



Service Description: Cisco ServiceGrid Optimization Service (“SGOS”)

This document describes the Cisco ServiceGrid Optimization Service.

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; 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), Advanced Services Agreement (ASA), or equivalent services agreement executed between you and Cisco. In the event of a conflict between this Service Description and your MSA or equivalent services agreement, this Service Description shall govern.

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Cisco shall provide the Cisco ServiceGrid Optimization Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services (“Quote”) setting out the extent of the Services and duration that Cisco shall provide such Services. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

Service Summary

The Cisco ServiceGrid Optimization Service provides advisory services to support optimization for the use of Cisco ServiceGrid service integration software. This Service leverages the Cisco ServiceGrid software integration platform to build or extend the capabilities of a Customer’s Business-to-Business (B2B) ecosystem of connected business partners.

General Service Responsibilities of Cisco

Cisco shall provide the following General Service provisions for any Cisco ServiceGrid Optimization Service specified in the Quote:

- Under this Service, Cisco shall provide the Cisco ServiceGrid Optimization Service during Standard Business Hours, unless stated otherwise.
- Provide a single point of contact ("Cisco Project Manager") for all issues relating to the Services.
- Participate in regularly scheduled meetings with the Customer to discuss the status of the Services.
- Maintain project plan and risk management and change management processes.
- Manage project cost and resource budget.
- Provide periodic project progress report throughout the performance of service.
- Provide Customer satisfaction surveys to Customer as needed an appropriate.
- Ensure Cisco employees (including Cisco subcontractors) conform to Customer’s reasonable workplace policies, conditions and safety regulations that are consistent with Cisco’s obligations herein and that are provided to Cisco in writing prior to commencement of the Services; provided, however, that Cisco’s personnel or subcontractors shall not be required to sign individual agreements with Customer or waive any personal rights.
- Supply Cisco project team personnel with a displayable form of identification to be worn at all times during services activities at Customer’s facility.
- Cisco reserves the right to determine which of its personnel shall be assigned to a particular project, to replace or reassign such personnel and/or subcontract to qualified third persons part or all of the performance of any Cisco ServiceGrid Optimization Service hereunder. Should Customer request the removal or reassignment of any Cisco personnel at any time; however Customer shall be responsible for extra costs relating to such removal or reassignment of Cisco personnel. Cisco shall not have any liability for any costs, which may occur due to project delays due to such removal or reassignment of Cisco personnel.

Specific Services Responsibilities of Cisco

The Cisco ServiceGrid Optimization Service is broken down into four service components. Advisory services for a given service component may be contracted individually, or any combination of service components may be contracted with Customer, depending on the contextual requirements of

Customer. When contracted as a combination, the service components could be executed in parallel. The specific applicable service components and associated costs are described in the Quote. Service components include:

- B2B Ecosystem Development
- Configuration Support of ServiceGrid Administrator
- ServiceGrid Utilization and Performance Review
- Software Knowledge Transfer and Support

B2B Ecosystem Development

B2B Ecosystem Development service component provides advisory service and process integration technical leadership and guidance throughout the process of developing a comprehensive plan to build out a B2B ecosystem of connected business partners. Cisco service integration experts will guide the Customer through their B2B ecosystem buildout phase, targeting the full range of ServiceGrid's service integration software capabilities are utilized.

Cisco shall provide this service component during Cisco's Standard Business Hours, unless stated otherwise. Cisco may provide some of the following activities on site with the Customer as needed and appropriate. Additional travel and expenses will apply for any activities delivered on site with the Customer.

