



## Service Description: Advanced Services – Fixed Price

### Cisco ServiceGrid Configuration – Four Days (ASF-SGA-SG-CFG4DAY)

This document describes Advanced Services Fixed Price: Cisco ServiceGrid Configuration – Four Days

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://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 ServiceGrid Configuration – Four Days

##### Service Summary

Cisco ServiceGrid Configuration – Four Days service enables an existing ServiceGrid Customer to directly engage Cisco software experts for four business days (32 hours) for direct assistance with configuring their ServiceGrid software application.

Cisco will work with the Customer's designated ServiceGrid Administrator(s) or other ServiceGrid user(s) for four days (32 hours) to assist them with configuring any ServiceGrid features and functionality currently deployed within their existing ServiceGrid-enabled service integration environment. Configuration assistance is limited to all features and functionality available in the latest version of ServiceGrid software at the time of purchasing this Service.

This Service is designed to provide ServiceGrid Customers with assistance on small (low level of effort) software configuration activities related to Customer's existing ServiceGrid software implementation. The Service is delivered remotely and is normally completed over the course of four business days aligned to the Customer's normal business hours. Cisco will work with the Customer on a mutually agreed timeline for delivery of the Service.

#### Cisco Responsibilities

- Schedule a 30-minute WebEx Kick-Off meeting with Customer
- Kick-Off Meeting will cover the following topics:

- Review ServiceGrid Configuration – Four Days service description with Customer contacts
- Review Cisco and Customer responsibilities for ServiceGrid Configuration – Four Days service
- Identify primary stakeholder(s) that Cisco will work with for delivery of ServiceGrid Configuration – Four Days service
- Align on availability of Customer's primary stakeholder(s) and Cisco resources to successfully deliver ServiceGrid Configuration – Four Days service in the Customer's expected timeframe
- Obtain verbal agreement from Customer on schedule (timeline) to deliver ServiceGrid Configuration – Four Days service
- Provide PowerPoint document containing all topics covered and agreed to in the Kick-Off Meeting.
- Provide four days (32 hours) of ServiceGrid software configuration assistance to Customer's primary stakeholder(s), within the mutually agreed timeline and schedule.

#### **Customer Responsibilities**

- Ensure appropriate stakeholder(s) are available to participate in Cisco's Kick-Off meeting including designated ServiceGrid Administrator(s) as well as any other appropriate ServiceGrid user(s) or technical resource(s) responsible for configuring or using the ServiceGrid software application
- Describe ServiceGrid configuration requirements and supply any documentation or collateral that will be leveraged during delivery of ServiceGrid Configuration – Four Days service
- Align with Cisco on availability of resources and timing of delivery of ServiceGrid Configuration – Four Days service
- Provide verbal agreement to Cisco on schedule (timeline) to deliver ServiceGrid Configuration – Four Days service
- Ensure appropriate stakeholder(s) are available to work with Cisco, if applicable, on the designated delivery day(s) for ServiceGrid Configuration - Four Days service

#### **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. 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: ServiceGrid Administrators and key technical users, service integration process designers, ITSM technical leads, 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 ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.

#### **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.

<b>Supplemental Glossary of Terms for Cisco ServiceGrid Configuration – Four Days</b>
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- **B2B Connection** connects an ITSM application or system to the Cisco ServiceGrid Core to enable the automation of a contracted process including data, attachments and status exchange transactions associated with a defined workflow.
- **Cisco ServiceGrid** is an integration platform in the cloud that seamlessly connects Customers to enable real time multi-party support collaboration for key workflow processes including but not limited to service request, incident, change and problem management.
- **Cisco ServiceGrid Core** is a standard component that provides a set of well-defined standard definitions to support service request, incident, change, and problem management workflow processes. Each Customer and Ecosystem Trading Partner can leverage Cisco ServiceGrid Core to create standardized integration, workflow and data mappings to other Ecosystem Trading Partners.
- **Ecosystem** consists of a Customer and at least one Ecosystem Trading Partner collaborating and managing ITSM service cases.
- **Ecosystem Trading Partner** is the general term for a Customer's business partner that has an active B2B Connection with the Customer that is enabled by Cisco ServiceGrid.
- **Information Technology Service Management (ITSM)** applications are typically used by Customer and Ecosystem Trading Partner(s) to execute and manage service cases (tickets) internally. Cisco ServiceGrid enables Customers to integrate and automate workflow processes with Ecosystem Trading Partners by creating B2B Connections between their ITSM application and the ITSM application of the Ecosystem Trading Partner(s).