CISCO

Service Description: Advanced Services – Fixed Price

Cisco WebEx Advise and Implement Service (0 - 5,000 Users) (ASF-WBXS-UC-PDIBSE)

This document describes Advanced Services Fixed Price Cisco WebEx Advise and Implement Service (0 - 5,000 Users).

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/legal/advancedservices.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/legal/advancedservices.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.

Sale via Cisco Authorized Reseller

If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at www.cisco.com/go/servicedescriptions/.

Location of Services

Services are delivered remotely via Cisco WebEx to the Customer.

Service Summary

Cisco will support the Customer with the planning, designing, and implementation of Cisco Jabber with WebEx Messenger and Cisco WebEx Meeting Center for up to 5,000 hosts each ("Services").   This may be used for Cisco WebEx site migrations in addition to greenfield implementations.

Cisco WebEx Advise and Implement Service

Cisco shall provide the Services during Standard Business Hours (9:00am to 5:30 pm local time) on Business Days. The Services include:

- Project Management
- Security Review Package Development
- Customer Requirements Development
- High Level Design Development
- Low Level Design Development
- Implementation Plan Development
- Enablement Plan Development
- Acceptance Test Plan Development
- Solution Implementation
- Acceptance Testing
- Enablement Launch Support
- Post-Implementation Support
- Knowledge Transfer

Deliverables:

- Project Management Plan
- Security Documentation Package
- Customer Requirements Report
- High Level Design Report
- Low Level Design Report
- Implementation Plan
- Enablement Plan
- Acceptance Test Plan
- Acceptance Test Report
- Operations Guide
- Knowledge Transfer Session Materials

The sections below detail the activities and responsibilities usually performed for each of the Services above.

Project Management

Cisco Responsibilities

- Provide Customer with a list of designated Cisco personnel roles and responsibilities under this SOW.
- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
- Provide a Project Schedule highlighting deliverables, corresponding milestones, planned project events, resource(s) and timescales.
- Participate in scheduled project review meetings or conference calls, if required.
- Provide Customer with the identity of personnel requiring access to Customer premises, at least ten (10) Business Days prior to the scheduled date such personnel requires access.
- Deliver a weekly project status report to the Customer.
- Provide a handover, follow on actions, lessons learned, and exception reports (if necessary) upon project completion.

Customer Responsibilities

- Provide the Cisco PM with a list of designated Customer personnel roles and responsibilities under this service description.
- Ensure that key Customer personnel (such as architecture design and planning, network engineering, network operations personnel) are available to provide information and to participate in review sessions, workshops and other information gathering activities. The Customer PM will also ensure that Cisco is provided with all information, data and documentation as Cisco reasonably requires to provide Services and comply with Cisco's responsibilities in this SOW. This information includes, but is not limited to: (i) information relating to Customer's network, design, business and other applicable requirements; (ii) functional and/or technical documentation relating to such requirements; and (iii) topology maps, configuration information and existing and proposed network infrastructure.
- Identify primary and backup Customer authorized site contacts who shall provide necessary information, obtain access clearances and coordinate with other organizations/third parties with respect to Services at that site.
- Participate in scheduled project review meetings or conference calls, if required.
- Coordinate with any external third parties, such as in country Carrier/Telco activities, deliverables and schedules.
- Ensure that Cisco's request for information or documentation needed for the project is provided within two (2) Business Days of Cisco's request, unless the parties agree to another time period for response.

Security Review Package Development

Cisco Responsibilities

- Draft the Security Documentation Package, which includes one or more of the following: a). Security White Paper; b). Administrator Guide(s); and/or c). Product Documentation.
- Provide the Security Documentation Package to Customer for review and approval in accordance with "Document Deliverable Review Process" section.
- Provide up to a maximum of four (4) hours of remote support services over a support period of two (2) Business Days. This support period shall commence on the next Business Day following delivery of the Security Documentation Package. The remote support will be provided by a Cisco technical resource as consultative support to Customer to provide clarification of security features and configuration options that may limit risks.

Customer Responsibilities

- Review and approve the Security Documentation Package in accordance with "Document Deliverable Review Process" section.
- Provide remote access to enable Cisco to provide the support services.
- Provide the governing authority for the support services provided by Cisco and retain full responsibility for the leadership, review, and approval of actions taken.

Customer Requirements Development

Cisco Responsibilities

- Conduct one (1) remote customer requirements workshop, and additional interviews as necessary, with Customer to identify Customer business objectives along with technical requirements of the Cisco Conferencing Solution.
- Analyze the requirements and data collected during the workshop and interviews and compare to features and functionality of the Cisco Conferencing Solution.
- Document the identified business, technical, and security requirements in the Customer Requirements Report.
- Provide the Customer Requirements Report to Customer for review and approval in accordance with "Document Deliverable Review Process" section.

