cisco's request.
- Five (5) Business Days prior to commencement of the services, provide Cisco with up-to-date documentation and information regarding:
 - server architecture;
 - LAN/WAN architecture – including layer 2 and layer 3 security policies;
 - operational processes for infrastructure and application deployment;
 - existing LAN and server virtual configurations;

- future LAN and server virtual configurations;
- SAN configurations.

General Customer Responsibilities

- All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's current environment. Cisco Services are based upon information provided to Cisco by Customer at the time of the Services.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Identify Customer's personnel and define their roles in the participation of the Services. Such personnel may include but is not limited to: architecture design and planning engineers, and network engineers.
- Ensure Customer's personnel are available to participate during the course of the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Support services provided by Cisco comprise technical advice, assistance and guidance only.
 - Customer expressly understands and agrees that the Services shall take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.
 - Unless otherwise agreed to by the parties, Customer shall respond within two (2) Business Days of Cisco's request for any other documentation or information needed to provide the Service.

Assumptions

Services and services pricing were based upon the following assumptions:

- Customer is responsible for determination of its requirements, and Customer shall retain overall responsibility for any business process impact and any process change implementations.
- For services provided within European Union (EU), Customer's Site must meet at least the minimum EU-level of employee health and safety specifications.
- Customer shall ensure that all necessary licenses, permits, authorizations and approvals have been secured in order that Services as set forth in this Service Description can proceed.
- Where applicable, Customer shall ensure that Customer's Site shall be ready prior to the date scheduled for Cisco to perform the Services.

Invoicing and Completion

Invoicing

Services will be invoiced upon completion of the Services.

within the five (5) Business Day period signifies Customer's acceptance of completion of the Services in accordance with this Service Description

Completion of Services

Cisco will provided written notification upon completion of the Services to Customer. Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Customer's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services