



Service Description: Advanced Services – Fixed Price

Cisco Security Expert Services - Int Travel (ASF-CORE-G-SSME-1I)

This document describes Advanced Services Fixed Price: Cisco Security Expert Services - Int Travel.

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.

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 Terms & Conditions Agreement posted at http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html. If you have purchased these Services directly from Cisco for resale purposes, this document is incorporated into your System Integrator Agreement or other services agreement covering the resale of Advanced Services ("Master Resale Agreement"). If the Master Resale Agreement does not contain the terms for the Purchase and Resale of Cisco Advanced Services or equivalent terms and conditions, then this Service Description will be governed by the terms and conditions of the Master Resale Agreement and those terms and conditions set forth in the SOW Resale Terms & Conditions Agreement posted at: http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html. For purposes of the SOW Resale Terms and Conditions this Service Description shall be deemed as a Statement of Work ("SOW"). In the event of a conflict between this Service Description and the Master Agreement or equivalent services exhibit or agreement, this Service Description shall govern.

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Cisco Security Expert Services - Int Travel

Service Summary

The Cisco Security Expert Service provides specialized technical consulting support to advise and guide the Customer with one (1) product or technology within the Cisco Security Product Portfolio. This Service includes:

- Kick-off call and Service delivery expectation alignment
- One (1) contiguous business week including one (1) day of travel time to and from one (1) customer site and four (4) days of on-site Service delivery
 - A contiguous business week is five (5) days, Mon-Fri or Sun-Thu during Standard Business Hours excluding Cisco holidays and locally recognized country holidays.

Applicable product technologies covered by this Service are listed at:

<http://www.cisco.com/c/en/us/products/security/index.html>

Customers may choose to purchase multiples of this Service to engage multiple Security Experts across multiple Security Product technologies.

Deliverables

- This Service is not a substitute or replacement for implementation, design, or migration services. This Security Expert Service is intended to provide expertise for review, advice, and guidance for customers.
- There are no specific deliverables other than providing a Security Expert for a selected product technology within the defined delivery timeframe.

Location of Services

Aside from preparation and travel time, service shall be performed on-site at a single Customer location.

Technical Consulting Support

Cisco Responsibilities

Where available, Cisco may provide an out of country Security Expert who will travel to a single Customer location to provide advice and guidance to aid Customer with Cisco's Security technology for a contiguous one (1) business week duration including travel transit time. Typical skill set or expertise of Cisco personnel providing this Service are as follows:

- In-depth knowledge of the selected Cisco Security technology and varying knowledge from general to expert levels with other Cisco and Third-Party security product technologies.
- Experience in developing an in-depth security architecture.
- Experience in developing an implementation strategy and plan detailing the requirements for solution deployment, integration, and management including analysis of security requirements, reviewing and recommending hardware and software requirements and security management tools.
- Expertise in integrating, operating, and managing the Cisco Security technology within diverse Customer environments providing an end-to-end professional security experience.
- Ability to understand, identify and mitigate security risks that affect compliance requirements.
- Proficiency in the development of network diagrams, system rules and reports, and sample software configurations for protocols, policies, and features.
- Assessment of the network's readiness to deploy a new security solution, including the existing IT infrastructure, security devices, software operations, and security management procedures.
- Experience supporting custom installation, configuration, testing, tuning, and integration of a security solution.
- Assistance in testing a pilot security solution to confirm that expected performance is attained.
- Knowledge and ability to advise on migrating from existing products to the selected Cisco Security Product.
- Providing reasonable remote access as well as access to Customer site(s) and facilities including, where applicable, computer equipment, telecom equipment, facilities and workspace. Customer shall provide proper security clearances and/or escorts as required to access equipment and/or lab facilities etc.
- Customer shall ensure that contracts with its own vendors, end users and Third-Parties are fully executed and reflect the correct terms to enable service delivery.
- Customer is responsible for the management, support and direction of the resource supplied to Customer by Cisco..

General Customer Responsibilities

- Customer acknowledges that the completion of this Service is dependent upon Customer meeting its responsibilities as indicated herein.
- All information (such as but not limited to: designs, topologies, requirements) provided by Customer are 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 this Service.
- Identify Customer's personnel and define their roles in the participation of this Service. Such personnel may include but are not limited to: architecture design and planning engineers, project managers, and network engineers.
- Ensure Customer's personnel are available to participate during the course of this Service to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Service provided by Cisco comprise technical advice, assistance and guidance only.
- Customer must provide the resources and personnel described in the Customer Responsibilities sections herein to enable Cisco to complete the Services within (90) calendar days after Cisco receives the Purchase Order for the Services. Where multiple quantities of Services for the same Cisco Security Product or technology are purchased under the same Purchase Order, these Services may run consecutively.

Customer Responsibilities

- Designate a single point of contact for all Cisco communication. This person has the authority to act on all aspects of the Service being performed.
- Designate a backup contact when Customer contact is unavailable. This person has the authority to act on all aspects of the Service in absence of the primary contact.
- Customer acknowledges that there will be no specific deliverable provided by Cisco and that Cisco's obligation is to only provide assistance to Customer with respect to the tasks detailed in this document.
- Customer will provide the product technology and a high level description of desired work to Cisco at least three (3) weeks prior to the beginning of service delivery, allowing Cisco time to align an appropriate services delivery Security Expert.
- Customer technical representatives will provide Cisco with such information, data and documentation as required for performing this Service.
- The following documents may be requested: Information relating to Customer's Network, design, business and other applicable requirements: Functional and/or technical documentation relating to such requirements.
- Provide topology maps, configuration information and existing and proposed Security infrastructure. Customer shall respond to Cisco's requests within two (2) business days for documentation or information required for this Service.

Invoicing and Completion

Invoicing

Services will be invoiced upon completion of Services.

Completion of Services

Cisco will provide written notification upon completion of the Service to Customer. The Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Service. Customer's failure to acknowledge completion of the Service or to provide reasons for rejection of the Service within the five (5) Business Day period signifies Customer's acceptance of completion of the Service in accordance with this Service Description.