



Service Description: Data Center Networking Advise and Implement Subscription Service

This document describes the Data Center Networking Advise and Implement Subscription 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; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

Direct Sale from Cisco. If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA) or equivalent services agreement executed between you and Cisco. In the event of a conflict between this Service Description and your MSA or equivalent services agreement, this Service Description shall govern.

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/.

Cisco shall provide the Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services ("Quote") setting out the extent of the Services and duration that Cisco shall provide such Services. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

Data Center Advise and Implement Service

Service Summary

The Data Center Networking Planning and Design Service provides Data Center Assessment Services and Data Center Design Support Services. The following technologies are supported under this Service Description:

- Nexus Products: 9000 (Standalone), 7000, 6000, 5000,3000, 2000, 1000v

Cisco will provide the Data Center Networking Planning and Design Service selected by Customer during Standard Business Hours, unless stated otherwise.

• Nexus Assessment

- Conduct a "Nexus Assessment" to identify current practices and recommend changes within the Nexus environment, which may include:
 - Integration of Nexus infrastructure within the data center design.
 - Change management and incident management practices.
 - Nexus scalability, Nexus availability, zoning, domain configuration, interface configuration, backup and restore and disaster recovery.
- Conduct knowledge transfer exchange with Customer specifically around Cisco practices pertaining to Cisco Nexus design principals

• Nexus High Level Solution Design

- Consult with Customer networking staff in a series of meetings, as determined and scheduled by Cisco, to develop a thorough understanding of Customer's Nexus design requirements and document information such as:
 - Existing LAN topology diagrams
 - Functional requirements
 - Feature recommendations
 - Scalability design considerations
- Provide detailed reference documentation for the proposed Nexus architecture which includes:
 - Nexus logical and physical topology
 - Scalability and redundancy
 - Security Considerations
 - Features and Functions recommended
 - Software version referral
 - Configuration templates covering all of the Cisco Devices required for a working Nexus solutions.

• Implementation Plan Development

- Develop Nexus implementation plan to understand deployment time and focus on minimizing service disruptions. Activities include:
 - Analysis and integration of Cisco Nexus implementation plan into existing infrastructure.
 - Provide Customer with Implementation Plan.
- **Migration Plan Development**
 - Develop Nexus Migration plan to understand deployment time and focus on minimizing service disruptions. Activities include:
 - Analysis and integration of Cisco Nexus deployment plan into existing infrastructure.
 - Provide Customer with Migration Plan report.
- **Project Management**
 - Project management support to assist with the overall delivery of Cisco Services for incremental changes to the Nexus architecture.

Service Responsibilities of Customer

Customer shall comply with the following obligations:

- Customer shall designate a person to whom all Cisco communications may be addressed and who has the authority to act on all aspects of the Services.
- Customer shall provide reasonable access to computer equipment, facilities, work space and telephone for Cisco's use during the Service.
- Unless otherwise agreed to by the parties, Customer shall respond within two (2) business days of Cisco's request for documentation or information needed for the Service.
- 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. Customer shall be responsible for all payments to, and the work performance of, all non-Cisco entities assigned to or working on this Service.

- Customer acknowledges that Cisco's obligation is to only provide assistance to Customer with respect to the tasks detailed in this Service Description, and that such assistance may not result in some or all of the tasks being completed.
- Customer acknowledges that Cisco is providing Services to assist Customer in support of the initiatives and activities described herein and shall not assume any cost or schedule liability. Customer is the governing authority of all activities and project directives and retains full responsibility for the leadership, review, and approval of actions taken and deliverables completed by Cisco in support of Customer.
- Customer must approve the Nexus configuration prior to Cisco's verification of compliance of Customer's link to the configuration. Customer or the replication application vendor, as applicable, must set the parameters under which the replication application is certified.
- Customer acknowledges that Cisco does not contain a service under this Service Description whereby Cisco provides a traffic generator and analyzer, that collects information and produces an assessment.
- Review and provide feedback to Cisco provided Deliverables.
- Customer is responsible for notifying any impacted operations personal as a result of changes made by this Service.