CISCO

Service Description: Cisco Collaboration Experience Services Management (CESM) Solution Support

This document describes Collaboration Experience Services Management (CESM) Solution Support Services offer.

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. In the event of conflict between the terms defined in this Service Description and the Glossary of Terms set forth in www.cisco.com/go/servicedescriptions/, then the terms in this Service Description shall prevail with respect to the subject matter herein only.

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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/.

Where available, Cisco shall provide the CESM Solution Support 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. Availability of Services described herein and service delivery may vary by geographical region.

CESM Solution Support Service

Service Summary
CESM Solution Support Service provides assistance related to the Application. For purposes of this Service Description, "Application" means one of the following technologies and applications as identified in the Quote:

o   Mobile Advisor Solution- Mobile Application
o   Virtual Whiteboard Solution- Whiteboard Application
o   Social Collaboration Solution-Jive Application

Cisco Responsibilities

Cisco shall provide application maintenance support, upgrades and remote support for the Customer's Application including the following General Support provisions for all selected by Customer under the CESM Solution Support Service:

General Support
o   Provide 24x7x365 CESM Help Desk access.
o   Designate one or more engineers (the "System Manager(s)") to act as the primary interface with Customer for its Application.
o   Services will be provided remotely.
o   Schedule periodic (typically monthly) conference calls to review Customer's Application status, and the Services being provided.
o   Provide Cisco Technical Assistance Center phone number and an email alias to facilitate communication with CESM Solution Support team.

The service selection, quantity and delivery frequency of any Application support activities will vary depending on Customer requirements and what Customer and Cisco mutually agree upon when Services are purchased as identified in the Quote provided by Cisco.

Solution Support
Incident and Problem Management
o   Provide **Incident Escalation Support**. During Service Hours, Cisco will facilitate service restoration support for the Application production environment. For purposes of this Service Description, (i) "Service Hours" means 24 hours of every day during the period when the CESM Solution Support Service is being provided by Cisco; and (ii) "Incident" means any unplanned interruption to a service or reductions in the quality of a service—any event that could affect a service in the future is also an Incident (e.g., Application related components). Incident Escalation

Support may include, among other information, the following:

- Support for Cisco and Cisco-provided third party products to restore service related to the Application.
- Use the Cisco service request management process for opening, tracking, and closing Incidents upon restoration of service.
- Periodic case updates for open Incidents.
- Periodic case summaries for closed Incidents.

o Provide **Root Cause Analysis**. Cisco will provide an analysis of related Incidents concerning the Application production environment. A Root Cause Analysis related to the Application may include, among other information, the following:

- Review of Incident details.
- Document to the Customer via email the results of the analysis.

Program Management

o Project Management activities may include, among other information, the following:

- Assistance coordinating scheduled reviews and conference calls.
- Assistance coordinating **reactive** change management activities for the Application.

o **Conduct a Customer Playbook Review**. A Customer Playbook may include, among other information, the following:

- Coordinate, with Customer, the creation of initial Customer Playbook, which describes the Application deployment & support requirements, processes, procedures, and metrics within the Customer's Production environment.
- Review the Customer Playbook containing requirements, processes and procedures for Application in scope with the Customer.

o Periodic review may include, among other information, the following:

- Review Incident and problem metrics including volume, Level 1 and 2 severity, and time to respond.

Supplier Management

Provide **Supplier Management** for the Application. Cisco will consult with **authorized 3rd party suppliers** regarding the operation and maintenance of the Application operating in the production environment. Supplier Management may include, among other information, the following:

o Notify Customer of standard Application patches, minor and major maintenance releases, and upgrades upon completion of any 3rd party supplier quality assurance testing, including regression testing.

o Review with Customer the need for patches, minor and major updates, and identify possible impact of changes to the Customer's existing standard Application environment.

o Review the Customer plan for deploying hot fixes, patches, updates and upgrades of the Application software in a Customer's production environment. Customer is responsible for performing any hot fixes, patches, updates or upgrades.

o Provide the Customer a location designated by Cisco to perform the downloading of Application hotfixes, patches, updates and upgrades.

Customer Responsibilities

General Responsibilities

o Designate at least two (2) but not more than six (6) technical representatives in each area covered under the solution, who must be Customer's employees in a centralized Network support center (Customer's technical assistance center), to act as the primary technical interface to the Advanced Services Engineer(s). Customer will designate as contacts senior engineers with the authority to make any necessary changes to the Network configuration and other components related to the Application. Provide access to the individuals responsible for development of custom development of Customer's application. 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 conference calls, assist with prioritization of projects and activities).

o Any onsite visit request(s) to Customer site(s) will be deemed outside of scope of this agreement.

o Request for new Application development or changes to the existing Application will be deemed outside of scope of this agreement.

o Support of custom developed software using the Application Software Developer Kit (SDK) is deemed outside of scope of this service but available for purchase under a Cisco Custom Engineering Solution Support offering.

Incident and Problem Management

o Provide details regarding Incidents involving service disruptions and/or severe performance degradation.

o Customer's technical assistance center shall maintain centralized application management for its Application supported under this Service Description, capable of providing Level 1 and/or Level 2 support.

o Provide reasonable remote access to Customer's Network and Application to allow the Advanced Services Engineer to provide support.

o Provide updates to the CESM Implementation Plan including any of the following: current Application, network topology map, configuration information, and information about new features (e.g., topology, configuration, new IOS releases.) being implemented as needed.

o Notify the Advanced Services Engineer of any major changes to the Application or related components that may impact the Application

o In the event the Application composition is 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 Application composition has increased beyond the original pricing quote for Services.

o The purchase of additional Application licenses will require a new CESM Solution Support quote to cover the support of the additional Application licenses.

o Create and manage an internal email alias for communication with the Advanced Services Engineer.

o Provide Cisco Information on Customer change control processes and procedures.

o Retain overall responsibility for any business process impact and any process change implementations.

o Responsible for supporting any custom developed software for this Application.

o Perform Application hotfixes, patches, minor and major maintenance releases, and upgrades.

Program Management

o Responsible for the installation, testing, and support for the Customer developed Application including if applicable, custom applications developed using Software Development Kit (SDK) additions, modifications and/or changes, modification and/or customizations to the application.

o Review details of planned changes with the Advanced Services Engineer.

o Provide Cisco Information on critical applications supported by the Application.

o Information on which applications are mission-critical and their priority schemes.

Supplier Management

o In addition to the General Responsibilities, Customer shall provide the following:
  ▪ Key detailed design stakeholders and decision-makers are available to participate during the course of the service.