Service Description: Advanced Services – Fixed Price

Cisco ONE WAN Foundation Quick Start Proof-of-Concept Design Services (ASF-C1-WAN-F-Q)

This document describes Advanced Services Fixed Price: Cisco ONE WAN Foundation Quick Start Proof-of-Concept Design Services.

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 ONE WAN Foundation Quick Start Proof-of-Concept Design Services

Service Summary

The Cisco ONE WAN Foundation Quick Start Proof-of-Concept Design Services provide planning and design for the Intelligent WAN network and next generation branch. These services provide Customer with requirements identification, high level and detailed design development, and design validation to assist in designing next generation Wide Area Network (WAN) solution with basic features.

The Service shall cover the following areas:
- IWAN Proof of Concept (POC) Design
- POC Implementation Plan
- POC Solution Validation Testing

Deliverables

- Network Architecture Discovery Workshop
- POC Quick Start Planning Guide
- Customer Requirements Document (CRD)
- POC Design Run Book (with Validation Test Results)

Location of Services

Services are delivered on-site and remotely to Customer.

Project Management

Cisco Responsibilities

- Provide Customer with a list of designated Cisco personnel roles.
- Define the communication flow with the project sponsor and key stakeholders and document it in the Project Plan.
- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
- Manage the project to the agreed upon Project Management Plan.
- Ensure completion of the deliverable documentation set out in Deliverables.

- Participate in scheduled project review meetings or conference calls, if required.
- 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.
- Work with the Cisco Project Manager to ensure the Customer's project sponsor, key stakeholders and all project team members receive project communications and are included in regularly scheduled communications sessions.
- Work with Cisco to schedule the kick off meeting, and communicate the meeting schedule to the Customer-identified stakeholders.
- Review the project schedule, objectives, Services, Deliverables and roles and responsibilities with Cisco.
- Schedule the necessary facilities for On Site meetings (such as: conference rooms, projectors and conference bridges).
- Participate in regularly scheduled project review meetings or conference calls.
- Work with Cisco to identify specific objectives and critical success factors.
- Confirm execution of any third party contract and schedule communications for activities, deliverables or schedules as required for Cisco's completion of the services.
- Notify Cisco of any scheduling changes related to this project at least ten (10) Business Days of the scheduled activity.

Customer Requirements Document

Cisco Responsibilities

- Conduct some or all of the following to gather and review customer network architecture requirements for each technology discipline: a). one (1) requirements workshop; b). conduct interviews with Customer key personnel; and c). provide a requirements questionnaire for Customer to complete.
- Gather from Customer and review the following information: a). business, technical and operational requirements; b). future technology plans; and c). network design/topology documents.
- Create the Customer Requirements Document (CRD)
- Review with Customer the CRD for comments and approval before it is formally completed and released.

Customer Responsibilities

- Provide input for each IWAN technology pillar, including DMVPN, to Cisco through some/all of the following methods: a). one (1) requirements workshop; b). interviews of key personnel conducted with Cisco; and c). completing requirements questionnaire provided by Cisco.

- Review with Cisco the CRD, providing comments and approval before it is formally completed and released.

POC Design Run Book

Cisco Responsibilities

- Review the Customer requirements and POC Quick Start Planning guide as input to be used in the detailed design.
- Create POC Design Run Book including topology diagrams, device configuration templates, installation plan, platform specifications,, software release recommendations, and validation plan.
- Review with Customer the POC Design Run Book for comment and approval before it is formally completed and released.
- Present summary of the POC Design Run Book to the Customer key stakeholders and project sponsor.

Customer Responsibilities

- Provide any additional detailed information as requested by Cisco, including: a). Hardware; b). Software versions; c). topologies; and d). as-built configurations, application details
- Work with Cisco to develop detailed design templates providing information and feedback.
- Review the POC Design Run Book providing comment and approval before it is formally completed and released.
- Ensure that key Customer stakeholders and project sponsors are available to attend Cisco presentation of the POC Design Run Book.

POC Installation and Design Validation

Cisco Responsibilities

- Develop topology diagrams to include physical and logical connectivity of new IWAN hardware to existing customer production devices in the Data Center and remote sites.
- Develop configuration templates that will be used by the customer to build device-specific configurations
- Provide Implementation plan to customer that includes step by step installation and validation procedures.
- Review of specific testing goals based to include IWAN solution validation and customer specific applications to be tested.
- Work with customer to define specific application test cases and to identify success criteria
- Provide remote support during cutover and test execution at the data center and up to two (2) remote sites.
- Test Results Analysis – Document the validation results in the POC Design Run Book.
- Provide for Customer stakeholders a Transfer of Information (TOI) session for up to two (2) hours upon completion of testing.
- Provide the TOI Presentation slide deck materials to Customer.

Customer Responsibilities

- Provide information to Cisco as requested pertaining to the feature/design validation.
- Inventory equipment upon arrival; identify any discrepancies with what was ordered.in the BOM
- Provide all cabling and necessary optics/SFPs as needed to complete the installation
- Rack, stack, power-up, and upgrade specified OS on all new devices
- Make necessary changes to the existing production environment prior to site cutover (new ports, routing filters, ACL,.etc)
- Build and load device configuration files, using the Cisco provided templates
- If WAAS components are installed on a virtual machine, Customer is responsible for creating the virtual machine as per the specification, installing guest operating system, applying any applicable operating system patches and connecting it to the network.
- Open applicable Internet firewall ports so that remote site tunnels may access the DMVPN Hub router in the Data Center
- Work with Cisco to schedule the TOI session, scheduling the necessary facilities for the presentation, including conference rooms, projectors, and network connectivity.

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 90 calendar days from issuing a Purchase Order to Cisco for the Services herein.

Out of scope

- Customer expressly understands that the following are out of scope for this service
  - Integration with any 3rd party systems
  - VMWare infrastructure design and implementation
  - HA/Redundancy
  - Any customizations

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.