



Service Description: Cisco WAN Orchestration Optimization Service

This document describes Cisco WAN Orchestration 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) 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.

Cisco shall provide the WAN Orchestration Services 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. Availability of Services described herein and service delivery may vary by geographical region.

Cisco WAN Orchestration Service

Service Summary

WAN Orchestration Services provides specific help for your Operations support staff in the form of Design Map Layout, Offline Discovery, L1 Integration, Add-ons Development, Advanced Modeling, SW change Management, Health Checks, Knowledge Transfer and Program Management. This post-implementation optimization and solution support service is available for the Cisco MATE software Portfolio ("Cisco MATE" consisting of MATE collector, MATE Design and MATE Live products) deployed by Cisco Services.

Cisco Responsibilities

WAN Orchestration optimization Service consists of the Services described below, which Cisco shall provide for the Customer's MATE Infrastructure during Standard Business Hours (unless stated otherwise). Cisco shall provide the following General Support provisions for all Services selected by Customer under the Services:

General Support

- Designate an engineer ("Cisco MATE Network Consulting Engineer") to act as the primary interface with the Cisco project manager appointed for the Customer.
- Participate in regular meetings with the Customer as required by the project manager either via phone or in-person to review proactive deliverables, activities and to plan for next quarter. In-person visits not to exceed eight (8) days in aggregate. Additional visits will be mutually agreed at Cisco's then-current travel and labor rates.
- Designate engineer(s) to work with the Cisco project management and the primary Cisco MATE Network Consulting Engineer.
- Participate in periodic conference calls (usually weekly) to review Customer's Cisco MATE status, planning and the Services being provided.
- Monitor a Customer-specific Cisco email alias to facilitate communication with primary Cisco MATE Network Consulting Engineer as well as the engineers on the Cisco's MATE team.
- Cisco MATE Engineer may utilize Customer provided data, scripts or internal tools to assist in collecting data from the Customer operations environment.

Services:

Design Map Layout

The activities and deliverables for the Design Map layout tasks may include the following:

- **Initial Map Layout**
 - Create rules for new node assignment for sites and provide GUI layout
 - Have Interactive sessions to provide custom map configuration and optimal network visualization
- **Map Maintenance & Layout Optimization**
 - Maintain and update map configuration and customizations for new or updated networks

Offline Discovery

The activities and deliverables for the Offline Discovery tasks may include the following:

- Review of Customer's integration requirements, priorities and goals
- Analysis of impact of new requirements on existing deployment
- Perform SAM integration and provide 3rd party integration support
- Design interlock sessions with Cisco engineering experts
- Maintaining As-built documentation

L1 Integration

This activity will be applicable to Customer who needs Layer 1 (L1) visualization, modeling, and optimization features to be supported in Cisco MATE Suite. Activities may include:

- Manual collection of L1 data including L1 nodes, L1 links and L1 circuits
 - Automation of import of L1 data into Cisco's MATE
- Delivering script/process that converts L1 data into a format that is readable by the add-on (which will import data into Cisco's MATE) to create L1 topology, circuits, & map L3 circuits to L1 circuits.
- Updating L1 map configuration and customizations for new or updated networks

Add-ons Development

Provide Customer with extra features that are currently not deployed in Cisco's MATE Design using Add-ons. This activity and deliverables may include:

- Review of Customer's design requirements, priorities and goals
- Analysis of impact of new requirements on existing MATE systems
- Engaging in network design whiteboards and workshops and providing MATE expertise
- Providing design assistance in aligning MATE design with network architecture evolution
- Design interlock sessions with Cisco engineering experts
- Maintaining the As-Built documentation

Advanced modeling

Provide Customer with advanced features modeling capabilities, which may include:

- LDP integration
- NetFlow integration
- Multicast

BGP Policy: Cisco will model the single or multiple methodology for BGP policy implemented across the network.

Software Change Management

• Software Management Strategy Review

Provide a Software Strategy Report for Cisco MATE suite, containing an overall set of recommendation, which typically include the following:

- Identification of appropriate Software versions
- Review of Software Feature Set Upgrade triggers and lifecycle considerations
- Identify overall software and feature set recommendations & dependencies on any upgrade testing
- High-level analysis of End of Life or End of Sale releases and software advisories
- Provide critical bug analysis (for P1 and P2 bugs) for identified software versions or key software feature categories
- Forecast licensing requirement

• Incident and Problem Management (Bug Analysis)

Cisco will perform one or more of following service activities:

- Implement the incident and problem management processes
- Identify and Document software bugs
- Recreate bugs in lab to validate
- Provide bug advisories/report
- Help create & Implement workaround
- Assist Cisco business units to understand the impact and drive bug resolution in subsequent releases of software or point patches
- Drives product development/enhancement interlock with the Cisco product business units.

Health Checks

• Cisco MATE System Baseline and Recommendations

- Create the scoped number of System Baseline Report to capture steady state configuration of Cisco MATE Solution Components
- Collection of key system details and data
- Observe and catch deviation from baseline and take remedial steps to bring the system back to steady state
- Recommendations such as system configuration improvements, correct Cisco MATE application patch levels etc.

