



Service Description: End-to-End Data Center Assessments and Design Service

This document describes End-to-End ("E2E") Data Center Assessments and Design Service.

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; 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. In the event of a conflict between this Service Description and your MSA or equivalent services agreement, this Service Description shall govern.

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Cisco shall provide the End-to-End Data Center Assessments and Design Service 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 and duration that Cisco shall provide such Services. 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.

End-to-End ("E2E") Data Center Assessments and Design Service

Service Summary

The End-to-End ("E2E") Data Center Assessments and Design Service provides Data Center Assessments consisting of an array of assessment and designs utilizing an end-to-end architecture that supports applications, servers, storage, and switching and Data Center Support.

Under this Service, Cisco shall provide the End-to-End ("E2E") Data Center Assessments and Design Service selected by Customer during Standard Business Hours, unless stated otherwise.

Data Center Assessments

Data Center Virtualization Architecture Assessment

- Provide Data Center Architecture Virtualization Assessment. Cisco will consult with Customer via a series of meetings to identify the future architecture requirements for a data center consolidation or data center virtualization. A Data Center Architecture Virtualization Assessment may include, among other information:
 - Review of the current data center infrastructure and future network requirements for consolidation, virtualization, or both
 - Review of the technology architecture layers such as facilities, network, server, and application platforms
 - Analysis of technology feasibility
 - Analysis of consolidation and/or virtualization impact to application business services domains
 - Analysis of server inventory, performance data, and operating system data
 - Analysis of potential server consolidation and/or virtualization costs and savings related to server hardware and infrastructure licenses
 - Report describing the analysis comparing Customer's current practices to Cisco's recommended best practices and recommendations for server consolidation and/or virtualization

- Report describing analysis of performance, availability, component inventory and/or inter-dependencies of domains and views, service, and data transport, and recommendations
- Report describing opportunities and steps needed for optimization, consolidation, and /or virtualization with recommendations

Data Center Virtualization Architecture Blueprint

- Cisco will provide application component discovery, dependency mapping , and data transport profiling that may include the following deliverables:
 - Application Service and Data Transport Assessment Document
 - Application Data Transport Approach Document
 - Application Component Inventory report
 - Application Component Inter-dependencies Domains and views
 - Application Availability Report
 - Application Performance Report
 - Executive review phase
 - Application Data Transport Profiling Document
 - Enterprise financial analysis of virtualized data center architecture
 - Executive presentation on business value
 - Technology presentation
- Cisco will also provide a server consolidation and virtualization report with findings and recommendations including:
 - System and performance data analysis on existing Windows and Linux servers in the environment
 - High-level financial assessment of the benefits of server consolidation and TCO
 - An assessment report outlining findings and recommendations for improvements to enhance the existing environment which includes network, storage, and compute resources
 - Customer requirements document (CRD)
 - End to End Virtualization high-level design document
 - End to End low-level design document
 - Project plan
 - Weekly status reports
- Virtualization Operations Management Assessment will also be provided as part of this blueprint which will include the following activities and deliverables
 - Infrastructure management assessment
 - Infrastructure operations maturity model
 - Infrastructure management requirements document
 - Infrastructure management future blueprint
 - Infrastructure management best practices
 - Gap analysis and findings
 - Transformation & modernization roadmap

Architecture Value Analysis

- Cisco will provide a comprehensive financial analysis spanning the server environment, storage environment, and networking environment by analyzing costs and operational commitments
- The Cisco Data Center Architecture Value Analysis Service includes the following deliverables:
 - Financial analysis report
 - Capital investments required during the project lifecycle
 - Savings in infrastructure, facilities, and energy costs

- Executive and technology presentations

Data Center Support

Project Management

- Provide project management support to assist with the overall delivery of Cisco Services for incremental changes to the Network or architecture.

Service Responsibilities of Customer

Customer shall comply with the following obligations:

- Customer shall designate a person to whom all Cisco communications may be addressed and who has the authority to act on all aspects of the Services.
- Customer shall provide reasonable access to computer equipment, facilities, work space and telephone for Cisco's use during the Service.
- Unless otherwise agreed to by the parties, Customer shall respond within two (2) business days of Cisco's request for documentation or information needed for the Service.
- Customer shall ensure that contracts with its own vendors and third parties are fully executed and reflect the correct terms to enable Customer's business requirements to be met in full. In Addition, Customer shall be responsible for all payments to, and the work performance of, all non-Cisco entities assigned to, or working on this Service under this Service Description.
- Customer acknowledges that Cisco's obligation is to only provide assistance to Customer with respect to the tasks detailed in this Service Description, and that such assistance may not result in some or all of the tasks being completed.
- Customer acknowledges that Cisco is providing Services to assist Customer in support of the initiatives and activities described herein and shall not assume any cost or schedule liability. Customer is the governing authority of all activities and project directives and retains full responsibility for the leadership, review, and approval of actions taken and deliverables completed by Cisco in support of Customer.
- Customer must qualify the SAN configuration prior to Cisco's verification of compliance of Customer's link to the configuration. Customer or the replication application vendor, as applicable, must set the parameters under which the replication application is certified.
- Customer acknowledges that Cisco does not contain a service under this Service Description whereby Cisco provides a traffic generator and analyzer, collects information, and produces an assessment.