



## Service Description: Advanced Services – Fixed Price

### Cisco Data Center Assessment Service for Application Dependency Mapping (ASF-DCV1-G-ADM)

This document describes Advanced Services Fixed Price: Cisco Data Center Assessment Service for Application Dependency Mapping

**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. 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 for your own internal use, this document is incorporated into your Master Services Agreement, Advanced Services Agreement, or other services agreement covering the purchase of Advanced Services-based services with Cisco ("Master Agreement"). If no such Master Agreement exists, then this Service Description will be governed by the terms and conditions set forth in the Terms & Conditions Agreement posted at [http://www.cisco.com/web/about/doing\\_business/legal/terms\\_conditions.html](http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html). If you have purchased these Services directly from Cisco for resale purposes, this document is incorporated into your System Integrator Agreement or other services agreement covering the resale of Advanced Services ("Master Resale Agreement"). If the Master Resale Agreement does not contain the terms for the Purchase and Resale of Cisco Advanced Services or equivalent terms and conditions, then this Service Description will be governed by the terms and conditions of the Master Resale Agreement and those terms and conditions set forth in the SOW Resale Terms & Conditions Agreement posted at: [http://www.cisco.com/web/about/doing\\_business/legal/terms\\_conditions.html](http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html). For purposes of the SOW Resale Terms and Conditions this Service Description shall be deemed as a Statement of Work ("SOW"). In the event of a conflict between this Service Description and the Master Agreement or equivalent services exhibit or 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/](http://www.cisco.com/go/servicedescriptions/).

**Cisco Data Center Assessment Service for Application**

#### Dependency Mapping

##### Service Summary

Cisco Data Center Assessment Service for Application Dependency Mapping provides a detailed discovery of the application and infrastructure assets within Customer's data center facility and maps the interdependencies between those assets (Application to Application and Application to infrastructure). It can assist Customer with data, planning, and high-level analysis for migrating applications.

The service supported for

- 1 Customer data center
- Up to 100 servers
- Up to 5 medium complexity, 3-tier business applications which each run on 5-10 servers

##### Deliverables

- Infrastructure Asset Inventory Report
- Application Dependency and Priority Report
- Data Analysis (Observations and Recommendations) report

##### Location of Services

Services are delivered remotely.

#### Cisco Responsibilities

- Project management will be provided in conjunction with and is limited to the management of the Services and Deliverables as described herein
- Cisco will provide all the necessary tools needed for discovery of the environment, including data collection appliances (physical and/or virtual) that will be installed in the Customer environment to capture and analyse Customer Data Center Environment to enable Cisco to understand relationship/interdependencies/mapping between applications running in the Data Center, and between the applications and the DC infrastructure. For purposes of this Service Description, "**Customer Data Center Environment**" means the information about Customer's network devices, servers and application software in use that is collected, stored and analysed in connection with the Service and may include, without limitation, the following information: configurations, serial numbers, host names, IP addresses, installed memory, exceptions to such information (e.g., duplicate

CISCO CONFIDENTIAL

host name, duplicate IP address, device running interim release image), slot IDs, card types, card families, firmware versions, and other network and inventory information as deemed appropriate by Cisco.

- Provide Infrastructure Asset Inventory Report comprising:
  - Applications Discovery
  - Server and OS Discovery
  - L2/L3 Network Discovery
  - Server to Network Mapping
  - IP Communications
- Provide Application Dependency and Priority Report comprising
  - Application prioritization and analysis
  - Graphical and tabular reports of who is accessing the application
- Provide Data Analysis (Observations and Recommendations) report, comprising:
  - Observations and Recommendations based on the data
  - Guidelines for migrating applications and related server workloads
  - Summary of potential technical risks (e.g. Latency or Firewall)
  - Next steps recommendation to carry out data center initiative successfully

#### Customer Responsibilities

- Customer will be responsible for racking and stacking the Cisco appliances and configuring ip addresses. Cisco will provide the detailed instruction steps to configure the ip addresses of the appliances.
- Provide IP connectivity for the Cisco provided appliances (6 IP Addresses)
- Customer will provide SPAN connectivity to Layer-2 devices to capture the network data of the applications Provide User Name / Password access to the servers of the applications. SSH for UNIX/Linux and WMI for Windows in the event network devices are not Netflow enabled.
- Provide SNMP and CLI (user name / password via ssh) for Network Devices
- SSH, HTTP and RDP based access to the Cisco appliances for Cisco employees working on the service
- Provide remote access to the Cisco discovery appliances via VPN
- By installing the appliance provided by Cisco, Customer acknowledges understand and agrees that Customer Network Information will be transmitted and used to generate reports regarding Customer's network and equipment.
- Upon installation on Customer's network, the appliance will immediately begin collecting data from the Customer network to enable Cisco to discover information about the devices within Customer's network. Cisco will require a secure remote connection to the appliance via secure encryption to enable Cisco to perform the Services. Such connection will continue to be required until such time the appliance has been uninstalled or collection features disabled.

- Provide Internet access from Cisco appliances for applying any patch or upgrades.
- Customer will provide resources needed for the service.
  - Project manager as single point of contact for running the engagement and work with Cisco project management
  - Access to server and network Subject Matter Expert (SME) to ensure access to these environments from Cisco appliances
  - Access to application SME needed for application discovery (typically 4-8 hours per application)

#### General Customer Responsibilities

- Cisco will ship the appliances to the Customer site but Customer will be responsible for shipping the appliances back to the Cisco in their original containers and will be responsible for ensuring the appliance is secured while on Customer premises..
- The necessary tools provided by Cisco for the service are only available during the service period. Upon the completion of the service, the tools are returned to Cisco
- 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.

#### Assumptions

- Analysis does not include end user response time analysis
- SAN/Storage discovery and analysis is not included in the service
- Cisco require 4 weeks lead time to secure the required resources before starting the engagement

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