



Service Description: Advanced Services – Fixed Price Cisco PDI Services for Video Surveillance Manager (VSM) – Pilot (ASF-ESG-G-PSS-VSP)

This document describes Advanced Services-Fixed Price for the Cisco PDI Services for Video Surveillance Manager (VSM) – Pilot.

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 PDI Services for Video Surveillance Manager (VSM) – Pilot

Service Summary

The Cisco PDI Services for VSM - Pilot covers the basic documentation, installation, testing, and knowledge transfer of the Video Surveillance Manager platform ("Services"). Services are provided for 1 site, 1 Media Server and for up to 50 cameras.

Deliverables

Project Schedule
Runbook

Location of Services

Services are delivered as a combination of remote and on site with maximum of 1 trip and up to 3 days onsite.

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.

Customer Responsibilities

- Provide the Cisco project manager (PM) with a list of designated personnel roles and responsibilities.
- Ensure that key 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.
- 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, 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 2 Business Days of Cisco's request, unless the parties agree to another time period for response. Provide an authorized signature for delivery of Cisco Products at Customer location.

Video Surveillance Manager Documentation

Cisco Responsibilities

- Conduct a 1 day requirements gathering remote session to understand project requirements, components and desired outcome.
- Prepare and provide Runbook which includes High Level Design (HLD) diagram, Installation Planning Workbook (IPW), and Acceptance Test Plan (ATP) documentation.

Customer Responsibilities

- 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 Runbook can be drafted by Cisco.
- 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 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 HLD, IPW, and ATP documentation with Cisco, providing comments and approval.

System Implementation and Testing

Cisco Responsibilities

- Install, configure and test Cisco Video Surveillance Manager (VSM), in accordance with the Customer Run Book. Activities may include:
 - Installing the VSM package on servers
 - Configuring up to 1 Media servers and up to 1 Video Surveillance Operations Manager (VSOM)
 - Creating up to 5 Camera Templates
 - Adding Camera Group (s) into VSOM;
 - Adding up to 50 cameras to VSOM;
 - Creating Default motion window for the Cameras using Event Based Recording
 - Using credentials provided by Customer in VSM application for proper camera access;
 - checking licensing for required features on VSM server(s);

- Creating up to 5 Pre-defined Views and up to 2 Video Walls.
- Placing up to 10 Cameras on Maps
- performing a health check on Video Surveillance Services for the installed software on the VSM servers;
- providing configuration settings of cameras and servers;
- performing installation of up to 5 Cisco Safety and Security Desktop (SASD) client;
- Perform functional test in accordance with the Run Book.

Customer Responsibilities

- Ensure complete preparation of Customer's site, ensuring that suitable environmental conditions are met and adequate power is available and tested, at least 5 Business days prior to the implementation.
- Verify that all necessary cabling is available at least 5 Business Days prior to the implementation.
- Physically mount Cisco Products in accordance with the Cisco product specification.
- Setting up field of view, focus, Zoom and Angling according to the Project Requirements.
- Provide Client workstations based on the specifications provided by Cisco.
- Fill the camera staging sheet which will be provided by Cisco at project kick off.
- Provide and configure static IP addresses and camera names for each camera.
- Create a dedicated administrator user account and password for each camera.
- Performing Camera Firmware Upgrade if applicable.
- Ensure network connectivity for all cameras.
- Mount cameras in accordance with structural and electrical requirements, install camera lenses, and setup of field of view based on requirements.
- Provide any necessary specialist test equipment, as required by Cisco.
- Manage delivery, installation, and configuration of all Customer-provided equipment that is required to work with, or act as, part of the equipment that Cisco is providing.
- 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 1 knowledge transfer session containing topics on the video surveillance design and implementation for 4 hours for up to 4 participants. The Knowledge Transfer may cover some or all of the following content:
 - Administrator knowledge transfer which includes overview of Cisco VSM, Installation and Configuration.

- Operator Knowledge Transfer

Customer Responsibilities

- Work with Cisco to schedule the knowledge transfer session.
- Designate up to 4 Customer participants to attend the knowledge transfer session.

General Customer Responsibilities

- Customer shall assume liability for all Customer-owned equipment for any loss or damage to the equipment during the implementation.
- 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.

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 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 5 Business Day period signifies Customer's acceptance of completion of the Services in accordance with this Service Description.