CISCO

Service Description: Advanced Services Configurable Strategy and Analysis Services

This document describes Advanced Services Configurable Services for Strategy and Analysis Services activities and deliverables.

1.1 Service Summary

Strategy and Analysis Services help you to effectively support new and future business requirements by creating architectural strategies and roadmaps for transforming your network architecture and operations management. They enable you to: Prioritize and focus architecture transformation and network operations and engineering management efforts; accelerate the development of a cost effective strategy with a measurable ROI; successfully transform your infrastructure, management, people, and processes. For further Cisco Portfolio information: http://www.cisco.com/web/services/portfolio/index.html.

1.2 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.

1.3 Direct Sale from Cisco

If you have purchased these Services directly from Cisco for your own internal use, this document is incorporated into your Master Services Agreement, Advanced Services Agreement, or other services agreement covering the purchase of Advanced Services-based services with Cisco ("Master Agreement") If no such Master Agreement exists, then this Service Description will be governed by the terms and conditions set forth in the SOW Terms & Conditions Agreement (Direct Sale Only) posted at: http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html, which is incorporated into this Service Description by this reference. In either case, this Service Description shall be treated as a "SOW" or a "Statement of Work" under the most recent agreement between the parties or by the SOW Terms & Conditions Agreement referenced above.

Cisco shall provide the AS-C Strategy and Analysis activities and deliverable described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Service Bill of Material ("SBOM"), identifying Cisco's quote for performance of Services, which details the extent of the Services and duration that Cisco shall provide such Services. Customer's issuance of Purchase Order, referencing the Configuration ID associated with the SBOM, will constitute its acknowledgement and agreement to the terms of this SBOM. Availability of Services described herein and service delivery may vary by geographical region.

1.4 Sale via Cisco Authorized Reseller

If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at www.cisco.com/go/servicedescriptions/.

1.5 Location of Services

Services are provided remotely and onsite, as required and quoted.

2.0   Table of Contents

3.0   General Service Activities

3.1 Project Management

Project management will be provided for the duration of the Service, including a Project Manager (PM) who will have the primary responsibilities to conduct the project kick off meeting, develop a project plan, schedule resources, and provide change management. Project management services will be provided for the duration of the project.

3.1.1 General Responsibilities

Cisco Responsibilities

3.1.1.1   Provide Customer with a list of designated Cisco personnel roles and responsibilities under this AS-C Strategy and Analysis Service offer.

3.1.1.2   Provide a Project Management Plan ("PMP"). PMP is a baseline document from which the Cisco PM can manage deliverables, assess progress, and manage change management issues and any on-going questions.

3.1.1.3   Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.

3.1.1.4   Provide a Project Schedule highlighting deliverables, corresponding milestones, planned project events, resource(s) and timescales.

3.1.1.5   Participate in scheduled project review meetings or conference calls, if required.

3.1.1.6   Provide Customer with the identity of personnel requiring access to Customer premises, at least ten (10) Business Days prior to the scheduled date such personnel requires access.

3.1.1.7   Deliver a weekly project status report to the Customer.

3.1.1.8   Provide a handover, follow on actions, lessons learned, and exception reports (if necessary) upon project completion.

Customer Responsibilities

3.1.1.9   Provide the Cisco PM with a list of designated Customer personnel roles and responsibilities under this AS-C Strategy and Analysis Service offer.

3.1.1.10   Ensure that key Customer 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. The Customer PM will also ensure that Cisco is provided with all information, data and documentation as Cisco reasonably requires to provide Services and comply with Cisco's responsibilities in this AS-C Strategy and Analysis Service offer. This information includes, but is not limited to: (i) information relating to Customer's network, design, business and other applicable requirements; (ii) functional and/or technical documentation relating to such requirements; and (iii) topology maps, configuration information and existing and proposed network infrastructure.

3.1.1.11   Identify primary and backup Customer authorized site contacts who shall provide necessary information, obtain access clearances and coordinate with other organizations/third parties with respect to Services at that site.

3.1.1.12   Participate in scheduled project review meetings or conference calls, if required.

3.1.1.13   Coordinate with any external third parties, such as in country Carrier/Telco activities, deliverables and schedules.

3.1.1.14   Ensure that Cisco's request for information or documentation needed for the project is provided within three (3) Business Days of Cisco's request, unless the parties agree to another time period for response.

Deliverables

3.1.1.15   Project Management Plan

4.0 Application Supporting Services

4.1 Application Strategy Development and Analysis

Cisco will understand client business and technical requirements and provide an Application Strategy Report.

