



## Service Description: Cisco Mission-Critical Support Service for Data Virtualization Products

This document describes the Cisco Mission-Critical Support Service for Data Virtualization (DV) Products. This service is only available where Product is also supported with an active SASU (Software Support and Update support) contract.

**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; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

**Direct Sale from Cisco:** If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA) with Cisco. In the event of a conflict between this Service Description and your MSA, this Service Description shall govern. All capitalized terms not defined in the Supplemental Glossary of Terms for Cisco Mission-Critical Support Service for DV at the end of this document have the meaning ascribed in the MSA or equivalent services agreement executed between you and Cisco.

**Sale via Cisco-Authorized Reseller:** If you have purchased these Services through a Cisco-Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/). All capitalized terms not defined in the Supplemental Glossary of Terms for Cisco Mission-Critical Support Service for DV at the end of this document have the meaning ascribed in the Glossary of Terms at the above URL.

Cisco shall provide the Cisco Mission-Critical Support Service for DV described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee.

### Cisco Mission-Critical Support Service for DV Products

Cisco shall provide the following during Standard Business Hours (unless otherwise stated):

#### Cisco Responsibilities:

- **Technical Account Management:** Cisco will designate a technical account manager ("DV TAM") as the primary interface with Customer for issues and topics. The DV TAM will perform the following types of activities:

- Develop and maintain the Mission-Critical Support Service for DV support plan that captures the Customer specific goals, objectives and upcoming activities. This document outlines the key areas of focus for the engagement and will be updated quarterly or as mutually agreed by the Customer and Cisco.
- Develop and maintain a layout of CIS Server Implementation ("Architecture Map") for the Environment that provides the Customer and Cisco with a view that can assist with trouble shooting and planning exercises. Cisco will update the topology map quarterly or as mutually agreed by the Customer and Cisco.
- Develop and maintain a list of mission-critical supported DV products that lists the software license information, software version and location ("Software Asset Report"). Cisco will update the Software Asset Report quarterly or as mutually agreed by the Customer and Cisco.
- Facilitate Data Virtualization Software products problem resolution case management for technical issues reported to Cisco by Customer when necessary as determined by the DV TAM or when requested by Customer. This includes helping the Customer to determine if appropriate resources are being applied to technical issues reported. This also includes coordination of case management activities with third parties when requested and enabled by the Customer.
- Provide an assessment of the various Software versions and patches implemented, including Third Party Software that is part of the implemented solution, within Customer's Environment.
- Develop Data Virtualization product upgrade/expansion/new feature enablement plan in conjunction with Customer and provide remote off-hour support during a mutually agreed-upon migration window.
- Provide notification of any critical issues that are recognized as potentially impacting the Environment. This includes but is not limited to severity 1 and 2 issues and Product Security Incident Response Team ("PSIRTs") advisories.

- Develop content for the Quarterly Service Reviews (QSR). These will at minimum cover reactive support contract usage, case statistics, quality issues, overall case analysis (by product type, case priority, etc.), and End of Life approaching for the software covered by Mission-Critical Support Service for DV.
- Conduct regularly scheduled conference calls with Customer to discuss operational TAC issues, track open cases and report progress on resolution of open cases.
- Provide informal instructional sessions on troubleshooting tools, and processes.
- Performance by Cisco under the DV TAM activity of the Cisco Mission-Critical Support Service for DV may begin up to sixty (60) days, following the date of Purchase Order acceptance by Cisco.

#### **Customer Responsibilities:**

The provision of the Services by Cisco assumes that Customer will:

- Maintain all Products covered by Cisco Mission-Critical Support Service for DV on active SASU equivalent contracts for the duration of the Cisco Mission-Critical Support Service for DV contract.

- Notify Cisco of any modification to the Product configuration including upgrades not in the original configuration within five (5) days of such modification.
- Designate a representative to act as the primary interface with Cisco.
- Attend regularly scheduled conference calls for open case reviews.

<b>Supplemental Glossary of Terms for Cisco Mission-Critical Support Service for DV Products</b>
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**Environment** means a set of interconnected and interworking Cisco supported Software that is implemented, operated, and supported by Customer.

**Independent Software Vendor** means a supplier of Third Party Software.

**Third Party Software** means software developed by an Independent Software Vendor. This software may include both initial software releases and upgrades/updates developed after initial release by the Independent Software Vendor.