



Service Description: Advanced Services – Fixed Price

Cisco Data Center Deployment and Migration Service for Cloud Onboarding (ASF-DCV1-G-COS)

This document describes Advanced Services Fixed Price: Cisco Data Center Deployment and Migration Service for Cloud Onboarding

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.

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Cisco Data Center Deployment and Migration Service for

Cloud Onboarding

Service Summary

Using Cisco's Migration Tool self-service portal, Customer can migrate workloads to approved designated "Cisco Powered" clouds. Customer will have access to the self-service Cloud Onboarding portal, from which they can migrate their workloads. Limited remote migration assistance will be provided.

Location of Services

Services are delivered remotely to Customer.

Cisco Responsibilities

- Provide access via email or through Cisco collaboration tools to a Cisco individual proficient in use of the Migration Tool, with the ability to understand the issues and resolutions in the migration/transformation of operating systems, such as identifying OS problems that can arise when a system is converted from physical to virtual or when an OS changes hypervisors (virtual to virtual) ("Cisco SME"). Cisco SME will be available for support before, during and after use of the Migration Tool but is limited to an elapsed time of 24 hours over a 90 day period.
- Conduct a kick off meeting with Customer to:
 - Explain use of the Migration Tool
 - Deliver and explain Technical Requirements Document which includes detail of
 - Migration Process
 - Requirements on Source Server Operating Systems for Migration
 - Target Environment Criteria
- Provide login credentials for use of the Migration Tool, which will:
 - Support migration of a maximum of 25 workloads
 - Support login credentials for a minimum of 90 days
 - Support access to any reports detailing the migration for a minimum of 90 days

Customer Responsibilities

- Locally install PC-based Cisco-owned collaboration software to enable collaboration with Cisco
- Attend kick-off meeting
- Use the Migration Tool to migrate workloads

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- Ensure technical requirements of the Technical Requirements Document are adhered to, in order to complete migration.
- Download reports or any other available information from the Migration Tool within 90 days.

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 any Cisco-provided collaboration tools used under this Service are only made available during the service period. Upon the completion of the service, the tools must be returned to Cisco.
- 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.

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.