4.1.1 General Responsibilities

Cisco Responsibilities

4.1.1.1 Conduct interviews with key members of Customer's organization to establish business requirements.

4.1.1.2 Review and validate with Customer the scope, data collection methods, data sources and evaluation criteria during interview session(s) (that may include workshop(s), scheduled interview(s), meeting(s), web conference(s) etc.) with Customer designated employee representatives.

4.1.1.3 Create an Application Strategy Report.

4.1.1.4 Provide the Application Strategy Report to Customer for review and approval in accordance with Document Deliverable Review and Approval Process".

4.1.1.5 Refer to the architecture/technology-specific sections in section 4.1.2 below in addition to the activities defined here.

Customer Responsibilities

4.1.1.6 Identify Customer participants and key stakeholders.

4.1.1.7 Coordinate any necessary scheduling and ensure participation of Customer stakeholders.

4.1.1.8 Provide Cisco with up-to-date documentation and financial data, as needed, to develop the Application Strategy Report.

4.1.1.9 Review and approve the Application Strategy Report with Cisco in accordance with "Document Deliverable Review and Approval Process".

4.1.1.10 Refer to the architecture/technology-specific sections in section 4.1.2 below in addition to the activities defined here.

Deliverables

4.1.1.11 Application Strategy Report

4.1.2 Additional Application Strategy Development and Analysis Activities and Deliverables by Architecture/Technologies.

Refer to the applicable architecture/technology supported below.

4.1.3 Collaboration – Unified Communications

Cisco Responsibilities

4.1.3.1 Create an Application Strategy Report which may include the following: Detailed documentation of 5 use cases, Use case mapping to collaboration capabilities, Use case impact assessment and prioritization, 24-36 month collaboration capabilities vision / roadmap, Governance model assessment and recommendations, Collaboration business alignment and maturity assessment based on survey results, and next step recommendations.

4.1.3.2 Conduct an on-site interim checkpoint meeting.

Customer Responsibilities

4.1.3.3 No responsibilities defined in addition to section 4.1.1 above.

4.2 Change Management Strategy Development and Analysis

Cisco will understand client business and technical requirements and provide a Change Management Strategy Report.

4.2.1 General Responsibilities

Cisco Responsibilities

4.2.1.1   Conduct interviews with key members of Customer's organization to establish business requirements.

4.2.1.2   Review and validate with Customer the scope, data collection methods, data sources and evaluation criteria during interview session(s) (that may include workshop(s), scheduled interview(s), meeting(s), web conference(s) etc.) with Customer designated employee representatives.

4.2.1.3   Create a Change Management Strategy Report.

4.2.1.4   Provide the Change Management Strategy Report to Customer for review and approval in accordance with Document Deliverable Review and Approval Process".

4.2.1.5   Refer to the architecture/technology-specific sections in section 4.2.2 below in addition to the activities defined here.

Customer Responsibilities

4.2.1.6   Identify Customer participants and key stakeholders.

4.2.1.7   Coordinate any necessary scheduling and ensure participation of Customer stakeholders.

4.2.1.8   Provide Cisco with up-to-date documentation and financial data, as needed, to develop the Application Strategy Report.

4.2.1.9   Review and approve the Change Management Strategy Report with Cisco in accordance with "Document Deliverable Review and Approval Process".

4.2.1.10   Refer to the architecture/technology-specific sections in section 4.2.2 below in addition to the activities defined here.

Deliverables

4.2.1.11   Change Management Strategy Report

4.2.2 Additional Change Management Strategy Development and Analysis Activities and Deliverables by Architecture/Technologies.

Refer to the applicable architecture/technology supported below.

4.2.3 Collaboration – Unified Communications

Cisco Responsibilities

4.2.3.1   The adoption service may include the following: change management assessment; change management strategy and governance; change management marketing and communications; and change management training.

4.2.3.2   Work with Customer in review of best practices, tools, and techniques to apply within Customer organization while Customer implements the Cisco Collaboration platform.

4.2.3.3   The change management assessment phase may include the following: Provide remote/on-site support during assessment of readiness to adopt changes related to Cisco Collaboration platforms; Identify which assessments are required to measure the readiness of the Customer organization to meet the documented customer requirements; and Work with Customer to develop the assessment documentation and success metrics required to perform and evaluate the assessments.

4.2.3.4   The change management strategy and governance phase may include the following: Gather existing strategy and governance policy information from Customer; Review with Customer the Customer-provided strategy and governance policies or plans; Work with Customer to develop a change management strategy and governance plan; and Document all findings and recommendations for the change management strategy and governance in the Change Management Strategy Report.

4.2.3.5   The change management marketing and communications phase may include the following: Gather and review the assessment results and change management strategy and governance plan; Gather information pertaining to marketing and communications information from Customer; Review the Customer-provided information; Work with Customer to develop a change management marketing and communications plan; Document all findings and recommendations for the marketing and communications plan in the Change Management Strategy Report; and Identify ongoing marketing and communications activities to reinforce key messages, recognize success and ensure the ongoing adoption of the Cisco Collaboration platforms and document in the Change Management Strategy Report.

