



Service Description: Advanced Services – Fixed Price

Cisco Quick Start Deployment Service for Cloud VPN and Security (ASF-VMS-VPNS-DEP)

This document describes Advanced Services Fixed Price: Cisco Quick Start Deployment Service for Cloud VPN and Security.

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 Quick Start Deployment Service for Cloud VPN and Security

Service Summary

Cisco Quick Start Deployment Service for Cloud VPN and Security provides design and deployment services for a single instance of the Cisco Virtual Managed Services ("vMS") solution in a Customer's network, limited to the following:

- Cloud VPN Service Package and vWSA
- Installation and configuration of Openstack and vMS components
- All components including Openstack in HA mode, single site
- No third party components except Openstack, Linux and KVM
- No Hardware installation
- No OSS/BSS integrations or customizations

Deliverables

- Detailed Design Specifications (DDS) Document
- Acceptance Test Plan (ATP) Document
- vMS Solution Deployment Plan
- vMS Solution Deployment Execution
- Knowledge Transfer Presentation

Location of Services

Services are delivered remotely and on site to Customer.

Project Management Plan Review

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 PM can manage deliverables, assess progress, 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.
- Deliver a periodic project status report to the Customer.

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 and to comply with Cisco's responsibilities in this Service Description. This information includes, but is not limited to: a) information relating to Customer's network, design, business and other applicable requirements; b) functional and/or technical documentation relating to such requirements; and c) topology maps, configuration information and existing and proposed network infrastructure.
- Identifying primary and backup Customer authorised site contacts that shall provide necessary information, obtain access clearances and coordinate with other organisations/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 in country Carrier/Telco activities, deliverables and schedules.
- Ensure that Cisco's request for information or documentation needed for the project is provided within ten (10) Business Days of Cisco's request, unless the parties agree to another time period for response.

Cisco vMS Solution Design

Cisco Responsibilities:

- Provide up to one (1) Business Day(s) design workshop if necessary and draft a Detailed Design Specification ("DDS") document.
- Provide the DDS document to Customer for review and approval.

Customer Responsibilities:

- Attend the design workshop where Customer and Cisco shall mutually agree on any final design.

- Provide full details of (a) current network topology, including access, distribution, and core layers, types of switches and routers (b) Internet Protocol (IP) addressing and sub-netting for each device planned to be managed along with device access information as detailed by the DDS (c) Features and services that have been enabled on the network.
- Review and approve the DDS document with Cisco.

Cisco vMS Solution Acceptance Test Plan (ATP) Development

Cisco Responsibilities:

- Provide a Cisco vMS Solution ATP to the Customer at project kick-off.
- The Test Plan is restricted to testing of the requirements detailed in the DDS.
- Provide the ATP document to Customer for review and approval.

Customer Responsibilities:

- Ensure Customer design engineers for data center and systems management/automation/ provisioning owners and staff are present at the Test Plan review session to review the ATP.
- Review and approve the ATP with Cisco.

Cisco vMS Solution Deployment Plan Development

Cisco Responsibilities:

- Conduct a remote work session(s) to discuss with Customer the high level implementation strategy.
- Working with Customer stakeholders, Cisco will develop a vMS Solution Deployment plan based on the previously completed vMS Detailed Design Specification. The Cisco-developed vMS Solution Deployment Plan will include: a) detailed step-by-step procedures for network infrastructure implementation, VNF implementation; b) recommended implementation sequence and scheduling as per the timeline for the proposed Implementation; c) rollback procedures (if any); and d) device configurations for the devices in-scope.
- Provide the vMS Solution Deployment Plan to the Customer for review and approval.

Customer Responsibilities:

- Designate Customer networking, security, operations and applications personnel to work with Cisco to develop and review the Deployment plan.
- Review and approve the vMS Solution Deployment Plan.

- Customer acknowledges and agrees that by sign-off of the final Deployment plan, Customer and Cisco have agreed on the following: a). implementation details; b). implementation timelines; c). implementation topologies; and d). roles and responsibilities for each implementation case.

