

## Cisco OT Security Expert Service – International Travel

This document must be read in conjunction with the [How Cisco Provides Services](#) document, which is incorporated into this document by reference.

The Cisco OT Security Expert Service (SKU: ASF-ES-OTSME-1INT) provides specialized technical consulting to advise and guide the Customer with one (1) product or technology within the Cisco OT Security Product Portfolio. This Service includes:

- Kick-off call and Service delivery expectation alignment.
- One (1) contiguous business week including (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, during Standard Business Hours excluding Cisco holidays and locally recognized country holidays.

### Deliverables

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

### Cisco Responsibilities

Where available, Cisco may provide an out of country OT Security Expert who will travel to a single Customer location to provide advice and guidance to aid Customer with Cisco's OT 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 OT security product technologies.
- Experience in developing an in-depth OT Security Architecture for Industrial environments such as manufacturing, oil & gas, transportation, and utilities.
- Experience in developing an implementation strategy and plan, detailing the requirements for solution deployment, integration, and management including analysis of OT security requirements, reviewing and recommending hardware and software requirements and OT security management tools.
- Expertise in integrating, operating, and managing the Cisco OT Security technology within diverse Customer environments providing an end-to-end professional OT security experience.
- Ability to understand, identify and mitigate security risks that may affect OT Security technology compliance.
- 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 OT security solution, including the existing OT infrastructure, OT security devices, software operations, and OT security management procedures.
- Experience supporting custom installation, configuration, testing, tuning, and integration of an OT security solution.
- Knowledge and ability to advise on migrating from existing products to the selected Cisco OT Security Product.

### Customer Responsibilities

- Customer acknowledges that there will be no specific deliverable provided by Cisco and that Cisco's obligation is to only provide advice and guidance to Customer with respect to the tasks detailed in this document.
- Customer will provide the product or technology details 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 OT Security Expert.
- 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 OT Security infrastructure. Customer shall respond to Cisco's requests within two (2) business days for documentation or information required for this Service.
- Where multiple quantities of Services for the same Cisco OT Security Product or technology are purchased under the same Purchase Order, these Services may run consecutively.