4.2.3.6   The change management training phase may include the following: Gather and review the strategy and governance plan and the change management marketing and communications plan; Gather information pertaining to existing training policies or plans from Customer; Work with Customer to develop a change management training strategy by functional role; Document all findings and recommendations for the training plan in the Change Management Strategy Report; and Identify ongoing training activities to support key learning objectives that directly support new behaviors and processes by functional role to achieve adoption and targeted business goals and document in the Change Management Strategy Report.

4.2.3.7   The usage analytics service may include the following: Work with Customer to gain access to the required collaboration tools in order to extract usage data; Work with the Customer to obtain attribute requirements for data correlation; Work with the Customer to conduct usage and/or organizational network analysis and interpretation for the specified collaboration tools and technologies; Document the results of the analyses and recommendations in the Change Management Strategy Report and/or Metrics Dashboard; Work with the customer to define data storage requirements; Provide data storage space for the specified term of the contract.

Customer Responsibilities

4.2.3.8   The adoption service may include the following: Provide Cisco access to relevant information and documentation as related to the Cisco Collaboration platform; Work with Cisco to develop the documentation and success metrics; Implement the plans contained in the Change Management Strategy Report; Remediate any issues that may occur during Customer's implementation with remote support from Cisco; and Provide pertinent Customer corporate branding material for inclusion in communications.

4.2.3.9   The usage analytics service may include the following: Work with Cisco and provide access to data sources in order to extract needed collaboration usage data; Work with Cisco and provide access to data sources or an extract of attribute data to be used as identifiers for correlation and analysis; and Ensure collection of collaboration data is in accordance with Customer's privacy policies and / or manage "opt-in" requests, notifications and agreements.

5.0   Infrastructure Supporting Services

5.1 Infrastructure Strategy Development and Analysis

Cisco will understand client business and technical requirements and provide an Infrastructure Strategy Report.

5.1.1 General Responsibilities

Cisco Responsibilities

5.1.1.1   Conduct interviews with key members of Customer's organization to establish business requirements.

5.1.1.2   Review and validate with Customer the scope, data collection methods, data sources and evaluation criteria during interview session(s) (that may include workshop(s), scheduled interview(s), meeting(s), web conference(s) etc.) with Customer designated employee representatives.

5.1.1.3   Create an Infrastructure Strategy Report (please refer to the architecture/technology sections below).

5.1.1.4   Provide the Infrastructure Strategy Report to Customer for review and approval in accordance with "Document Deliverable Review and Approval Process".

5.1.1.5   Refer to the architecture/technology-specific sections in section 5.1.2 below in addition to the activities defined here.

Customer Responsibilities

5.1.1.6   Identify Customer participants and key stakeholders.

5.1.1.7   Coordinate any necessary scheduling and ensure participation of Customer stakeholders.

5.1.1.8   Participate in conference call prior to strategy workshop to discuss information and review agenda for the workshop.

5.1.1.9   Provide Cisco with up-to-date documentation and financial data, as needed, to develop the Infrastructure Strategy Report.

5.1.1.10   Review and approve the Infrastructure Strategy Report with Cisco in accordance with "Document Deliverable Review and Approval Process".

5.1.1.11   Refer to the architecture/technology-specific sections in section 5.1.2 below in addition to the activities defined here.

Deliverable

5.1.1.12   Infrastructure Strategy Report

5.1.2 Additional Infrastructure Strategy Development and Analysis Activities and Deliverables by Architecture/Technologies

Refer to the applicable architecture/technology supported below.

5.1.3 Borderless Networks, Next Generation Network – Core-Routing-Switching / Generic / IPv6

Cisco Responsibilities

5.1.3.1   Prepare meeting agendas and recommended roles and responsibilities for Customer participants

5.1.3.2   Gather and review current network documentation provided by Customer

5.1.3.3   Conduct a discovery workshop, which may include one or more of the following: identification of Customer business priorities; dependency mapping; review of current architecture documentation with Customer; and gap analysis and industry alignment.

5.1.3.4   Analyze the information gathered during the workshop, and evaluate them against Cisco's leading practice principles.

5.1.3.5   Conduct deep dive sessions on topics identified for additional focus or investigation, if applicable.

5.1.3.6   Develop the Infrastructure Strategy Report presentation, which may include the following: relevant industry-specific and vertical trends; service catalog; architectural gap analysis and action plan; high level recommendations; architectural strategy roadmap; and future state architecture.

