



Service Description: Advanced Services – Fixed Price

Cisco DC Validation Service for InterCloud Fabric DIY (ASF-DCV1-G-ICF-DIY)

This document describes Advanced Services Fixed Price: Cisco DC Validation Service for Intercloud Fabric “Do-It-Yourself” (DIY) offer.

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 DC Validation Service for Intercloud Fabric DIY

Service Summary

The Cisco DC Validation Service for Intercloud Fabric DIY provides support for planning, design and implementation (the “Services”) for the deployment of Intercloud Fabric (ICF) in the lab environment which includes support for, Customer Environment Review, Support for Software Installation, and Knowledge Transfer.

Deliverables

- Pre-Requisite Checklist
- Installation Guide

Location of Services

Services are delivered remotely to Customer.

Customer Environment Review

Cisco Responsibilities

- Provide Customer with Cisco InterCloud Fabric pre-requisites checklist prior to meeting for completion by the Customer prior to the Customer Environment Review session.
- Conduct a project kick-off meeting of up to four (4) hours to provide advice and guidance on the scope of the project and conduct following activities:
 - Perform a review of the pre-requisites checklist call as completed by the Customer, identifying any errors or gaps in the information provided and updating the pre-requisite checklist with any corrective actions required to be taken by the Customer prior to installation.
 - Provide a Customer Environment Review to provide advice and guidance to Customer related specifically to the Customer’s data center, systems management and provisioning environment, and associated Customer environment documentation.
 - Provide Customer with Cisco InterCloud Fabric Business Edition step-by-step implementation guide and advice and guidance related to the software installation, provisioning and configuration of Cisco InterCloud Fabric, as documented in the implementation guide.
 - Provide Customer with advice and guidance related to the testing approach as documented within the implementation guide. The test case section, within

the implementation guide, defines the scope of the testing for this project.

- Provide the Pre-requisites Checklist and Implementation Guide to Customer for review and approval in accordance with completion of Document Deliverable Review and Approval Process below.

Customer Responsibilities

- Ensure Customer Subject Matter Experts, design engineers for data center and systems management / automation / provisioning owners and staff are available to participate in the project kick-off meeting and environment review session to discuss the Customer's data center, systems management and provisioning environment.
- Provide to Cisco the requested documentation prior to or during the project kick-off meeting which may include:
 - business and IT strategy and vision;
 - data center architecture – and in particular the data center infrastructure to be managed by Cisco Intercloud Fabric;
 - cloud strategy documents – including planned cloud use cases;
 - systems management design documentation.
- Provide the completed Pre-Requisites Checklist to Cisco, and complete any pre-requisite activities such as installation of VMware vCenter product, at least one (1) Business Day prior to the Customer Environment Review session.
- Use implementation guide as reference during installation.
- Ensure that the selected virtual infrastructure upon which the ICF software installation shall later be performed, is fully installed and configured, in accordance with the requirements defined in the Pre-Requisites checklist.
- Provide remote access to relevant server and data center equipment to enable Cisco to deliver services remotely.
- Review and approve the Pre-requisites Checklist in accordance with Document Deliverable Review and Approval Process.
- Perform any required corrective actions as requested by Cisco, including accordingly updating the Pre-requisites Checklist, prior to Cisco providing the Installation services.

Support for Software Installation

Cisco Responsibilities

- Provide up to a maximum of six (6) hours of remote consultative support through email or phone, to assist with any questions or clarifications requested by Customer, with respect to or during installation, provisioning, configuration and test activities of Cisco InterCloud Fabric, defined in the Cisco-supplied Implementation guide.
- Provide remote support up to a maximum period of five (5) contiguous Business Days.
- The remote support services will only cover standard product features as defined in the implementation guide.

Customer Responsibilities

- Ensure that Customer's environment, including the target virtual infrastructure, is prepared in accordance with Pre-requisites Checklist document prior to installation of the

software, including availability of appropriate software licenses and any required third party software.

