



Service Description: Advanced Services – Fixed Price Cisco Cloud Advisory Service for Multicloud (ASF-DCV1-G-ADM)

This document describes Advanced Services Fixed Price: Cisco Cloud Advisory Service for Multicloud.

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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Cisco Cloud Advisory Service for Multicloud

Service Summary

Cisco shall provide the Cisco Cloud Advisory Service for Multicloud service to Customer during Standard Business Hours. Cisco will work with Customer conducting interviews and structured meetings from which Cisco will develop and document recommendations to provide an actionable strategy to the Cloud aligned to business priorities helping Customer.

Deliverables

- Strategy and Analysis Report with following sections:
 - Roadmap with capability and gaps with documentation of business objective & long term goals, and
 - Application Dependency Mapping Strategy and recommendations OR Definition of a Value Case and Value Realization success criteria for first use case to be implemented aligned to Multicloud product portfolio.

Location of Services

Kickoff call is conducted remotely and Structured Meetings / interviews are delivered onsite with Customer.

Kickoff

Cisco Responsibilities

- Conduct a one (1) hour Kickoff meeting remotely to review the service purchased. During this kickoff, Cisco will discuss the service activities, expectations and deliverables
- Work with Customer to schedule the interviews and structured meeting discussions, determining appropriate Customer stakeholders to attend.
- Provide a questionnaire about business objectives and goals that Customer will complete and send back to Cisco prior to onsite visits.

Customer Responsibilities

- Participate in the Kickoff meeting, working with Cisco to schedule interviews and round tables determining the appropriate business and information technology (IT) stakeholders including assigning a single point of contact for the service duration.
- Provide relevant documentation, collateral, diagrams, questionnaire, etc. to Cisco as requested for pre-

engagement discovery, prior to commencement of onsite activities.

Information Gathering Sessions - Interviews and Structured Meetings

Cisco Responsibilities

- Cisco will provide facilitators to conduct interviews and structured meetings, and other needed subject matter experts with experience in these areas to provide insight and suggested practices.
- During the first hour of the onsite visit, listen to Customer define their business problem. This session is intended to be informative to assist Cisco in designing steps to achieve the stated goals.
- Conduct series of interviews at a Customer's site each lasting approximately between 30 to 90 minutes:
- Conduct a series of structured meetings with Customer to collect information on corporate strategy, assess current digital services (workloads – applications, platforms, infrastructure), operations, and cloud automation & orchestration tooling. Focus of these discussion is to understand Why (Business Goals), What (Strategy) and How (Technology & Operations).
- Overall total time for interviews and structured meetings combined not to exceed 24 hours.
- Identify required capabilities offered by various cloud providers (i.e. Private, Public – AWS, Azure, GCP, etc.) as it relates to the capability gaps aligned to business priorities.
- Develop a Strategic Roadmap aligning Customer's business objectives to required capability roadmap to address gaps. The roadmap is designed to be directional and serves as a high-level planning resource for developing next steps.
- Document and organize findings from onsite activities into a Strategy and Analysis Report which may include:
 - Alignment of Business Objectives to Technical Objectives
 - Capabilities Roadmap
 - Value stream definition and identification of value cases, and value realization registers
- Review with Customer the Strategy and Analysis Report with roadmap and recommendations.
- Based on the purpose of the service purchase one of the following would be conducted:
 - Strategy for Cloud Migration
 - Work with Customer to identify up to three (3) Cloud Services to migrate to a cloud provider
 - Rationalize up to three (3) cloud services to determine best fit for cloud provider (e.g. Private, Public, etc.)
 - Add Application Dependency Mapping Strategy recommendations as part of Strategy and Analysis report comprising:
 - Recommendations based on observations and discussions for prioritized Cloud services portfolio
 - Recommend discovery and dependency mapping strategy

- High-level migration strategy
- Summary of potential technical risks (e.g. Latency or Firewall)
- Next steps to activate the capabilities offered by various cloud providers
- Definition of value case for Cloud Connect, Cloud Protect & Cloud Consume:
 - Discuss knowledge and research into Customer's industry as it relates to customer's business priorities and corporate strategy
 - Identify business priorities and requirements for implementation and adoption focus aligned to Multicloud Connect, Multicloud Protect, or Multicloud Consume)
 - Discuss qualitative business and technology assumptions for Multicloud Portfolio related products including value proposition, use case scenarios, critical success factors, risk, dependencies and mitigation recommendations and align them to overall business goals and priorities.
 - Assess current capability and align value proposition to new capabilities offered by Multicloud Portfolio to customer's prioritized, value and success criteria
 - Define a Value Stream, and identify the first Value Case to be implemented from the Multi-Cloud portfolio, to demonstrate value realization of an agreed upon success criteria
 - Update of Strategy and Analysis Report with definition of Value Case and Value Realization for first use case to be implemented
- Work with Customer to develop a summary presentation for Customer to present to executive stakeholders.

Customer Responsibilities

Confirm the list with Cisco and schedule all stakeholders, including executive leadership and experts in data center and cloud for interviews and structured meeting discussions.

- Define Customer's business problem: Based on a simple questionnaire sent to Customer prior to the discussion after Kickoff meeting, Customer will present the business objectives, long-term goals, current challenges, and success factors to Cisco, with all the stakeholders in the room. This first hour will be a dialogue and is intended to be informative to assist Cisco in designing steps to achieve the stated goals.
- Participate in the strategy interviews and structured meetings with 8–12 resources to be held at a Customer's site. The resources should include:
 - Project executive sponsor
 - IT financial resource
 - IT security/compliance resource
 - Infrastructure subject matter expert (network, server, and storage)
 - IT operations resource
 - Virtualization subject matter expert
 - Application owner
 - IT HR subject matter expert

- Application Owner(s)
- IT Consumer Representative

Provide Cloud Services Portfolio information to Cisco as appropriate

Review with Cisco the Strategy and Analysis Report with roadmap and recommendations.

Provide appropriate resources needed to discuss definition of value case, success criteria.

Provide details to Cisco on qualitative business and technology assumptions for Multicloud Portfolio related products including value proposition, use case scenarios, critical success factors, risk, dependencies and mitigation recommendations.

Customer understands that analysis does not include any detailed technical data analysis for definition of value case.

Customer understands that the scope of these services does not include value case implementation of Multicloud product portfolio.

General Customer Responsibilities

- Designate a single point of contact to act as the primary technical interface to the designated Cisco resource.
- Current expectations are that Cisco will conduct the part of these activities from a remote location.
- 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.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.

- 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.
- 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.
- Services provided by Cisco comprise business advice, assistance and guidance only.
- Customer expressly understands and agrees that the Services shall take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.

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. The 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.