



## Service Description: Focal Engineer Services

This document describes Cisco's Focal Engineer Services.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://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. All capitalized terms not defined in the Supplemental Glossary of Terms for Cisco's Focal Engineer Services at the end of this document have the meaning ascribed in the 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 from 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/](http://www.cisco.com/go/servicedescriptions/). All capitalized terms not defined in the Supplemental Glossary of Terms for Cisco's Focal Engineer Services at the end of this document have the meaning ascribed in the Glossary of Terms at the above URL.

The Focal Engineer Services is intended to supplement a current support agreement for Cisco products and is only available where all Product(s) in Customer's Network are supported through a Cisco optimization service such as Network Optimization Service.. Cisco shall provide the Focal Engineer Services 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 that Cisco shall provide and the period during which such Services shall be provided. 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.

### Focal Engineer Services

#### Cisco Responsibilities

Cisco shall provide the following during Standard Business Hours (unless otherwise stated) remotely:

- Designate a focal engineer ("Cisco Engineer") on to act as the primary technical support person for case management of critical cases at the Network level.
- Provide ongoing technical representation in regularly scheduled conference calls and provide technical input to quarterly/joint business reviews.
- Network Problem Resolution: Provide problem resolution of critical cases at the Network level, focusing primarily on Severity 1 and Severity 2 cases and other severity level cases that Cisco deems critical.
- Reactive incident & problem management support: Provide resource to provide support for any unscheduled changes to Network to Customer to minimize the impact of individual device failures on the overall Network and/or Data Center infrastructure. Incident and problem management support by Cisco Engineer will not be provided until Customer has initiated a service request with Cisco's TAC.
- Quarterly Trend Analysis: Provide quarterly report to Customer on Activities and Deliverables provided, as well as observed technical symptom trends, remediations, and other related topics.
- Root Cause Analysis: Perform root cause analysis on technical issues on the Network Infrastructure. Performance of root cause analysis by Cisco is dependant upon Cisco having all necessary available information with which to perform a root cause analysis.
- In the event that Cisco provides certain Data Collection Tools that it identifies as appropriate for collecting data on the Network Infrastructure during the Term of the Services, (provided that all fees due and owing to Cisco under this Service Description have been paid), such Data Collection Tools may or may not include Hardware or Software. Customer acknowledges and agrees that Cisco shall retain full right, title and interest to the Data Collection Tools.
- **On-Site:** As an option, Cisco will provide a dedicated individual to perform focal engineering related tasks at the Customer identified site for duration as specified in the Quote.

### Customer Responsibilities

- Designate person(s) from within Customer's technical support organization to serve as a liaison to the Cisco Engineer.
- Provide its designated person(s) with instructions on process and procedures that explain how to initiate cases and work with the Cisco Engineer. For example, incident and problem management support by Cisco Engineer will not be provided until Customer has initiated a service request with Cisco's TAC.
- Advise Cisco of Customer's standard operating procedures related to its business practices, its internal operational nomenclature and Network to allow Cisco to effectively communicate and discuss cases with Customer in the context of Customer's business environment.
- Provide all necessary information to enable Cisco to perform root cause analysis.
- Provide reasonable electronic access to Customer's Network to assist Cisco in providing support.
- Provide a Network topology map, configuration information, and information of new features being implemented as needed.
- In the event the Network composition is altered, after the Services selected in this Service Description are in effect, Customer is responsible to notify Cisco in writing within ten days (10) of the change. Network composition will be reviewed on an annual basis and Cisco reserves the right to increase Service fees if the Network composition has increased beyond the original pricing quote for Services.
- Notify Cisco Engineer of any major technology additions or changes to the Network.
- Provide all necessary device, platform, feature, and release train requirements that exist in the customer environment.
- Customer acknowledges that Cisco will only support generally available Products and Software releases/versions unless otherwise mutually agreed.
- In the event Data Collection Tools are provided by Cisco and located at Customer's site, Customer shall ensure that such Data Collection Tools are located in a secure area, within a Network environment protected within a firewall and on a secure LAN, under lock and key and with access restricted to those Customer employee(s) or contractor(s) who have a need to access the Data Collection Tools and/or a need to know the output of the Data Collection Tools. In the event Data Collection Tool provided by Cisco is Software, Customer agrees to make appropriate computers available and download Software as needed.

<h3>Supplemental Glossary of Terms for Cisco's Focal Engineer Services</h3>
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- **“Activity”** means a set of technical or business consulting tasks performed for the benefit of Customer in the delivery of a Service in which no published document accompanies the exit criteria and is typically referred to an “ongoing” task under a subscription service.
- **“Deliverable”** means a set of technical or business consulting tasks performed for the benefit of Customer in the delivery of a Service in which the exit criteria is a published document such as multiple design reviews or Software recommendation reports, audits, etc.