



Service Description: Advanced Services – Fixed Price

Cisco Data Center Accelerated Deployment Service for Nexus 9000 (ASF-DCV1-NEX-ADS)

This document describes Advanced Services Fixed Price: Cisco Data Center Accelerated Deployment Service for Nexus 9000 and is only available in deployments consisting of up to four N9500 chassis or two N9500 chassis and ten N9300 Top of Rack (TOR).

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. 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 for your own internal use, this document is incorporated into your Master Services Agreement, Advanced Services Agreement, or other services agreement covering the purchase of Advanced Services-based services with Cisco ("Master Agreement"). If no such Master Agreement exists, then this Service Description will be governed by the terms and conditions set forth in the Terms & Conditions Agreement posted at http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html. If you have purchased these Services directly from Cisco for resale purposes, this document is incorporated into your System Integrator Agreement or other services agreement covering the resale of Advanced Services ("Master Resale Agreement"). If the Master Resale Agreement does not contain the terms for the Purchase and Resale of Cisco Advanced Services or equivalent terms and conditions, then this Service Description will be governed by the terms and conditions of the Master Resale Agreement and those terms and conditions set forth in the SOW Resale Terms & Conditions Agreement posted at: http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html. For purposes of the SOW Resale Terms and Conditions this Service Description shall be deemed as a Statement of Work ("SOW"). In the event of a conflict between this Service Description and the Master Agreement or equivalent services exhibit or agreement, this Service Description shall govern.

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/.

Cisco Data Center Accelerated Deployment Service for Nexus 9000
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Service Summary

- Project Management Plan Development
- Design Document Development
 - up to a quantity of four N9500 chassis;
 - two N9500 chassis and up to a quantity of ten N9300 chassis;
- Configuration Migration Plan Development
- Operations Run Book Development
- Pre-Packaged Software Scripts
- Knowledge Transfer

Deliverables

Project Management Plan
Design Document
Configuration Migration Plan
Operations Run Book
Two Pre-Packaged Scripts
Knowledge Transfer Material

Location of Services

Services are delivered on site to Customer unless otherwise specified.

Project Management

Project management will be provided in conjunction with and is limited to the management of the Services and Deliverables as described herein.

Cisco Responsibilities

- Provide Customer with a list of designated Cisco personnel roles and responsibilities under this Service.
- Provide a Project Management Plan ("PMP"). PMP is a baseline document from which the Cisco PM can manage deliverables, assess progress, and manage change management issues and any on-going questions.
- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
- Participate in scheduled project review meetings or conference calls, if required.
- Provide Customer with the identity of personnel requiring access to Customer premises, at least five (5) Business Days prior to the scheduled date such personnel requires access.
- Deliver a weekly project status report to the Customer.
- Provide a handover, follow on actions, lessons learned, and exception reports (if necessary) upon project completion.

Customer Responsibilities

- Provide the Cisco PM with a list of designated Customer personnel roles and responsibilities under this Service.
- Ensure that key Customer personnel (such as architecture design and planning, network engineering, network operations personnel) are available to provide information and to participate in review sessions, workshops and other information gathering activities. The Customer PM will also ensure that Cisco is provided with all information, data and documentation as Cisco reasonably requires to provide Services and comply with Cisco's responsibilities in this Service. This information includes, but is not limited to: (i) information relating to Customer's network, design, business and other applicable requirements; (ii) functional and/or technical documentation relating to such requirements; and (iii) topology maps, configuration information and existing and proposed network infrastructure.
- Identify primary and backup Customer authorized site contacts that shall provide necessary information, obtain access clearances and coordinate with other organizations/third parties with respect to Services at that site.

- Participate in scheduled project review meetings or conference calls, if required.
- Coordinate with any external third parties, such as in country Carrier/Telco activities, deliverables and schedules.
- Ensure that Cisco's request for information or documentation needed for the project is provided within five (5) Business Days of Cisco's request, unless the parties agree to another time period for response.
- Provide an authorized Customer signature for delivery of Cisco Products at Customer location, as it relates to this Service.

