



Service Description

Cisco ThousandEyes Implementation Service for Units

This Service Description is part of the Services Agreement (as defined in the [Services Guide](#)) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

1. Summary

This Cisco ThousandEyes Implementation Service for Units (AS-Fixed SKU ASF-CORE-TE-UNITS) provides Customer with plan and implementation of ThousandEyes (Product PID: TE-UNITS), which helps Customer to monitor the availability and performance of applications and services, and to gain visibility into Customer's networks, LAN and WAN.

The Service covers the following areas:

- Project Management
- Planning and Data collection
- Deployment
- Knowledge Transfer

Deliverables are:

- Project Management Plan.
- Implementation Plan.
- As-Built document.
- Knowledge Transfer.

Location of Services:

- All services are delivered remotely.

2. Service Scope

This Service is available for every 7200 ThousandEyes subscription Product PIDs, and within these Product PIDs, the Service will implement the scope listed in the table below:

Table 1. [Scope](#)



Deliverables	Limited to
Enterprise Agents configuration	Up to 5 Enterprise Agents
Test creation (not synthetic)	Up to 60 Tests
Test creation (synthetic)	Up to 1 Tests
Alert rules	Up to 10 Rules
Dashboards	Up to 2 Dashboards
Reports	Up to 2 Reports

3. Project Management

Table 2. Project Management

Cisco will provide the following:	Customer will provide the following:
Provide a mutually agreed Project Management Plan (“PMP”). The PMP is a baseline document from which the Cisco PM can manage deliverables, assess progress, and manage change management issues and any ongoing questions.	Review and approve the Project Management Plan.

4. Planning and Data collection

Table 3. Planning and Data collection

Cisco will provide the following:	Customer will provide the following:
<p>Gather and review information from Customer for the purposes of drafting the Implementation Plan by:</p> <ul style="list-style-type: none"> Review Customer provided information. Conduct an Implementation Plan Development workshop to discuss the high-level implementation strategy and review and finalize all implementation scenarios based on the input from the Customer. Conduct interviews with key Customer’s stakeholders. Review Solution Design Document (if provided). 	Provide Cisco with the existing solution design, configuration, company and/or industry specific standards.



<p>Draft the Implementation Plan based on the Solution Design Document. The Implementation Plan may include:</p> <ul style="list-style-type: none"> • Organizational Instrumentation • Agent Instrumentation • Test Instrumentation • Alerting Instrumentation • Dashboard Instrumentation • Report Instrumentation • Label Instrumentation 	
<p>Provide the Implementation Plan for review and approval.</p>	<p>Review and approve the Implementation Plan.</p>

5. Deployment

Table 4. Deployment

Cisco will provide the following:	Customer will provide the following:
	<p>Manage the delivery, installation, and configuration of equipment not provided by Cisco that is required to work with, or act as, part of the Cisco-provided equipment.</p>
<p>Configuration of organizational settings, which may include:</p> <ul style="list-style-type: none"> • Configuration of account groups and settings • Configuration of roles • Configuration of user objects • Configuration of unit capacity quotas • Configuration help for Single Sign-On 	
<p>Enterprise agent instrumentation, which may include:</p> <ul style="list-style-type: none"> • Installation of enterprise agent(s) software • Installation guidance of enterprise agent software • Configuration of enterprise agent settings • Configuration of enterprise agent notification rules • Configuration of device layer settings for device monitoring 	<p>Manage any Customer internal change management procedures.</p> <p>Make any corrections to Customer-provided and/or installed equipment, as required.</p>



<p>Test instrumentation, which may include:</p> <ul style="list-style-type: none"> Configuration of tests within each account group per planned settings 	<p>Manage any Customer internal change management procedures.</p> <p>Make any corrections to Customer-provided and/or installed equipment, as required.</p>
<p>Alert rule instrumentation, which may include:</p> <ul style="list-style-type: none"> Configuration of alert rules for enterprise agent or cloud agent tests Configuration of alert rules for device layer devices 	
Configuration of dashboard(s)	
Configuration of report(s) .	
<p>Label instrumentation, which may include:</p> <ul style="list-style-type: none"> Configuration of labels for agents Configuration of labels for tests 	

6. Knowledge Transfer

Table 5. Knowledge Transfer

Cisco will provide the following:	Customer will provide the following:
Update the As-Built Document to include implemented components, devices and applications to reflect the final “as-built” design.	
Within five (5) Business Days following completion of Implementation Execution, reach agreement on the location and the commencement date of the Knowledge Transfer workshop .	Within five (5) Business Days following completion of Implementation Execution reach agreement with Cisco on the actual location and the commencement date of the Knowledge Transfer workshop.
Provide information to Customer regarding any course pre-requisites for Customer personnel nominated to attend the Knowledge Transfer workshop. Cisco will determine an appropriate format and delivery method for the Knowledge Transfer workshop , which will be conducted in English.	



<p>Conduct 1 remote Knowledge Transfer workshop on topics relevant to the Cisco products and technologies deployed in Customer's production network and will include an explanation of the implementation.</p> <p>The Knowledge Transfer Sessions do not replace product training related to the solution. Each workshop will be held for 0.25 consecutive Business Day, for up to a maximum of 10 participants.</p>	<p>Provide Cisco with the names and basic profiles of personnel attending the Knowledge Transfer workshop at least five (5) Business Days before commencement of the workshop.</p>
<p>Knowledge Transfer Services will be deemed complete on delivery of all the Knowledge Transfer workshop.</p>	<p>Ensure that Customer's personnel attending the Knowledge Transfer workshop meet all course prerequisites identified by Cisco.</p>