- Provide ServiceGrid software and technical leadership to guide the Customer through B2B ecosystem development phases based on Cisco's service integration expertise and methodology. These activities and deliverables may include the following:
 - B2B Ecosystem Strategy Planning
 - B2B Ecosystem Business Partner Connection Buildout Planning
 - B2B Ecosystem System Requirements Analysis
 - B2B Ecosystem Architecture Analysis
 - B2B Ecosystem Design Planning
 - B2B Ecosystem Connection Test Planning
 - B2B Ecosystem Implementation Planning
- Designate a ServiceGrid software SME to act as the technical lead to the Customer for overall guidance and consulting in connecting service management systems to the cloud-based ServiceGrid service integration platform. Activities and deliverables may include the following:
 - B2B ecosystem connection project set up, management and oversight

- Create a Project Handbook including a risk registry, RACI matrix and detailed description of work packages
- Align B2B ecosystem buildout plan to the Customer's organizational implementation policies and change management goals
- Gather information from Customer for organizational change management processes and recurring time periods that prohibit B2B ecosystem connection implementation activities
- Create Method Of Procedure (MOP) documentation for pre and post B2B connection cut-over and testing
- Create Master Configuration Templates for all B2B connections
- Provide reusable templates and standardized methods of procedures for B2B connections
- Create connection specific test procedures for all B2B connections
- Create access, reporting and guidance for Customer's Test Tracking Portal
- Provide and update Customer's ServiceGrid testing environment including any multi-tiered testing environment as necessary and appropriate (i.e. development, staging, quality assurance, etc)
- Create Go-Live support and remote issue resolution plan for each B2B Connection cut-over
- Create ServiceGrid Support and Standard Operating Procedures (SOP) Information Document
- Create central repository for all B2B Ecosystem Development collateral
- Provide recurring communications and reporting cadence throughout the B2B Ecosystem Development service
- Participate in periodic conference calls with responsible Customer representatives and Cisco personnel as required and necessary

Configuration Support for ServiceGrid Administrator

Configuration Support for ServiceGrid Administrator service component is designed to provide comprehensive guidance and software configuration advisory support to the Customer's designated ServiceGrid Administrator.

This service component augments and supports the Customer's designated ServiceGrid Administrator that has the overall responsibility for the ServiceGrid implementation and managing their ServiceGrid-enabled B2B ecosystem. It provides on-going advice on service and process integrations, ServiceGrid software configuration guidance and best practices. It supplements and supports the Customer's ServiceGrid Administrator for an operationally efficient, stable, scalable and manageable ServiceGrid implementation.

This service component does not include any activities or deliverables related to software engineering (i.e. software development) changes to the ServiceGrid software itself (i.e. software development activities normally handled by Cisco's ServiceGrid Software Engineering Team). This service is strictly related to configuration guidance and support for existing ServiceGrid features and functionality that are designated in General Availability (GA) status.

Unless otherwise specified, Cisco will provide remote support to the Customer's ServiceGrid Administrator for the following activities that are generally performed as required:

- Provide targeted ServiceGrid configuration and consulting support as directed by Customer
- Consult with Customer's ServiceGrid Administrators and key staff to develop an understanding of Customer's ServiceGrid software implementation, with a focus on concerns such as service management system integration to the ServiceGrid software platform, ServiceGrid enabled B2B connections to Customer's business partners, active B2B ecosystem integration projects, and ServiceGrid software application performance and tuning
- Participate in remote meetings and periodic conference calls to review Customer's ServiceGrid related projects, status, planning and the Services being provided
- Augment Customer's team responsible for building and operating the ServiceGrid-enabled B2B ecosystem and provide mentorship to Customer's ServiceGrid Administrators on service management system integration best practices
- Guidance and support on configuring additional ServiceGrid connections of Customer's service management systems and applications
- Guidance and support on configuring additional ServiceGrid connections of the Customer's business partners and their service management systems and applications
- Guidance and support on configuring Customer-specific requirements which may include:
 - Connection protocols other than HTTP SOAP push/pull

- Connection message syntax other than XML
- Extended authentication methods
- Attachment handling using QuickLog feature
- Email or SMS notifications
- Advanced error handling
- Guidance and support on B2B connection testing & go-live activities
- Guidance and support on configuring data enrichment sources
- Guidance and support on configuring a solution database in ServiceGrid
- Guidance and support on configuring Service Level Agreement (SLA) features and functionality in ServiceGrid
- Guidance and support on configuring standard "out of the box" reports as well as custom reports
- Guidance and support on configuring standard Case Management Portal workflows
- Guidance and support on configuring Standard and/or Custom workflows
- Guidance and support on any configuration changes the ServiceGrid Administrator requires
- Provide best practice guidance and advice regarding the B2B ecosystem stability and optimal operation
- Represent and communicate Customer's ServiceGrid software enhancement requests to Cisco's ServiceGrid Product Management team as necessary and appropriate