Design Development

The Nexus 9K Design Development Service involves creation of a high level design.

Cisco Responsibilities

- Cisco's performance under this service is based the Customer configuration identified at time of order. Cisco is not obligated to provide services if the configuration is changed or swapped during the term of the service.
- Work with Customer to confirm Customer's final requirements for this project.
- Conduct interviews and / or meetings with Customer in order to gather and document Customer's design requirements.
- Review the Customer-provided documents including: a) validation that chosen platforms, features, and functions meet design objectives; b) review of the Customer-provided document to confirm alignment with Cisco best practices for implementations, and Customer's business requirements and design goals; c) identification of design and configuration improvements for performance, scalability, security and availability; d) review of software recommendations for Cisco devices required.
- Develop a High Level Design Document
- Provide the Design Document for review and approval in accordance Document Deliverable Review and Approval Process.

Customer Responsibilities

- Provide Customer's final requirements to Cisco no later than five (5) Business Days following project kickoff.
- Participate in interviews and / or meetings with Cisco to review design documentation, as requested.
- Provide Cisco any existing LAN / WAN / L4-7 topology diagrams, functional and feature requirements, scalability considerations within five (5) Business Days of project kickoff.
- Provide IP addressing and subnet masks, network physical and logical schematics, required security policies and any other necessary data to Cisco prior to or during the design workshop.
- If requested by Cisco, provide physical and logical network schematics for other network elements not included in the scope of this project but reasonably necessary for the provision of Services.

- Review with Cisco the Design Document providing approval in accordance with Document Deliverable Review and Approval Process.

Configuration Migration Plan Development

A Configuration Migration Plan will be developed for Customer's installation or migration.

Cisco Responsibilities

- Work with Customer to create the Configuration Migration Plan, which includes: a) analysing and migrating the configurations of current Cisco switching platform to Nexus 9K Platform; b). analysing changes to platform, due to migration to Nexus 9K for which Customer operations staff should be alerted.
- Work with Customer to draft the Configuration Migration Plan defining the migration services including the strategy details of the activities, specific steps and the configuration changes that may be required to migrate the Customer specified services.
- Review the Configuration Migration Plan with Customer in accordance with the Document Deliverable Review and Approval Process.

Customer Responsibilities

- Provide the Customer's scope and requirements for the specific Nexus migration for review and discussion with Cisco.
- Provide the following information at least five (5) Business Days following receipt of Cisco's request: a) verified interface specifications and requirements. For example, cabling standards and specifications for interconnect of Cisco and Customer equipment; b) information on distance and interference limitations of interface cables to be used at installation; and c) test plan and interconnect process required by any third parties including but not limited to in country carrier/telco.
- Review the Migration Plan with Cisco providing approval in accordance with the Document Deliverable Review and Approval Process.

Operations Run Book Development

Cisco Responsibilities

- Work with Customer to develop and provide the Operations Run Book. The Operations Run Book describes the procedures required to manage and operate Customer's Nexus 9K platform.
- Work with Customer to document the system requirements, configurations and connection settings relevant to operations run book
- Work with Customer to document the operating system or virtualization software installed relevant to the Operations Run Book.

- Work with Customer to document the technical aspects and configurations of the applications installed relevant to the Operations Run Book.
- Develop and provide the Operations Run Book which includes an executive brief and use case summary
- Review the operations run book with Customer in accordance with the Document Deliverable Review and Approval Process.

Customer Responsibilities

- Work with Cisco to document the system requirements, configurations and connection settings relevant to operations run book
- Work with Cisco to document the operating system or virtualization software installed relevant to the Operations Run Book.
- Work with Cisco to document the technical aspects and configurations of the applications installed relevant to the Operations Run Book.

Pre-Packaged Scripts

Cisco will provide up to two (2) pre-packaged scripts for use within the Customer's environment. These scripts provided by Cisco are intended for use within the Customer's environment, related to the implementation and potentially management of the Nexus 9K Platform.