Customer Responsibilities

- Provide existing Customer Unified Communications Architecture for off net and on net calls prior to the customer requirements workshop.

- Ensure the relevant Customer resources (with oversight of business objectives and technical requirements) attend the customer requirements workshop, and participate in interviews with Cisco.
- Provide business objectives and any other relevant information during workshop.
- Review and approve the Customer Requirements Report in accordance with "Document Deliverable Review Process" section.

High Level Design Development

Cisco Responsibilities

- Review Customer Requirements Report to re-validate the requirements with Customer.
- Review Customer's existing network architecture strategy and design(s), and planned designs (if they exist) including some or all of the following: a). existing network infrastructure, specifically related to the Cisco Conferencing Solution; b). existing device-addressing plan; c). existing call flow(s) and dial plan; d). key performance indicators (KPI); e). existing session border controller or Cisco Unified Border Element implementation(s); f). existing call signaling protocols and codecs; g). existing security infrastructure; and h). future growth requirements.
- Create and provide the High Level Design Report, which shall be limited to: a). technical objectives and requirements fulfillment; b). proposed device addressing plan; c). proposed Cisco Conferencing Solution network topology; d). network protocols, features, and traffic flows; e). high availability; f). scalability; g). security policies; h). device (hardware and software) readiness for desired features; i). Customer requirements and high level design requirements; j). key risks in the Customer's proposed high level design; and n). design and risk recommendations.
- Provide the High Level Design Report to Customer for review and approval in accordance with "Document Deliverable Review Process" section.
- Conduct an executive summary presentation of the High Level Design Report to the Customer key stakeholders and project sponsor.

Customer Responsibilities

- Designate and ensure key Customer networking contacts are available for ongoing information gathering and feedback with Cisco.
- Review with Cisco the Customer Requirements Report to re-validate the requirements.
- Provide information for some or all of the following, as requested: a). existing network infrastructure, specifically related to the Cisco Conferencing Solution; b). existing device addressing plan; c). existing call flow(s) and dial plan; d). key performance indicator ("KPI") requirements; e). existing session border controller or Cisco Unified Border Element implementation(s); f). existing call signaling protocols and codecs; g). existing security infrastructure; and h). future growth requirements.
- Review and approve the High Level Design Report in accordance with "Document Deliverable Review Process" section.
- Ensure that key Customer stakeholders and project sponsors attend Cisco's executive summary presentation of the High Level Design Report.

Low Level Design Development

Cisco Responsibilities

- Gather information from Customer containing Hardware, Software levels, topologies, and as-built configurations.
- Review the agreed upon High Level Design Report as input to be used in the development of the Low Level Design Report.
- Create the Low Level Design Report including configuration templates and hardware and software versions using information from the documented high-level design and any additional input provided by Customer.
- Provide the Low Level Design Report to Customer for review and approval in accordance with "Document Deliverable Review Process" section.
- Conduct an executive summary presentation of the Low Level Design Report to the Customer key stakeholders and project sponsor.

Customer Responsibilities

- Provide any additional detailed information as requested by Cisco, including, but not limited to the following: a). Hardware; b). Software versions; c). topologies; d). as-built configurations; e). existing security policies and new security requirements; f). future growth requirements and feature requirements that may impact scalability of the Cisco Conferencing Solution; and g). existing voice traffic flows.
- Define the IP addressing for voice network devices involved in the proposed Cisco Conferencing Solution topology.
- Work with Cisco to develop detailed design templates providing information and feedback.
- Review and approve the Low Level Design Report in accordance with "Document Deliverable Review Process" section.
- Ensure that key Customer stakeholders and project sponsors attend Cisco's executive summary presentation of the Low Level Design Report.

Implementation Plan Development

Cisco Responsibilities

- Work with Customer to identify and detail implementation tasks.
- Develop step-by-step implementation procedures and document them in the Implementation Plan, which details the process for deploying the service to the user population including identification of task owners, and implementation schedule. The Implementation Plan may include the following: a). infrastructure device configurations; and b). success metrics.
- Provide the Implementation Plan to Customer for review and approval in accordance with "Document Deliverable Review Process" section.

Customer Responsibilities

- Work with Cisco to identify and detail implementation tasks including success metrics.
- Review and approve the Implementation Plan in accordance with "Document Deliverable Review Process" section.