5.1.3.7   Present the strategy report presentation to Customer.

5.1.3.8   If applicable, conduct a follow up knowledge transfer session with the following responsibilities:

Provide one (1) formal knowledge transfer session either On Site or Remote no more than two (2) Business Days on Customer topic of interest ; Provide information to Customer regarding any course pre-requisites for all Customer personnel nominated to attend ;Cisco will determine an appropriate format and delivery method of the Knowledge Transfer Session(s). ; and, agree with Customer on the actual location and commencement date for the Knowledge Transfer Session.

Customer Responsibilities

5.1.3.9   Complete the Cisco-provided requirements questionnaire; provide requested information prior to the conference call, which may include: a). project timelines and goals; b). business, technical and operational drivers; c). network topology information

5.1.3.10   Identify appropriate stakeholders who will participate in the discovery workshops.

5.1.3.11   Identify appropriate stakeholders who will participate in the deep dive sessions, if applicable.

5.1.3.12   If applicable, participate in a knowledge transfer session with the following responsibilities:

Participate in a pre-knowledge transfer conference call to nominate attendees and schedule logistics regarding the Knowledge Transfer Session; Nominate the names and profiles of participants for the Knowledge Transfer Session; Agree with Cisco on the actual location and the commencement date for the Knowledge Transfer Session; and, ensure that personnel attending the Knowledge Transfer Session meet any course pre-requisites notified by Cisco to Customer.

6.0   General Customer Responsibilities

6.1.1.1   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.

6.1.1.2   Customer shall ensure that contracts with its own vendors and third parties are fully executed and reflect the correct terms to enable Customer's business requirements to be met in full. In addition, Customer shall be responsible for all pay to and the work performance of, all non-Cisco entities assigned to, or working on this Service under this Service Description.

6.1.1.3   Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.

6.1.1.4   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.

6.1.1.5   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.

6.1.1.6   Customer shall provide reasonable access to computer equipment, facilities, workspace and telephone for Cisco's use during onsite Service.

6.1.1.7   Unless otherwise agreed to by the parties, Customer shall respond within five (5) Business days of Cisco requesting documentation and/or information needed for the Service.

7.0   Project Assumptions and Exclusions

7.1.1.1   Services and service pricing are based upon the following assumptions and exclusions ("Assumptions").

7.1.1.2   Customer is responsible for determination and implementation of Customer design requirements and implementation of any recommendations provided by Cisco. Cisco recommendations are based upon information provided to Cisco at the time of the services. In no event shall Cisco be liable for the accuracy or completeness of the information contained in the Cisco recommendations.

7.1.1.3   Service Description should be read in conjunction with the Advanced Services General Assumptions and Exclusions document posted at: www.cisco.com/go/servicedescriptions which is hereby incorporated for reference. To the extent there is a conflict between the terms of this Service Description and such document, the terms of this Service Description shall control.

7.1.1.4   All services will be provided in the English language unless otherwise agreed to by Customer and Cisco.

7.1.1.5   Customer expressly acknowledges and agrees that Customer is solely responsible for determination and implementation of Customer's architecture solution requirements and implementation of any recommendations provided by Cisco. In no event shall Cisco be liable for the accuracy or completeness of the information contained in any report.

7.1.1.6   Services do not include software upgrade planning or execution. If needed, these can be quoted separately.

7.1.1.7   Services do not include the migration of existing endpoints to new infrastructure. This remains the responsibility of the Customer.

7.1.1.8   Services quote assume work is performed during Standard Business Hours.

7.1.1.9   Services do not include any additional applications not mentioned in Service Description. Assumes Customer's LAN/WAN meets or exceeds Cisco's published specifications for architecture solution.

7.1.1.10   Services may be performed at Cisco's discretion by Cisco or individuals, contractors, agents suppliers or organizations employed or hired under contract with Cisco.

8.0   Document Deliverable Review and Approval Process

For Document Deliverables that are subject to review and approval from Customer, the parties will adhere to the following review and approval process:

8.1.1.1   Cisco will present the draft Document Deliverable to Customer when the document is ready for review and approval.

8.1.1.2   Customer shall review the draft Document Deliverable with Cisco, providing written comment or approval of the Document Deliverable within two (2) business days immediately after completion of such review.

8.1.1.3   If no comment or approval is received by Cisco within said time period, the Document Deliverable as provided by Cisco is deemed to be accepted by the Customer.

8.1.1.4   If Customer provides comments, then Cisco shall address such comments in a timely manner and this process for review and approval will be repeated.

8.1.1.5   No further Services will be performed until the Customer's acceptance of Document Deliverables is received by Cisco.

8.1.1.6   If Customer nevertheless insists on Cisco performing any further Services, the relevant Document Deliverable as presented by Cisco will be deemed accepted.