Cisco Responsibilities

- Work with the Customer to agree upon which scripts the environment can benefit from the most.
- Work with the Customer to utilize the Pre-Packaged Software Scripts (not to exceed three days of effort) which includes:
 - a. implementation specific requirements
 - b. script requirements related to specific business and technical goals;
 - c. whiteboard example scripts
- Review the Pre-Packaged Software Scripts with Customer. Any changes sought by Customer to the Pre-Packaged Software Script are outside the scope of this Service and entirely the responsibility of the Customer. Cisco may support any script changes under a separately ordered service.
- Provide the Customer with the final Pre-Packaged Software Script in accordance with Document Deliverable Review and Approval Process.

Customer Responsibilities

- Ensure that Customer business and technical representatives are available to discuss with Cisco the requirements for the Pre-Packaged Scripts.
- Agree with Cisco on the Pre-Packaged Software Scripts that are provided as part of this service. No more than two (2) scripts are to be provided by Cisco to the Customer.

- Provide Cisco with the Nexus 9K Customer-developed script documentation within five (5) Business Days following project kick-off.
- Review and approve the agreed upon scripts in accordance with the Document Deliverable Review and Approval Process.
- Customer understands and acknowledges that the provided software scripts, to include testing and acceptance activities need to be completed within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.

Knowledge Transfer

Cisco Responsibilities

- Provide information to Customer regarding any course pre-requisites for all Customer personnel nominated to attend the remote knowledge transfer session. Cisco will determine an appropriate format and delivery method of the knowledge transfer remote session.
- Provide one (1) knowledge transfer session for up to one (1) Business Day on such topics as agreed upon by Cisco and Customer relevant to Cisco NEXUS products and technologies that have been installed at the Customer site(s) for up to fifteen (15) participants.
- Reach agreement on the commencement date for the Knowledge Transfer remote session within five (5) Business Days following completion of the Configuration Migration Plan.
- Provide related knowledge transfer material, if any.

Customer Responsibilities

- Provide specific discussion topics for the knowledge transfer session five (5) Business Days prior to the agreed date of the session.
- Provide names and profiles of up to three Customer participants for the knowledge transfer session at least five (5) Business Days before the knowledge transfer session commences.
- Agree with Cisco on the commencement date for the knowledge transfer session within five (5) Business Days following completion of the Configuration Migration Plan
- Ensure that Customer's personnel attending the knowledge transfer session meet all course pre-requisites notified by Cisco to Customer.
- Ensure that Customer's facility contains all the resources required for supporting the knowledge transfer session per Cisco's determination.

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. Cisco 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: 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.
- Customer understands and acknowledges that use of Pre-Packaged Software Scripts provided under this Service is governed by the software license terms in the Master Agreement between the parties.
- Customer understands and acknowledges that support of Pre-Packaged Software Scripts is out of scope of this effort. Customer will need to purchase such support separately, either directly from the third party or resold by Cisco.

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 periods signifies Customer's acceptance of completion of the Services in accordance with this Service Description

Document Deliverable Review and Approval Process

For Document Deliverables that are subject to review and approval from Customer, the parties will adhere to the following review and approval process:

- Cisco will present the draft Document Deliverable to Customer when the document is ready for review and approval.
- Customer shall review the draft Document Deliverable with Cisco, providing written comment or approval of the Document Deliverable within two (2) business days immediately after completion of such review.
- If no comment or approval is received by Cisco within said time period, the Document Deliverable as provided by Cisco is deemed to be accepted by the Customer.
- If Customer provides comments, then Cisco shall address such comments in a timely manner and this process for review and approval will be repeated.
- No further Services will be performed until the Customer's acceptance of Document Deliverables is received by Cisco.
- If Customer nevertheless insists on Cisco performing any further Services, the relevant Document Deliverable as presented by Cisco will be deemed accepted.