



Service Description: Advanced Services – Fixed Price

Cisco Security Services for Subject Matter Expertise 1W No Travel (ASF-CORE-G-SSME-1W)

This document describes Advanced Services Fixed Price: Cisco Security Services for Subject Matter Expertise (SME) 1W No Travel.

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 Security Services for SME 1W No Travel

Service Summary

The Cisco Security Services for Subject Matter Expertise provides specialized technical consulting support to advise and guide the Customer with one (1) product or technology within the Cisco Security Product Portfolio for one (1) contiguous business week (5 days, Mon-Fri or Sun-Thur) during Standard Business Hours excluding Cisco holidays, locally recognized country holidays, vacations and training days.

Applicable product technologies covered by this service are listed at:

<http://www.cisco.com/c/en/us/products/security/index.html>

Customers may choose to purchase multiples of this service to engage multiple Subject Matter Experts across multiple Security Product technologies.

Deliverables

- There are no specific deliverables other than providing Subject Matter Expertise for a selected product technology within the defined delivery timeframe.
- This service is not a replacement for focused Cisco Security Services with deliverables such as Design, Deployment, or Migration services.

Location of Services

Services are delivered remotely.

Technical Consulting Support

Cisco Responsibilities

Where available, Cisco will provide a Security SME, remotely, to provide general advice and guidance to aid Customer with Cisco's Security technology for a consecutive one (1) business week duration. Typical skill set or expertise of Cisco personnel providing services is as follows:

- In-depth Subject Matter Expertise knowledge of the selected Cisco Security Product and varying knowledge from general to expert levels with other Cisco and 3rd Party Security Product technologies.
- Expertise in integrating, operating, and managing the Cisco Security Product within diverse Customer

environments providing an end-to-end professional security experience.

- Ability to analyze security requirements and specify hardware and software requirements, including security management tools.
- Ability to understand, identify and mitigate security risks that affect compliance requirements.
- Knowledge in migrating from existing products to the selected Cisco Security Product.
- Experience in developing an in-depth security architecture.
- Assessment of the network's readiness to deploy a new security solution, including the existing IT infrastructure, security devices, software operations, and security management procedures.
- Ability to assist Customer in the planning, design, and implementation of security solutions.
- Proficiency in the development of detailed security designs, including network diagrams, system rules and reports, and sample software configurations for protocols, policies, and features.
- Assistance in testing a pilot security solution to confirm that expected performance is attained.
- Development of an implementation strategy and plan detailing the requirements for solution deployment, integration, and management.
- Expertise in support of custom installation, configuration, testing, tuning, and integration of a security solution.

Customer Responsibilities

- Designate a single point of contact for all Cisco communication. This person has the authority to act on all aspects of the service being performed.
- Designate a backup contact when Customer contact is unavailable. This person has the authority to act on all aspects of the service in absence of the primary contact.
- Customer acknowledges that there will be no deliverable provided by Cisco and that Cisco's obligation is to only provide assistance to Customer with respect to the tasks detailed in this document.
- Customer will provide the product technology or product technologies and a high level description of desired work to Cisco at least three (3) weeks prior to service delivery. This enables Cisco to align a delivery resource appropriately. Where possible Cisco will provide a SME covering multiple technologies. Where resources with cross-functional skills required are not available as a single resource, Customers will require multiple SME services delivered across multiple SME delivery resources.
- Customer technical representatives will provide Cisco with such information, data and documentation as required for performing services.
- The following documents may be requested: Information relating to Customer's Network, design, business and other applicable requirements: Functional and/or technical documentation relating to such requirements.
- Provide topology maps, configuration information and existing and proposed Security infrastructure. Customer

shall respond to Cisco's requests within two (2) business days for documentation or information required for the service.

- Providing reasonable remote access to Customer environment to enable service delivery.
- Customer shall ensure that contracts with its own vendors, end users and Third-Parties are fully executed and reflect the correct terms to enable service delivery.
- Customer is responsible for the management, support and direction of the resource supplied to Customer by Cisco.

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, project managers, 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. Where multiple quantities of services for the same Cisco Security Product or technology are purchased under the same Purchase Order, these services may run consecutively.

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 Service to Customer. The Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Service. 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 Service in accordance with this Service Description.