Enablement Plan Development

Cisco Responsibilities

- Conduct one (1) remote workshop with Customer to develop the Enablement Plan to increase end user adoption, including the following: a). implementation schedule; b). communications tasks; c). training tasks; d). reporting tasks; e). success metrics; f). initial enablement activities; and g). task owners.
- Provide the Enablement Plan to Customer for review and approval in accordance with "Document Deliverable Review Process" section.

Customer Responsibilities

- Work with Cisco to identify and detail implementation tasks related to end user enablement.
- Review and approve the Enablement Plan in accordance with "Document Deliverable Review Process" section.

Acceptance Test Plan Development

Cisco Responsibilities

- Develop the Acceptance Test Plan with Customer, which may include the following: a). test case objectives; b). test case procedure; c). expected results; d). pass/fail definition; e). facility and infrastructure requirements; f). and tools requirements.
- Provide the Acceptance Test Plan to Customer for review and approval in accordance with "Document Deliverable Review Process" section.

Customer Responsibilities

- Work with Cisco in development of the Acceptance Test Plan.
- Identify Customer stakeholder(s) to be responsible to ensure that all the Network, Telecom and Operations teams are represented in development of test plan.
- Provide Customer stakeholder(s) who support the existing Cisco Conferencing Solution to help identify any specific tests that are required in the test plan for the existing Cisco Conferencing system. This stakeholder will also help identify the test steps required for the existing Cisco Conferencing system.
- Review and approve the Acceptance Test Plan in accordance with "Document Deliverable Review Process" section.

Solution Implementation

Cisco Responsibilities

- Provision Cisco WebEx subscription service in accordance with the Implementation Plan and notify Customer of service provisioning completion. The subscription service is purchased separately, and the purchase is not contemplated in this SOW.
- Provide remote support to Customer while configuring WebEx administration in accordance with the Implementation Plan, for a duration of up to two (2) hours per meeting, for a maximum of four (4) meetings, if necessary.
- Provide a maximum of fourteen (14) hours of remote support services over a support period of ten (10) Consecutive Business Days. This support period shall commence on the next Business Day following Customer's completion of testing in accordance with the Implementation Plan.
- A Cisco Engineer will provide the remote support during Standard Business Hours as consultative support to the Customer with issues arising in testing.

Customer Responsibilities

- Configure the service via WebEx administration tool in accordance with the Implementation Plan, no later than two (2) days from notification from Cisco that the Cisco WebEx subscription is provisioned.
- Configure the service client to the specific configurations defined in the Implementation Plan; the configuring of the service client shall be completed no more than five (5) days after notification from Cisco that the service client has been provisioned.
- Package the software client for distribution to the desktop; Customer shall complete the packaging no more than five (5) days after notification from Cisco that the software client has been configured.
- Distribute the software client to the desktop; Customer shall complete the distribution no more than five (5) days after the software client has been packaged.
- Set up host accounts to the specific configurations referenced in the Low Level Design Report and follow the procedures documented in the Implementation Plan; Customer shall complete the setup of host accounts no more than five (5) days after notification from Cisco that service is provisioned.
- Notify Cisco immediately of any test failures, and follow Cisco directions for identification and resolution of any issues.
- Provide at least two (2) suitably skilled and trained resources to operate Cisco products during testing support provided by Cisco.
- Provide the governing authority for the support services provided by Cisco and retain full responsibility for the leadership, review, and approval of actions taken.

Acceptance Testing

Cisco Responsibilities

- Perform testing in accordance with the agreed upon Acceptance Test Plan after completion of Solution Implementation.
- Document the results of the testing in the Acceptance Test Report.
- Notify the Customer of any test failures and work with Customer to identify the problem and resolution.
- Provide the Acceptance Test Report to Customer for review and approval in accordance with "Document Deliverable Review Process" section.

Customer Responsibilities

- Provide at least two (2) skilled and trained resources to operate Cisco products during testing support conducted by Cisco.
- Provide the governing authority of the services provided by Cisco and retain full responsibility for the leadership, review, and approval of actions taken.
- Review and approve the Acceptance Test Report in accordance with "Document Deliverable Review Process" section.

Enablement Launch Support

Cisco Responsibilities

- Provide up to eight (8) hours of remote support services over the duration of fifteen (15) Consecutive Business Days. The support shall commence on the next Business Day following completion of the Solution Implementation.
- Provide remote support by a Cisco resource as consultative support, which shall comprise of advice and guidance only. The advice and guidance may include assisting Customer in respect of the following tasks and activities:(1) assist Customer in design of communications; (2) assist Customer in design of training plans and job aids; (3) assist Customer in design of reports; and (4) assist Customer in launch of communications, training and reporting activities.

