Service Description: Cisco Collaboration Plan and Build Services for Conferencing, Instant Messaging, and Social

This document describes the Cisco Collaboration Plan and Build Services for Conferencing, Instant Messaging, and Social.

Related Documents: This document should be read in conjunction with the following documents also posted at 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.

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1.0   Services Summary and General Responsibilities

Service Overview. The Cisco Collaboration Plan and Build Service for Conferencing, Instant Messaging, and Social includes services related to the following, but not limited to:

- Conferencing Products, Applications, and Solutions
  - Cisco WebEx Centers (Meeting Center, Event Center, Training Center, Support Center)
  - Cisco WebEx Cloud Connected Audio
  - Cisco WebEx Meetings Server
  - Cisco Collaboration Meeting Rooms (Cloud and/or Hybrid)
- Instant Messaging Products, Applications, and Solutions
  - Cisco Jabber
  - Cisco WebEx Messenger
  - Cisco WebEx Connect
- Social Collaboration Product Application, and Solutions
  - Jive Software
  - IBM Connections
  - Microsoft Sharepoint

The Cisco Collaboration Plan and Build Service for Conferencing, Instant Messaging, and Social may include the following services and deliverables:

Service Name	Service Deliverable(s)
Strategy and Analysis Services	Project Management Plan
	Client Requirements Document
Assessment Services	Assessment Report
Design Services	High Level Design Document
	Low Level Design Document
Validation Services	Validation Plan
	Validation Support
Migration Services	Migration Plan
	Migration Support
	Post-Migration Support

Deployment Services	Deployment Plan
	Acceptance Test Plan
	Enablement Plan
	Solution Deployment Support
	Enablement Launch Support
	Acceptance Testing Support
	Knowledge Transfer
	Post-Deployment Support

2.0   Plan Services for Conferencing, Instant Messaging, and Social

2.1   Strategy and Analysis Service (CIMS-PB-CONF-STRATEGY, CIMS-PB-SC-STRATEGY)

2.1.1   Service Summary:

The Strategy and Analysis Services align business and technical requirements to solution feature and functionality while focusing on desired business outcomes of the solution.

2.1.2   Cisco Responsibilities may include the following:

- Work with Customer to identify dependencies, risks, or issues associated with a successful completion of the project.
- Work with Customer to document a project schedule highlighting deliverables, milestones, planned project events, and resources.
- Participate in scheduled project review meetings or conference calls.
- Participate in any requirements workshops, conference calls, or emails and work with customer to document requirements.

2.1.3   Customer Responsibilities may include the following:

- Provide Cisco requested documentation, topologies, or requirements related to the successful completion of the project.
- Ensure that relevant resources are available to attend any project status meetings or requirements workshops.
- Review any documentation provided by Cisco during the delivery of these services and provide feedback as requested.

2.1.4   Deliverable(s) may include the following:

- **Project Management Plan**. The Project Management Plan provides an overview of the project tasks and milestones. This may be shared during a project kickoff meeting and updated periodically throughout the engagement to reflect updates to the plan. A Cisco Project Manager will provide management of project resources, deliverables, milestones, and scheduling of meetings or resources.

- **Client Requirements Document**. The Client Requirements Document documents business and technical requirements of the Cisco Solution that is collected through a series of requirements workshops or emails.

2.2   Assessment Services (CIMS-PB-CONF-ASSESSMENT, CIMS-PB-SC-ASSESSMENT)

2.2.1   Service Summary:

The Assessment Services will verify your network's ability to support the proposed Cisco Solution, analyze gaps, and provide remediation steps to address prior to deployment.

2.2.2   Cisco Responsibilities may include the following:

- Work with Customer to perform interviews, use data collection tools, or review network documentation to gather required information to complete the assessment.
- Work with Customer to document assessment results including a gap analysis and remediation plan.

2.2.3   Customer Responsibilities may include the following:

- Provide Cisco permission to install data collection tools, as applicable.
- Provide Cisco requested documentation, topologies, or requirements related to the successful completion of the project.
- Ensure that relevant resources are available to attend any project status meetings or requirements workshops.
- Review any documentation provided by Cisco during the delivery of these services and provide feedback as requested.

