Service Description: Advanced Services – Fixed Price

Cisco ONE Access Foundation Design Services for Greenfield Implementation (ASF-C1-ACC-F-G)

This document describes Advanced Services Fixed Price: Cisco ONE Access Foundation Design Services for Greenfield Implementation.

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 ONE Access Foundation Design Services for Greenfield Implementation

Service Summary

The Cisco ONE Access Foundation Design Services provide planning and design for the Access components to enable a Customer to transition to the next phase of Customer's converged access evolution. The Cisco ONE Access Foundation Design Services identify Customer's future state design requirements and include high level design development, detailed design development and design validation.

The service shall cover the following areas:

- Wired infrastructure within the access layer (Note: Wireless Design Services are not a part of the services and are available under a separate service offering)
- Design and connectivity requirements between access and aggregation layers
- Considerations for layer 2 and 3 design optimization
- Identification of optimal features and hardware to be deployed to achieve stated design goals
- Standard configuration templates for access-layer
- Installation and configuration of Cisco Prime Infrastructure (PI)

Deliverables

- Customer's Requirement Document
- High Level Design Document,
- Detailed Design Document
- Design Validation

Location of Services

Services are delivered on-site and remotely to Customer.

Project Management

Cisco Responsibilities

- Provide Customer with a list of designated Cisco personnel roles.
- Define the communication flow with the project sponsor and key stakeholders and document it in the Project Plan.
- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
- Provide the following: a). Kick-off Meeting; b). Schedule Resources; and c). Project Management Plan.
- Manage the project to the agreed upon Project Management Plan.
- Ensure completion of the deliverable documentation set out in Deliverables.
- Participate in scheduled project review meetings or conference calls, if required.
- Deliver a weekly project status report to the Customer.
- 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.
- Work with the Cisco Project Manager to ensure the Customer's project sponsor, key stakeholders and all project team members receive project communications and are included in regularly scheduled communications sessions.
- Work with Cisco to schedule the kick off meeting, and communicate the meeting schedule to the Customer-identified stakeholders.
- Review the project schedule, objectives, Services, Deliverables and roles and responsibilities with Cisco.
- Schedule the necessary facilities for on-site meetings (such as: conference rooms, projectors and conference bridges).
- Participate in regularly scheduled project review meetings or conference calls.
- Work with Cisco to identify specific objectives and critical success factors.
- Confirm execution of any third party contract and schedule communications for activities, deliverables or schedules as required for Cisco's completion of the services.
- Notify Cisco of any scheduling changes related to this project at least ten (10) Business Days of the scheduled activity.

Customer Requirements Document

Cisco will collect and document Customer network architecture requirements based on business strategy or requirements.

Cisco Responsibilities

- Conduct some or all of the following to gather and review customer network architecture requirements for each technology discipline: a). one (1) requirements workshop; b). conduct interviews with Customer key personnel; and c). provide a requirements questionnaire for Customer to complete.
- Gather from Customer and review the following information: a). business, technical and operational requirements; b). future technology plans; and c). network design/topology documents.
- Create the Customer Requirements Document (CRD).
- Review with Customer the CRD for comments and approval before it is formally completed and released.

Customer Responsibilities

- Provide input for each technology discipline to Cisco through some/all of the following methods: a). one (1) requirements workshop; b). interviews of key personnel conducted with Cisco; and c). completing requirements questionnaire provided by Cisco.
- Provide and review with Cisco the following information: a). business, technical and operational requirements; b). future technology plans; and c). network design/topology documents.
- Review with Cisco the CRD, providing comments and approval before it is formally completed and released.

High Level Design Document

Cisco will map client business objectives and technical requirements to develop a high level architecture design document.

Cisco Responsibilities

- Review the CRD and re-validate the requirements with Customer.
- Review Customers existing network architecture strategy and designs, and planned designs (if exist) including some or all of the following: a). core network infrastructure design; b) security infrastructure design.
- Create and provide the High Level Design Document which shall be limited to the following: a) new technical objectives and requirements fulfilment; b). definition of design recommendations; c). network topology; d). switching protocols; e). routed and routing protocols; f). high availability platform features/protocols; g). quality of service; h). security infrastructure; i). required data rates, target throughput, desired availability.
- Review the first draft High Level Design with Customer for comment and approval.
- Update the High Level Design in accordance with Customer comments and provide for final review before it is formally completed and released.
- Provide final High Level Design incorporating feedback from Customer following their final review.
- Present summary of High Level Design Document to the Customer key stakeholders and project sponsor.

Customer Responsibilities

- Designate and ensure key Customer networking contacts are available for on-going information gathering and feedback with Cisco.
- Review CRD with Cisco to re-validate business and technical requirements.
- Provide information for some or all of the following, as requested: a). existing and planned core network infrastructure design; b). existing and planned data center infrastructure design; c). existing and planned security infrastructure design; d). existing and planned branch infrastructure design; e). existing and planned host/endpoint design; f). existing and planned network management design; and g). future growth requirements and network build out time frames.
- Review the first draft High Level Design with Cisco and providing comments within five (5) Business Days immediately after review with Cisco.
- Review the updated High Level Design within five (5) Business Days immediately after review with Cisco, before it is formally completed and released.
- Customer must sign-off on the High Level Design within five (5) Business Days upon receipt of the final High Level Design, giving their approval to the proposed design, before the project can proceed.
- Ensure that key Customer stakeholders and project sponsors are available to attend.

