



## Service Description: Advanced Services – Fixed Price

### Cisco Data Center Deployment Service for VACS (Virtual Application Container Services) (ASF-DCV1-G-VACS)

This document describes Advanced Services Fixed Price: Cisco DC Validation Service for VACS.

**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.

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#### Cisco Data Center Deployment Service for VACS

## Service Summary

The Cisco DC Deployment Service for VACS provides planning, design and implementation (the "Services") for the deployment of VACS (VACS) which includes Project Management, Customer Environment Review, Software Installation, Configuration and Provisioning, Testing Support and Knowledge Transfer.

### Deliverables

- Pre-Requisite Checklist
- Test Plan
- Runbook

### Location of Services

Services are delivered remotely and onsite to Customer.

### Project Management

#### Cisco Responsibilities

- Provide Customer with a list of designated Cisco personnel roles and responsibilities
- Provide a Project Management Plan ("PMP"). PMP is a baseline document from which the Cisco project manager ("PM") can manage deliverables, assess progress, and manage change management issues and any on-going questions.
- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
- Provide a Project Schedule highlighting deliverables, corresponding milestones, planned project events, resource(s) and timescales.
- Participate in scheduled project review meetings or conference calls, if required.
- Provide Customer with the identity of personnel requiring access to Customer premises, at least five(5) Business Days prior to the scheduled date such personnel requires access.
- Provide a handover follow on actions, lessons learned, and exception reports (if necessary) upon project completion.

#### Customer Responsibilities

- Provide the Cisco PM with a list of designated Customer personnel roles and responsibilities

- Ensure that key Customer personnel (such as architecture design and planning, network engineering, network operations personnel) are available to provide information and to participate in review sessions, workshops and other information gathering activities. The Customer PM will also ensure that Cisco is provided with all information, data and documentation as Cisco reasonably requires to provide Services. This information includes, but is not limited to: (i) information relating to Customer's network, design, business and other applicable requirements; (ii) functional and/or technical documentation relating to such requirements; and (iii) topology maps, configuration information and existing and proposed network infrastructure.
- Identifying primary and backup Customer authorized site contacts who shall provide necessary information, obtain access clearances and coordinate with other organizations/third parties with respect to Services at that site.
- Participate in scheduled project review meetings or conference calls, if required.
- Coordinate with any external third parties, such as cloud activities, deliverables and schedules.
- Ensure that Cisco's request for information or documentation needed for the project is provided within five (5) Business Days of Cisco's request, unless the parties agree to another time period for response.

#### **Customer Environment Review**

##### **Cisco Responsibilities**

- Conduct a project kick-off meeting of up to four (4) hours to provide advice and guidance on the scope of the project and to review for understanding of the Customer's environment. The overall design will be finalized and use cases will be identified in this meeting to facilitate immediate deployment of the VACS solution.
- Provide Customer with Cisco VACS pre-requisites checklist prior to the project kick-off meeting for completion by the Customer prior to the Customer Environment Review session.
- Provide a Customer Environment Review session 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.
- During the Customer Environment Review session, perform a review of the pre-requisites checklist 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 the Pre-requisites Checklist 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 VACS;
  - 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, and UCS Director at least one (1) Business Day prior to the Customer Environment Review session.
- Ensure that the selected virtual infrastructure upon which the VACS 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.

#### **Software Installation**

##### **Cisco Responsibilities**

- Review the Customer's environment in accordance with the Reviewed Pre-requisites Checklist document prior to installation of the software, including availability of appropriate Customer-provided software licenses and any required third party software.
- Perform one (1) instance of the Cisco VACS Software installation into the Customer's environment, in accordance with the design; Installation shall commence immediately following the kick off and design review meeting.

##### **Customer Responsibilities**

- Provide IP addressing and subnet masks, network physical and logical schematics, required security policies and any other necessary data to Cisco 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.
- 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.
- Customer is responsible for providing and ensuring availability of valid licenses for the software installation –

specifically the Cisco VACS itself as well as any Cisco VACS required third party software as defined in the Pre-requisites Checklist.