2.2.4   Deliverable(s) may include the following:

- **Assessment Report**. The Assessment Report provides the results of an application and/or infrastructure assessment that may include QoS, software levels, hardware levels, security policies, or WAN link configurations. Cisco may utilize data collection tools while performing this assessment.

2.3   Design Services (CIMS-PB-CONF-DESIGN, CIMS-PB-SC-DESIGN)

2.3.1   Service Summary:

The Design Services will provide a high-level architectural design and/or a deployment-ready detailed solution design.

2.3.2   Cisco Responsibilities may include the following:

- Work with Customer to review, validate, and revise any existing architectural or logical network and application designs.
- Work with Customer to document design(s) and/or configurations.

2.3.3   Customer Responsibilities may include the following:

- Provide Cisco requested documentation, topologies, or requirements related to the successful completion of the project.

- Review any documentation provided by Cisco during the delivery of these services and provide feedback as requested.

2.3.4 Deliverable(s) may include the following:

- **High Level Design Document**. The High Level Design Document provides a logical network and application design of the proposed Cisco Solution addressing documented business and technical requirements.

- **Low Level Design Document**. The Low Level Design Document provides technical configurations and/or architectural designs that may include network requirements, QoS configurations, Cisco Unified Communications Manager or other Dial Plan configurations, cluster sizing, device configurations, Cisco Unified Border Element or edge architecture configuration, call signaling, codecs, WAN configurations and/or future growth requirements.

3.0 Build Services for Conferencing, Instant Messaging, and Social

3.1 Validation Services (CIMS-PB-CONF-VALIDATION, CIMS-PB-SC-VALIDATION)

3.1.1 Service Summary

The Validation Services will provide lab and testing resources such as proof of concept or solution pilots.

3.1.2 Cisco Responsibilities may include the following:

- Work with Customer to perform proof of concept or pilot related tasks which may include setting up hardware or software in a lab, providing or obtaining access to software licenses, documenting success metrics, performing test cases, and troubleshooting issues related to the proof of concept or pilot.

3.1.3 Customer Responsibilities may include the following:

- Provide Cisco requested documentation, topologies, or requirements related to the successful completion of the project.

- Review any documentation provided by Cisco during the delivery of these services and provide feedback as requested.

3.1.4 Deliverable(s) may include the following:

- **Validation Plan**. The Validation Plan provides tasks, timelines, owners related to the proof of concept or pilot to be performed. This plan may include test cases and expected results and POC and/or pilot success metrics.

- **Validation Support**. Validation Support provides remote support of validation related activities and tasks.

3.2 Migration Services (CIMS-PB-CONF-MIGRATION, CIMS-PB-SC-MIGRATION)

3.2.1 Service Summary

The Migration Services will provide a priorities-based, phased approach to solution migration.

3.2.2   Cisco Responsibilities may include the following:

- Work with Customer to document activities, tasks, timelines, and owners related to solution migration.

- Provide support during and post solution migration, as applicable.

3.2.3   Customer Responsibilities may include the following:

- Provide Cisco requested documentation, topologies, or requirements related to the successful completion of the project.

- Review any documentation provided by Cisco during the delivery of these services and provide feedback as requested.

3.2.4   Deliverable(s) may include the following:

- **Migration Plan**. The Migration Plan provides the tasks, timelines, and owners related to solution migration.

- **Migration Support**. Migration Support provides remote support of migration plan execution.

- **Post-Migration Support**. Post-Migration Support provides remote support for a designated period of time after the successful deployment of the Cisco Solution.

3.3   Deployment Services (CIMS-PB-CONF-DEPLOYMENT, CIMS-PB-SC-DEPLOYMENT)

3.3.1   Service Summary

The Deployment Services provide expert assistance for deployment plans, acceptance testing, solution deployment support and/or post-deployment support.

3.3.2   Cisco Responsibilities may include the following:

- Work with Customer to document activities, tasks, timelines, and owners related to solution deployment.

- Work with Customer to document tasks associated with solution enablement, training, marketing and/or reporting and provide support during launch, as applicable.

- Work with Customer to document test plans and expected results to validate solution deployment.

- Provide support during and post solution deployment, as applicable.

- Work with Customer to deliver any knowledge transfer workshop(s) related to the project.

