



Service Description: Advanced Services – Fixed Price

SP Wi-Fi Lab Design Service (ASF-SP0-WF-LDES)

This document describes the Advanced Services Fixed Price: SP Wi-Fi Lab Design 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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SP Wi-Fi Lab Design Service

Service Summary

Cisco will deliver a SP Wi-Fi Lab Design Service based in the Customer's lab network. The SP Wi-Fi Core Design must be within Cisco's approved architecture guidelines. The Service will only include the devices that are part of Cisco SP Wi-Fi Certified Solution ("Services").

The Design Service will include the following activities:

- Provide configuration of one (1) ISG on ASR1K.
- Provide configuration of one (1) Wireless LAN Controller.
- Configuration of one (1) Policy Portal with a standard template (no graphics).
- Configuration of one (1) instance of Cisco Access Registrar.

Deliverables

- Design Workshop delivered remotely to the Customer
- Low Level Design Document
- Configuration Template

Location of Services

Services are provided remote to the Customer.

Cisco Responsibilities

- Identify the Cisco technical point of contact (POC) to work with Customer in documenting technical requirements and design workshop activities.
- Conduct one (1) remote workshop to discuss and review Customer's SP Wi-Fi network architecture, features, and configuration.
- Provide design workshop meeting summary of the agreed upon technical requirements.
- Provide a Low Level Design Document that captures the devices and the system design.
- Provide configuration template that captures device configurations.
- Configurations will be generated for a maximum of one (1) ISG on ASR1K, one (1) Wireless LAN Controller (WLC), one (1) Policy Portal with a standard template, and one (1) instance of Cisco Access Registrar.

Customer Responsibilities

- Identify a Customer project manager (PM) or technical Point of Contact (POC) to work with Cisco technical POC.
- Ensure key stakeholders, including the Customer project sponsors are available to participate in the planning discussion and all related meetings.
- Review with Cisco the project schedule, objectives, critical success factors, deliverables and roles and responsibilities of Cisco and Customer project team members.
- Provide existing and/or planned SP Wi-Fi network architecture, feature, and configuration.
- Customer will document requirements to review with Cisco during the remote workshop.
- Review with Cisco to validate Customer documented Wi-Fi requirements.
- Customer must provide the technical requirements before Cisco will commence the Design development.
- Provide topology, design, configuration information and any other necessary data to enable Cisco to develop the Low Level Design document.
- Ensure that the Customer's network meets all dependencies and requirements to enable Cisco to implement the design.
- Provide the required configuration and any other necessary data to enable Cisco to develop the configuration template.
- Review and approve the project milestone and service acceptance criteria at least five (5) business days prior to solution implementation.

General Assumptions and Other 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.
- Network Implementation is out of scope for this service.

- All infrastructure will be co-located in one Customer premise.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Customer acknowledges and agrees that it is solely responsible for compliance with all laws and regulations, including privacy and data protection laws and regulations, in connection with the Lab Design Service.
- Ensure Customer's personnel are available to participate during the course of the Service 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.
- Where applicable, Customer shall ensure that all necessary licenses, permits, authorizations and approvals have been secured in order that Services as set forth in this Service Description can proceed.
- Where applicable, Customer shall ensure that Customer's Site shall be ready prior to the date scheduled for Cisco to perform the Services.

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. 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.