- Provide remote access to both the management server as well as all relevant data center equipment in this installation to ensure that the services can be delivered remotely.
- Customer must provide an accessible FTP or SCP server to download and store the VACS Software and any other pre-requisite software files to facilitate installing the software.
- Provide relevant passwords and authentication credentials to Cisco staff in order for Cisco to provide the Services.
- Schedule remote access to the server and related equipment in order for Cisco to provide the Services.
- Customer is responsible for coordinating and managing internal resources across Customer network and application groups to support the installation of Cisco VACS into the environment.
- Provide at least one (1) suitably skilled and trained resource to support and participate in installation related activities during the environment installation.
- Customer is responsible for making any necessary changes to the Customer equipment and environment as required by the software installation.
- Customer is responsible for creating and managing valid VM images/templates to use for the application container VMs.
- Cisco VACS deployment to consist of a single, non-distributed UCSD instance only. Advanced designs are beyond the scope of this project.
- 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 VACS installation guide and the Pre-requisites Checklist.
- This service integrates with 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 UCS Director software is not part of the scope of this Service.
- The Customer is responsible for purchase of the Cisco VACS software and required third party software packages and software licenses.

### **Configuration and Provisioning**

#### **Cisco Responsibilities**

- Perform remote configuration of the Cisco VACS installation according to the information contained in the Reviewed Pre-requisites Checklist, which will commence following completion of the Cisco VACS software Installation services and will include:

#### **Virtual Environment:**

- Configure VMware virtual infrastructure for discovery, configuration, provisioning, monitoring and basic operations
- Deploy PNSC for management of VSG and CSR components
- Deploy VSUM for N1K management within vCenter
- Deploy N1K and add up to 4-8 ESXi hosts to the N1K DVS
- Creation of virtual compute, network, and storage policies
- Creation of up to two (2) virtual Data Center (vDC) tenants (Groups & Users)
- Configure up to two application container templates using the existing 3 tier app template and/or a custom template
- Add VMs from image to the application container templates
- Publish the containers as catalog for end user provisioning

#### **Customer Responsibilities**

- Schedule access for Cisco staff to the server and related equipment.
- Provide relevant passwords and authentication credentials to Cisco for provision of Services.
- Customer is responsible for coordinating and managing internal resources across Customer network and application groups to support the installation of VACS into the environment.
- Provide at least one (1) suitably skilled and trained resource to assist Cisco during the software configuration.
- Customer is responsible for providing suitable VM images for use in the application container templates.
- Make any necessary corrections to the Customer equipment and environment as required for the software configuration

### **Testing Support**

#### **Cisco Responsibilities**

- Provide a Cisco VACS Test Plan template (a pre-defined Test Plan) to the Customer. This Test Plan template defines the scope of the testing for this project.
- Provide up to a maximum of four (4) hours of support services ("Testing Support Services"). The Testing Support Services will commence on the next Business Day following completion by Cisco of the software configuration.
- The Testing Support Services will be provided by a Cisco resource as consultative support, to resolve testing issues and provide troubleshooting assistance, which shall be limited to supporting test activities defined in the Cisco-supplied Test Plan in the Customer's environment.
- The Testing Support Services will only cover the standard product features as set out in the Test Plan

#### **Customer Responsibilities**

- Customer is responsible for the overall execution of the Test Plan, including scheduling, staffing, and coordination across all Customer network and application groups.
- Ensure an appropriate and timely testing window is available for provision of Testing Support Services.
- Customer understands and agrees that it is responsible for the selected server installation and any server issues that arise during Cisco VACS testing.
- Customer must provide the following to Cisco for the provision of support services:
  - access to the server and related third party software;
  - relevant user accounts, passwords and authentication credentials;

### **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.
- Write the RunBook (As-Built Document), which documents details of the implementation guide and software installation in customer's environment.
- Provide the RunBook Document to Customer.

#### **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 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 consultants.
- All work to be performed during normal business hours
- 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.
- IP addressing will be IPv4 only; no IPv6 configuration is required.
- No commitment is made to create any operational procedures or other documentation not explicitly listed.
- Customer expressly understands and agrees Services shall take place and complete within 150 calendar days from issuing a Purchase Order to Cisco for the Services herein.

### **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**

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

<b>Invoicing and Completion</b>
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