- **Cisco MATE Performance Baseline and Recommendations**

- Documentation of Customer issues with application performance.
- Review of overall system resource utilization.
- Review of system resource utilization by application
- Recommendations on optimizations of existing product configurations and on changes to platform resources.

- **Cisco MATE KPI Definition, Implementation and Report**

- Collaborate with the Customer to identify and define key performance indicators (KPIs) and Critical Success Factors (CSFs)
- KPIs can consist of Customer required KPIs as well as Cisco recommended KPIs
- KPI scope can include system performance KPIs such as memory, processing, database, etc. and functional KPIs such as service provisioning, fault, performance, configuration management, etc.
- Define KPI data collection process and automation
- Define KPI process ownership and frequency
- Create a baseline KPI report

- **Cisco MATE Regular KPI Trending and Reporting**

- Cisco will provide regular review and reporting of KPI data to identify trends and deviations from the baseline and make recommendations for improvement and or optimization for Cisco MATE / NMS systems
 - Scheduled service performed at a frequency agreed with the Customer (recommended once every quarter)
 - KPI report can provide multiple viewpoints such as Operations, Support, Design, Capacity, Executive, etc.

Knowledge Transfer

- **Knowledge Transfer and Mentoring**

Provides a customized knowledge transfer (“How to”) for the Cisco MATE solution with emphasis on providing guidance on basic troubleshooting, maintenance, and functionality.

- **Informal Guidance**

Provide informal technical updates such as a “chalk talk” on a Cisco MATE related topic that is mutually agreed upon and relevant to the Products and Cisco technologies. Provides quick basic troubleshooting support and support on day-to-day operational issues or queries. Such informal guidance would be provided by the Cisco MATE Engineer or another senior Cisco engineer.

Program Management

- **Account Kickoff**

Conduct a kickoff Workshop to initiate a new service engagement to identify key stakeholders, review and agree on service scope and activities and discuss governance & communication process.

- **Weekly conference call**

Participate in periodic conference calls to review Customer’s MATE deployment status, planning and the Services being provided.

- **Prepare and present Quarterly Business Review (QBR)**

Prepare and deliver quarterly business review (QBR) presentation to Customer executive team.

- **90 Day Planning**

Develop and update the 90 day plan in consultation with the Customer. Deliver the 90 day plan as part of QBR presentation.

Customer Responsibilities

- **General Responsibilities**

- Designate at least two (2) but not more than six (6) technical representatives in each area covered under Cisco MATE , who must be Customer's employees in a centralized operations support center (Customer's technical assistance center), to act as the primary technical interface to the Cisco MATE Network Consulting Engineer (s). Customer will designate as contacts senior engineers with the authority to make any necessary changes to the Cisco MATE 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 selected under this Service Description (e.g., chair the weekly conference calls, assist with prioritization of projects and activities).
- Provide reasonable electronic access to Customer's Cisco MATE to allow the Cisco MATE Network Consulting Engineer to provide support.
- If Cisco provides Data Collection Tools or scripts located at Customer's site, Customer shall ensure that such Data Collection Tools 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 Data Collection Tools and/or a need to know the contents of the output of Data Collection Tools. In the event Data Collection Tool provided by Cisco is Software, Customer agrees to make appropriate computers available and download Software as needed. Customer shall remain responsible for any damage to or loss or theft of the Data Collection Tools while in Customer's custody.

- Provide the appropriate information about the Cisco MATE systems, network configuration, and information of any new features being implemented as requested by Cisco.
- In the event the numbers of Cisco MATE systems within scope are altered after the Services selected under this Service Description have become effective, Customer is responsible to notify Cisco in writing within ten days (10) of the change. Cisco may require modifications to the fee if the Cisco MATE composition has increased beyond the original pricing quote for Services.
- Create and manage an internal email alias for communication with Cisco MATE Network Consulting Engineer.
- Retain overall responsibility for any business process impact and any process change implementations.

Design Map Layout, L1 Integration, Offline Discovery, Advanced Modeling, Add-ons Development, SW Change Management

In addition to the General Responsibilities, Customer shall provide the following:

- Provide the design and process documents describing how Customer Cisco MATE is built and engineered to meet a specific set of technical requirements and design goals. The level of details must be sufficient to be used as input to review any of the services being delivered to the Customer.
- Ensure key detailed design stakeholders and decision-makers are available to participate during the course of the service(s).
- Provide or extract additional information required in the design effort (e.g., current and planned operational framework).
- Information on current operating system and application levels of the Cisco MATE components in scope of these services.

- Information on Customer business and technical requirements for new Software releases.
- Review details of planned changes with Cisco MATE Network Consulting Engineer.
- Information on Customer certification process and lab testing process.
- Information on Customer change control process.

Cisco MATE Health Checks

In addition to the General Responsibilities, Customer shall provide the following:

- Information on any service level agreements or Network performance requirements.
- Information on Customer's plans for business continuance, consolidation, and virtualization.
- Information on expected Network growth and application mix changes.
- Information on any future advanced technology implementations.
- Information on Customers expected KPIs and CSFs

Knowledge Transfer

In addition to the General Responsibilities, Customer shall provide:

- Details of Customer requirements on the Cisco MATE related topics it wants to see covered through transfer and mentoring together with background information on the skill sets of the audience.
- Ensure that facilities and equipment are available to host the informal technical update sessions.