Cisco vMS Solution Deployment Execution

Cisco Responsibilities:

- Provide Customer with deployment activities, either on site or remote, which may include: a) verify all hardware/software versions and upgrade, as appropriate; and b) configure Hardware and Software.
- Provide Customer with Pre-Requisite Checklist document that confirms the readiness of Customer environment regarding availability of vMS Solution Deployment Plan, availability of application packages to deploy, access to infrastructure and Application Software's necessary to perform the deployment.
- Confirm that Customer's environment(s) is/are prepared in accordance with Pre-Requisites Checklist document prior to installation of the Software, including availability of appropriate software licenses and third party software required.
- Perform on-site Installation and Configuration of the Cisco vMS Solution into the Customer's environment.
- Work with Customer to perform the execution of the vMS Deployment tests as per the Cisco approved vMS ATP document.
- Document results of the execution of the tests in the vMS ATP.
- Update the vMS Detailed Design Specification to document implemented components, devices and applications to reflect the final design for Customer's review and approval.

Customer Responsibilities:

- Provide Customer stakeholders responsible for performing deployment planning tasks, which may include: a) assisting Cisco engineers in updating the vMS Deployment Plan; b) assisting Cisco engineers in updating any needed detailed implementation procedures and device-specific configurations; c) assisting Cisco engineers in updating test procedures as needed based on changes to test cases in the vMS Test Plan ; and d) defining and documenting failure recovery procedures.
- Coordinate and develop with Cisco's input an implementation schedule that meets the Customer's change and release management processes and Cisco availability.
- Ensure that Customer's environment is prepared in accordance with Pre-Requisites checklist document prior to installation of the Software, including availability of appropriate software licenses and third party software required.
- Schedule access for Cisco staff to the server and related equipment in order for Cisco to provide the Services.

- Provide relevant topology diagrams, passwords and authentication credentials to Cisco 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 vMS into the environment.
- Provide at least one (1) suitably skilled and trained resource to support and shadow the installation during the environment Installation services.
- Make any necessary corrections to the Customer equipment and environment as required by the Deployment Plan.
- If applicable, provide input and assist in updating the vMS Solution Detailed Design Specification with final, "as-deployed" information.

Knowledge Transfer

Cisco Responsibilities:

- Provide one (1) day remote web-based knowledge transfer sessions within five (5) days of the ATP completion for up to six (6) Customer participants.
- Providing related knowledge transfer material, if any.
- Provide the Cisco vMS Solution As-Built documentation set (updated DDS and ATP), which documents details of the software installation, to Customer for review and approval.
- Provide up to eight (8) hours of remote support over a support period of five (5) consecutive Business Days for any troubleshooting or information requests related to the Deployment. The remote support will commence on the next Business Day following completion by Cisco of the Knowledge Transfer session.

Customer Responsibilities:

- Work with Cisco to schedule the knowledge transfer sessions.
- Designate up to six (6) Customer employees to participate in the Knowledge Transfer sessions.
- Ensure that the participants are trained on product and solution training before the commencement of the Knowledge Transfer session.
- 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.
- Within five (5) business days following completion of the Design Review Services, reach agreement with Cisco on the commencement date of the Knowledge Transfer sessions.

- Ensure that Customer's personnel attending the Knowledge Transfer sessions meet all course pre-requisites identified by Cisco.
- Review and approve the Cisco vMS Solution As-Built documentation set with 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.
- Customer acknowledges that deliverables provided under this Services will be included in deliverables provided under a separate complementary service ordered by Customer for ease of use and reference by Customer unless otherwise instructed by Customer. Cisco can provide the deliverables separately if requested by Customer.
- 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.

- Customer expressly understands and agrees that the Services shall take place and complete within 150 days calendar days from issuing a Purchase Order to Cisco.
- Customer to notify Cisco of any scheduling changes related to the project at least ten (10) Business Days prior of the scheduled activity.
- Customer expressly understands that the following are out of scope for the Services:
 - Any third party components except Openstack, Linux and KVM
 - Hardware installation.
 - Any OSS/BSS integrations or customizations.
- To minimize any disruption/delays in deployment as a result of hardware or software failures, Customer should obtain any necessary maintenance contracts for Cisco products or third party products that are a part of the planned deployment.

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.