- Prepare IP addressing and subnet masks, network physical and logical schematics, required security policies and any other necessary data prior to or during the Project Kick Off meeting, as defined in the Pre-Requisite Checklist. IP addressing will be IPv4 only; no IPv6 configuration is provided.
- Customer is responsible for performing software installation, provisioning and configuration in their environment.
- Customer is responsible for creating and managing accounts directly with public cloud, either Amazon or Azure.
- Customer is responsible for providing and ensuring availability of valid licenses for the software installation – specifically the Cisco Intercloud Fabric itself as well as any Cisco Intercloud Fabric required third party software as defined in the Pre-requisites Checklist.
- Customer is responsible for the overall execution of the test cases documented in the Implementation guide, including scheduling, staffing, and coordination across all Customer network and application groups
- Customer understands that Cisco's support of installation of Cisco InterCloud Fabric will be only for pre-validation lab environment under this project.
- Provide remote access to both the management server as well as all relevant data center equipment to Cisco staff, if needed, to assist with remote support.
- Provide relevant passwords and authentication credentials to Cisco staff, if needed, to assist with remote support.
- Customer is responsible for coordinating and managing internal resources across Customer network and application groups to support the installation of Cisco InterCloud Fabric into the environment.
- Customer is responsible for making any necessary changes to the Customer equipment and environment as required by the software installation.
- Customer understands and agrees that it is responsible for the selected server installation and any server issues that arise during Cisco InterCloud Fabric testing.
- Customer understands that Cisco's support of installation of Cisco InterCloud Fabric deployment to consist of a single, non-distributed InterCloud instance only. Advanced designs are beyond the scope of this project. Examples of advanced designs include, but are not limited to:
 - Deployment of two (2) InterCloud Director instances in an active/standby configuration.
 - Migration of the embedded database to a separate host or virtual machine.
 - Deployment on top of another database platform, different from the embedded MySQL database.
 - Deployment to Production environment.
 - Deployment to include High Availability for InterCloud Fabric VMs
 - Deployment to include services integration such as VSG & CSR.
 - Deployment that requires integrating with public cloud providers using customized API calls – such as providers other than Amazon or Azure.

- Implementation of typical VMware designs or operational procedures such as backup and recovery, high availability designs, isolation or separation of virtual machines used for management purposes from other virtual machines, etc. are not included in the scope of this project.
- Customer is responsible for ensuring the compliance to the third party software dependencies as defined in the Cisco Intercloud Fabric installation guide and the Pre-requisites Checklist.
- Support during this service is for VMware vCenter only (and specifically not with VMware vCloud Director).
- There is no support for additional integrations other than those included in the standard product as defined in the Bill of Materials (BOM). Specifically excluded are IP address management systems, LDAP/AD Integration, ticketing/help desk systems, software image management systems, alternate hypervisors, monitoring systems, storage provisioning, automated backup systems, and automated patch/application management software.
- Embedding any third-party user interface components into the Cisco InterCloud Director software is not part of the scope of this Service.

Knowledge Transfer

Cisco Responsibilities

- Provide information to Customer regarding any course and/or skillset pre-requisites for Customer personnel nominated to attend the knowledge transfer sessions. Cisco will determine an appropriate format and delivery method for the Knowledge Transfer sessions.
- Reach agreement on the location and the commencement date of the knowledge transfer session.
- Provide a single two (2) hour knowledge transfer session for up to six (6) Customer participants.

Customer Responsibilities

- Work with Cisco to schedule the knowledge transfer sessions.
- At Project Kick-off, reach agreement with Cisco on the actual location and the commencement date of the knowledge transfer session. The commencement date must lie within the duration of this service, as defined in the project plan.
- Designate up to six (6) Customer participants to attend the knowledge transfer sessions.
- Provide further information about Customer's requirements to enable Cisco to deliver a more focused and tailored knowledge transfer session.
- Provide Cisco with the names and basic profiles of personnel attending the knowledge transfer session at least five (5) Business Days before the knowledge transfer sessions commence.

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.
- Customer is responsible for determination and implementation of Customer design requirements and implementation of any recommendations provided by Cisco. Cisco recommendations are based upon information provided to Cisco at the time of the services. In no event shall Cisco be liable for the accuracy or completeness of the information contained in the Cisco recommendations.
- All data (designs, topologies, requirements) provided by Customer is assumed to be current and valid.
- Cisco will not be responsible for providing test tools specific to the environment being tested as well as specific applications being tested.
- This service is delivered remotely. Customer will provide remote internet access to relevant server and data center equipment to Cisco.
- Customer is responsible for ensuring backup of all data and configurations prior to the start of this engagement. All data backup and recovery tasks are the responsibility of the Customer.
- Customer is responsible for ensuring that hardware platforms have been properly installed according to manufacturer specifications. Equipment should be cabled and IP reachable prior to the start of this engagement.
- This project does not require any changes to the IP addressing scheme or VLAN allocation scheme.
- No commitment is made to create any operational procedures or other documentation not explicitly listed.

Document Deliverable Review and Approval Process

- For Document Deliverables that are subject to review and approval from Customer, the parties will adhere to the following review and approval process:

- Cisco will present the draft Document Deliverable to Customer when the document is ready for review and approval.
- Customer shall review the draft Document Deliverable with Cisco, providing written comment or approval of the Document Deliverable within two (2) business days immediately after completion of such review.
- If no comment or approval is received by Cisco within said time period, the Document Deliverable as provided by Cisco is deemed to be accepted by the Customer.
- If Customer provides comments, then Cisco shall address such comments in a timely manner and this process for review and approval will be repeated.
- No further Services will be performed until the Customer's acceptance of Document Deliverables is received by Cisco.
- If Customer nevertheless insists on Cisco performing any further Services, the relevant Document Deliverable as presented by Cisco will be deemed accepted.

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