ServiceGrid Utilization and Performance Review

ServiceGrid Utilization and Performance Review service component engages Cisco ServiceGrid personnel in recurring operations reviews to assist Customers with understanding how their ServiceGrid-enabled B2B ecosystem is being utilized and how it's performing. Activities include:

- Schedule and facilitate a remote Quarterly Business Review (QBR) meeting to review and discuss the following:
- Utilization metrics and reports specific to ServiceGrid-enabled B2B connections to business partners
- Performance metrics and reports including recurring issues on existing ServiceGrid connections and interfaces

- Recommendations to remediate recurring issues or problems that were identified
- Recommendations to improve overall performance of the ServiceGrid-enabled B2B ecosystem
- Recommendations to increase overall utilization of the ServiceGrid-enabled B2B connections

Software Knowledge Transfer and Support

- Cisco shall provide training, knowledge transfer sessions, mentoring and access to all relevant software collateral over the course of the subscription including:
 - Initial on-site software training for administrators and key users of the ServiceGrid software
 - Provide training handbooks, guides and relevant training materials for the sessions
 - Provide recurring remote knowledge transfer sessions on the latest ServiceGrid software release to the Customer's ServiceGrid Administrator and key users via regularly scheduled webinars (typically quarterly) to review and explain the latest features and functionality of the ServiceGrid software
 - If Customer requires, schedule additional mentoring sessions over the term of the subscription to review and discuss latest features and functions with Customer's ServiceGrid Administrator and key users

General Responsibilities of Customer

Customer shall comply with the following obligations for General Services for the Cisco ServiceGrid Optimization Service specified in the Quote:

- Designate at least two (2) but not more than six (6) technical representatives, who must be Customer's employees in a senior information communication technology (ICT) technical role, to act as the primary technical interface to the Cisco designated ServiceGrid software experts. Customer will designate as contacts senior technical leads with the authority to make any necessary changes to the ICT configuration. One individual, who is a senior member of management or technical staff, will be designated as Customer's primary point of contact to manage the implementation of services under this Service Description (e.g., chair the weekly conference calls, assist with prioritization of projects and activities).
- Ensure key engineering, networking and operational personnel are available to participate in interview sessions and review reports as required by Cisco in support of Service.

- Customer's technical assistance center shall maintain centralized ICT management for its ICT supported under this Service Description, capable of providing Level 1 and Level 2 support.
- Provide reasonable electronic access to Customer's ICT environment to allow the Cisco designated ServiceGrid experts to provide support.
- Customer agrees to make its production, and if applicable, test ICT environment available for installation of included tooling. Customer shall ensure that Cisco has all relevant Product information needed for an assessment.
- If Cisco provides tooling or scripts located at Customer's site, Customer shall ensure that such tooling or scripts are located in a secure area, within a Network environment protected within a firewall and on a secure LAN, under lock and key and with access restricted to those Customer employee(s) or contractor(s) who have a need to access the tooling and/or a need to know the contents of the output of tooling. In the event tooling provided by Cisco is Software, Customer agrees to make appropriate computers available and download Software as needed if applicable and appropriate. Customer shall remain responsible for any damage to or loss or theft of the tooling while in Customer's custody.
- Provide all documentation requested as outlined and expected for each service component as defined within this Service.
- Notify Cisco immediately of any major Network changes (e.g.; topology; configuration; new IOS releases; moves, adds, changes and deletes of devices).
- In the event the ICT composition is materially altered, after this Service Description is in effect, Customer is responsible to notify Cisco in writing within ten days (10) of the change. Cisco may require modifications to the fee if the ICT composition has increased beyond the original pricing quote for Services.
- Create and manage an internal email alias for communication with Cisco.
- Retain overall responsibility for any business process impact and any process change implementations.
- Supply the workplace policies, conditions and environment in effect at the Customer's facility.
- Provide proper security clearances and/or escorts as required to access the Customer's facility.