Customer Responsibilities

- Design and develop communications by following procedures documented in the Enablement Plan; Customer shall complete the communications design and development no more than five (5) days after notification from Cisco that the service has been provisioned.
- Design and develop training plans and job aids by following the procedures documented in the Enablement Plan; Customer shall complete the training plans and job aids no more than five (5) days after notification from Cisco that the service has been provisioned.
- Design and develop reports by following the procedures documented in the Enablement Plan; Customer shall complete the reports no more than five (5) days after notification from Cisco that the service has been provisioned.
- Launch the communications, training and reporting activities following procedures documented in the Enablement Plan; Customer shall complete the communications, training, and reporting activities no more than five (5) days from the completion of the setup of host account.
- Provide at least two (2) skilled and trained personnel to provide Product operational support and work with Cisco during enablement launch.

Post-Implementation Support

Cisco Responsibilities

- Conduct a remote post-implementation support meeting with Customer, to include the following: a). Cisco Technical Assistance Center (TAC) process; and b). Cisco Services portfolio and additional available services.
- Develop the Operations Guide, which includes the following: a). operations and maintenance procedures; and b). Cisco TAC contact information.
- Provide a maximum of five (5) consecutive Business Days of remote support services that shall commence on the next Business Day following completion of Acceptance Testing and may include the following: a). configuration assistance support; b). feature and functionality consultation; c). troubleshooting assistance and Cisco TAC procedure assistance; and d). Cisco Business Unit escalation during normal Business Hours.
- Provide the Operations Guide to Customer for review and approval in accordance with "Document Deliverable Review Process" section.

Customer Responsibilities

- Provide at least two (2) skilled and trained resources to operate Cisco products during Post-Implementation Support provided by Cisco.
- Provide operations and administrative support for the Cisco Conferencing Solution.

- Notify Cisco resources via Cisco TAC of any issues or concerns, and provide logs to the Cisco Advanced Services team to facilitate troubleshooting; follow Cisco directions for identification and resolution of any issues.
- Make available any personnel and/or access to Customer Site as necessary for Cisco to perform troubleshooting in support of Cisco TAC.
- Provide remote access to enable Cisco to provide Post-Implementation Support.
- Provide the governing authority for the support services provided by Cisco and retain full responsibility for the leadership, review, and approval of actions taken.
- Review and approve the Operations Guide in accordance with "Document Deliverable Review Process" section.

Knowledge Transfer

Cisco Responsibilities

- Provide two (2) Knowledge Transfer workshops for up to two (2) hours each, dedicated to training for a maximum of ten (10) Customer system managers and Help Desk personnel. Topics of these sessions may include scheduling across various Cisco endpoints, administration of the Cisco Conferencing components, troubleshooting tips, supporting end users, and report generation. Knowledge Transfer may include: a). hardware configuration; b). network and system configuration; c). utilities and basic troubleshooting; d). system administration console functions; and e). standard moves, adds, and changes.
- Provide a soft copy version of the training material in advance of the training.
- Provide information to Customer regarding any knowledge transfer prerequisites for all Customer personnel nominated to attend the Knowledge Transfer workshops.
- Determine an appropriate format and delivery method of the Knowledge Transfer workshops.

Customer Responsibilities

- Nominate the names and profiles for participants attending each Knowledge Transfer workshop at least five (5) Business Days before commencement of the Knowledge Transfer workshops.
- Agree with Cisco on the commencement date for the Knowledge Transfer workshop.
- Ensure that Customer participants attending the Knowledge Transfer workshops meet all workshop prerequisites.
- Customer is responsible for coordinating, scheduling, and providing training facilities.
- Provide the workshop training material to Customer participants.

General Customer Responsibilities

- 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.
- Support services provided by Cisco comprise technical 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.

Document Deliverable Review Process

For Document Deliverables that are subject to review and approval from Customer, the parties will adhere to the following review and approval process:

- Cisco will present the draft Document Deliverable to Customer when the document is ready for review and approval.
- Customer shall review the draft Document Deliverable with Cisco, providing written comment or approval of the Document Deliverable within two (2) business days immediately after completion of such review.
- If no comment or approval is received by Cisco within said time period, the Document Deliverable as provided by Cisco is deemed to be accepted by the Customer.
- If Customer provides comments, then Cisco shall address such comments in a timely manner and this process for review and approval will be repeated.

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 periods signifies Customer's acceptance of completion of the Services in accordance with this Service Description.