3.3.3   Customer Responsibilities may include the following:

- Provide Cisco requested documentation, topologies, or requirements related to the successful completion of the project.

- Review any documentation provided by Cisco during the delivery of these services and provide feedback as requested.

- Attend any knowledge transfer workshop(s) on topics related to the project.

3.3.4   Deliverable(s) may include the following:

- **Deployment Plan**. The Deployment Plan provides the tasks, timelines, and owners related to solution deployment.

- **Acceptance Test Plan**. The Acceptance Test Plan provides test cases, expected results, and is updated to include actual acceptance testing results and remediation plan.

- **Enablement Plan**. The Enablement Plan provides marketing and communications, training, reporting and/or success metrics.

- **Solution Deployment Support**. Solution Deployment Support provides remote support of deployment plan execution.

- **Enablement Launch Support**. Enablement Launch Support provides remote support of enablement plan execution.

- **Acceptance Testing Support**. Acceptance Testing Support provides remote support of acceptance testing.

- **Knowledge Transfer**. Knowledge Transfer provides training related to project deliverables, solution administration, project hand-off and/or basic troubleshooting.

- **Post Deployment Support**. Post-Deployment Support provides remote support for a designated period of time after the successful deployment of the Cisco Solution.

4.0   Project Assumptions and Exclusions

- Services and service pricing are based upon the following assumptions and exclusions ("Assumptions").

- Customer is responsible for determination and implementation of Customer design requirements and implementation of any recommendations provided by Cisco. Cisco recommendations are based upon information provided to Cisco at the time of the services. In no event shall Cisco be liable for the accuracy or completeness of the information contained in the Cisco recommendations.

- Service Description should be read in conjunction with the Advanced Services General Assumptions and Exclusions document posted at: http://www.cisco.com/go/servicedescriptions which is hereby incorporated for reference. To the extent there is a conflict between the terms of this Service Description and such document, the terms of this Service Description shall control.

- All services will be provided in the English language unless otherwise agreed to by Customer and Cisco.

- Services quote assume work is performed during Standard Business Hours.

- Cisco or individuals, contractors, agents, suppliers or organizations employed or hired under contract with Cisco may perform services at Cisco's discretion.

- Deployment of Cisco Unified Communications Manager (CUCM) or Session Management Edition (SME) is outside the scope of the Services unless explicitly included in services quote and pricing.

- Cisco provides end state design requirements. Elements of migrations from existing systems to CUCM are not included as part of these services unless explicitly included in services quote and pricing.

- Cisco will accommodate changes to deliverables, within reason, provided to Customer or jointly developed until solution deployment.

- Any 3rd party voice applications are not covered under these services. Cisco will use commercially reasonable efforts to provide elements required of the SME System however Customer must provide any 3rd party vendor requirements.

- Upgrade of any Software on Customer Network is outside the scope of these services, unless explicitly included in services quote and pricing.

- Rack, Stack and Cabling of the network elements is Customer responsibility.

- Customer must provide the following prior to any requirements workshop(s):

  - Layer 2 and Layer 3 topology of the Customer LAN, DMZ, and WAN

  - Internal Layer 3 routing and BGP AS

- Security Policies
- Unified Communication architecture for off-net and on-net calls

- Customer must ensure readiness of any LAN, WAN, and/or access links connecting Customer data center and WAN to any cloud services prior to any requirements workshop(s).

- Customer acknowledges that readiness of network for bandwidth, QoS, and network performance metrics is Customer responsibility unless explicitly included in services quote and pricing.

- Network Analysis for QoS and Network Performance Metrics is outside the scope of these services unless explicitly included in services quote and pricing.

- Licensed hosts not deployed until after Cisco's completion of any deployment services will be Customer's responsibility.

- Customer acknowledges that any costs to Cisco identified as a result of deviations from the scope defined in the initial quote and pricing will be managed through Change Management Procedures and additional scoping and fees may be applicable.

- Customer acknowledges that plan and build services of PSTN gateways, including routing of PSTN calls, are outside of the scope of these services unless explicitly included in services quote and pricing.

- Customer acknowledges that custom development is outside the scope of these services unless explicitly included in services quote and pricing.

- Unless otherwise explicitly stated herein, all documentation provided to Customer during the course of the Services shall be limited to documentation published on Cisco Connection Online.