

DoD | Cisco JELA Overview

Joint Enterprise Level Agreement

Enabling Tomorrow. Together.

Summary

DoD-wide Joint Enterprise Level Agreement (JELA) awarded to Cisco Systems 18 Sep 2014
Available to all Military Departments and Defense Agencies

100% Cisco SMARTnet coverage (break/fix support) + network engineering and consulting support, technical education, classified network support

Drives enterprise mission and IT outcomes across DoD and in MILDEPs / Defense agencies
Reduces costs, increases efficiencies and enhances mission effectiveness

JELA Overview

DoD-wide Contract Vehicle with Individual Enrollments
9-month base period + Four 12-month option periods

Pre-JELA:

- Thousands of contracts across DoD
- Inconsistent pricing, limited economies of scale
- Coverage gaps
- Re-inspection and re-instatement fees
- Security vulnerabilities
- Limited asset visibility
- Non-standard software updates – licensing and compliance issues

JELA:

- One contract, two pricing models, co-termed performance period
- Global 24x365 technical support for all existing Cisco-branded hardware and software eligible for SMARTnet coverage *plus* new purchases during the period of performance
- Next Business Day and limited 4-Hour hardware replacement
- Streamlined access to technical services
- Inventory Collection and Reporting System (ICRS) to manage assets
- Classified Network Services
- Cisco Technical Education and Cisco Technical Knowledge Library
- Engineering and Consulting support
- Governance structure facilitates DoD, Joint and individual efforts

JELA Contract Support

Operations & Architecture

Technical

Governance

Engineering and Consulting Support

Cisco Technical Education (CTE)

Technical Knowledge Library (TKL)

Inventory Collection and Reporting System (ICRS)

4-Hour Hardware Replacement (4HR)

Classified Network Services (CNS)

24-Hour Technical Assistance Center (TAC)

SMARTnet

24-Hour Software Updates

Global Hardware Replacement

Cisco.com Access



For more information contact: JELA@cisco.com