Detailed Design Document

Cisco Responsibilities

- Gather information from Customer containing Hardware, Software levels, topologies, and as-built configurations.
- Review the High Level Design document and Migration Plan Document as inputs to be used in the detailed design.
- Create Detailed Design Document including detailed design specifications, using information from the High Level Design and any additional input provided by Customer. The Detailed Design Document may include some or all of the following: a). network logical and physical topology; b). Internet Protocol (IP) addressing scheme; c). switching and routing; d). Quality of Services; e). Multicast; f). Platform high availability protocols/features; g). security infrastructure; h). hardware platform recommendations; i). Cisco platform configuration templates for the aforementioned protocols and features; and j). Software release recommendations based on features and/or functionality.
- Review with Customer the Detailed Design Document for comment and approval before it is formally completed and released.
- Present summary of the Detailed Design Document to the Customer key stakeholders and project sponsor.

Customer Responsibilities

- Provide any additional detailed information as requested by Cisco , including: a). Hardware; b). Software versions; c). topologies; and d). as-built configurations.
- Work with Cisco to develop detailed design templates providing information and feedback.
- Review with Cisco the Detailed Design Document providing comment and approval before it is formally completed and released.
- Ensure that key Customer stakeholders and project sponsors are available to attend Cisco presentation of the Detailed Design Document.

Design Validation

Cisco will validate the High Level Design, as needed, through limited test planning and execution on Cisco or Customer premises.

Cisco Responsibilities

- Review of specific testing goals based on hardware and software features deployed and business objectives for the solution;
- Analysis of requirements such as target software, platforms, topology, protocols, and configurations
- Test Set Up will be contingent upon the design validation requirements arrived at by Cisco. Cisco will perform the Physical and Logical Lab Setup at Cisco site, if needed.
- Test Execution – Verification of proposed design and features
- Test Results Analysis – Document the validation results in the Low Level Design deliverable
- Validation and Testing Support is only available in cases where Cisco resources believe the Customer environment, interoperability and recommended features require validation in emulated or physical hardware
- Validation of Cisco Prime Infrastructure off-site:
  - Provide the pre-deployment questionnaire to Customer.
  - Review the Customer response to the pre-deployment questionnaire for any applicable follow-up questions or clarifications.
  - Install one (1) instance of Prime Infrastructure on a single Cisco recommended hardware running ESXi or as Appliance
  - Perform the following configuration tasks :
    - Configure up to 2 devices for Netflow Collection
    - Configure up to 3 provisioning templates
    - Configure Users & Roles (up to 5 users)
    - Logical Infrastructure Segmentation (up to 1 Virtual Domains, 4 Sites, 4 Device Groups)
    - Email Notifications Setup
    - Data Retention Configuration
    - Device Configuration Archiving
    - Software Image Repository Configuration
  - Provide for Customer stakeholders a transfer of information (TOI) session for up to two (2) hours to include information on device discovery, application usage, management and troubleshooting tips.

- Provide the TOI Presentation slide deck materials to Customer.

Customer Responsibilities

- Provide information to Cisco as requested pertaining to the feature/design validation.
- Validation of Cisco Prime Infrastructure off-site:
  - Complete the pre-deployment questionnaire and choose the deployment scenario.
  - Provide all information as requested by Cisco to be documented in the pre-deployment questionnaire within five (5) Business Days following receipt of the pre-deployment questionnaire.
  - Designate key contacts and authorized personnel including network architects, system/application administrators and IT engineers who shall be available for on-going information gathering and feedback during the Services.
  - Provide full details of:
    - Current network topology, including access, distribution, and core layers, types of switches and routers;
    - Internet Protocol (IP) addressing and sub-netting for each device planned to be managed along with SNMP Read community strings and device credentials; features and services that have been enabled on the network device.
- Rack, stack, power-up, and install operating system, applying any operating system patches and connecting the server to the network.
- If PI is installed on a virtual machine, Customer is responsible for creating the virtual machine as per the specification, installing guest operating system, applying any applicable operating system patches and connecting it to the network.
- Open applicable firewall ports to access PI or DCNM web server and PI application to connect to the devices.
- Configure the devices to allow SNMP communication from/to the PI application.
- Designate up to five (5) Customer stakeholders to participate in the TOI session.
- Work with Cisco to schedule the TOI session, scheduling the necessary facilities for the presentation, including conference rooms, projectors, and network connectivity.

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 210 calendar days from issuing a Purchase Order to Cisco for the Services herein.

Out of scope

- Customer expressly understands that the following are out of scope for the installation and configuration of Prime Infrastructure (PI).
  - Routing and Switching and other network or security changes are excluded from the scope
  - Configuration of the network devices is excluded from the scope
  - Any integration with any 3rd party systems is out of scope
  - Management of any devices not supported by PI or DCNM is out of scope
  - VMWare infrastructure design and implementation is not part of the scope
  - Netflow design is not part of the scope
  - NAM Design and Implementation is not in scope
  - HA/Redundancy is not in scope
  - Any customizations

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.