



Service Description: Advanced Services – Fixed Price Cisco Energy Manager (CEM) Solution Planning, Design and Implementation Service (ASF-DCV1-CEM-PDI)

This document describes Advanced Services Fixed Price: Cisco Energy Manager (CEM) Solution Planning, Design and Implementation 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. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

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Cisco Energy Manager (CEM) Solution Planning, Design and Implementation Service

Service Summary

The Cisco Energy Manager (CEM) Solution Planning, Design and Implementation Service covers the planning, installation, configuration, testing and knowledge transfer of the Cisco Energy Manager (CEM) Solution ("Services"). Services are limited to the installation of one (1) Site Location.

Deliverables

- Project Schedule
- CEM Software planning
- CEM Software design
- CEM Software implementation
- CEM Software configuration
- CEM Software policy management setup
- CEM Software training

Location of Services

Services are delivered as a combination of remote and on site to Customer.

Project Management

Cisco Responsibilities

- Provide Customer with a list of designated Cisco personnel roles and responsibilities.
- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the Services.
- Provide a Project Schedule highlighting deliverables, corresponding milestones, planned meetings, resources and timescales.
- Deliver project status report to the Customer on a weekly basis.
- Provide follow on actions, lessons learned, and exception reports (if necessary) upon Services completion.
- Upon conclusion of Service, Cisco shall uninstall, disable, and/or remove any Cisco-owned software application used in performance of the Service.

Customer Responsibilities

- Provide the Cisco project manager (PM) with a list of designated personnel roles and responsibilities.
- Ensure that key personnel (such as IT, Facilities, Sustainability, Network Security and Operations personnel) are available to provide information and to participate in review sessions, workshops and other information gathering activities.
- Identify primary and backup points of contact as authorized site contacts.
- Participate in any scheduled project review meetings or conference calls as required.
- Co-ordinate with any external third parties, activities, deliverables and schedules.
- Ensure that Cisco's request for information or documentation needed for the project is provided within two (2) Business Days of Cisco's request, unless the parties agree to another time period for response.
- Conduct a requirements gathering remote session to understand project requirements, components and desired outcome.
- Prepare and provide an RFI document that defines the customer requirements and implementation plan.
- Attend the remote workshop where Customer and Cisco shall mutually agree on any final requirements. Customer must provide Cisco with Customer final requirements before the RFI and/or CRD document can be drafted by Cisco.
- Provide IP addressing and subnet masks, required security policies and any other necessary data to Cisco prior to or during the remote workshop.
- If requested by Cisco, provide physical and logical network schematics for other network elements that may be necessary for the provision of Services.
- Review the RFI and/or CRD document with Cisco, providing comments and approval.

System Implementation and Testing

Cisco Responsibilities

- Install, configure and test the Cisco Energy Manager (CEM) Solution in accordance with the Installation guide. Activities may include:
 - Tuning the operating system (OS) for the Cisco Energy Manager (CEM) Solution;
 - Installing the Cisco Energy Manager (CEM) Solution on the server hardware;
 - Adding end-point assets (phone, mobility, etc.);
 - Confirm licensing for required features on CEM server;
 - Perform installation of the Cisco Energy Manager (CEM) Solution.
 - Configure predefined reports and dashboards.
 - Perform User Acceptance Test

Customer Responsibilities

- Ensure complete preparation of Customer's site, verifying that suitable environmental conditions are met and adequate power is available and tested at least five (5) Business Days prior to the implementation.
- Verify that all network and devices are available at least five (5) Business Days prior to the implementation.

- Complete the Cisco Installation RFI Document.
- Ensure network connectivity for all servers and device access to all in-scope devices that are included.
- Make available any personnel and/or access to End Customer site as necessary for Cisco to perform the implementation and testing.

Knowledge Transfer

Cisco Responsibilities

- Provide one (1) remote knowledge transfer training session containing topics on the Cisco Energy Manager (CEM) Solution for four (4) hours. The knowledge transfer may cover some or all of the following content:
 - Overview of Cisco Energy Manager (CEM) Solution;
 - CEM server installation and configuration;
 - CEM download and installation;
 - CEM operations;
 - IP phone service operation;
 - Solution training;

Customer Responsibilities

- Work with Cisco to schedule the knowledge transfer session.
- Designate participants to attend the knowledge transfer session.
- Information provided by Customer must be accurate and up-to-date.

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.
- Customer acknowledges and agrees that Cisco will install application Software for a period of five (5) days for completion of Services.
- 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 thirty (30) calendar days from issuing a Purchase Order to Cisco for the Services herein.

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.

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 Authorized Channel. The Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services.