Cisco Expert Care Services and Classified Network Support (for CON-AS-NW-OMS and other limited SKUs)

General Terms

This document must be read in conjunction with "How Cisco Provides Services," which is incorporated into this document by reference.

This Service Description is applicable ONLY to the SKUs in the following table. To find your SKUs, refer to your ordering documents or contact your Cisco representative.

Service	SKUs
Expert Care	CON-AS-NW-OMS
Classified Network Support	CON-AS-DS-OPT
	CON-AS-AC-OPT
	CON-AS-CS-OPT
	CON-AS-OA-SID
	CON-AS-SN-OPT
	CON-AS-MO-SID
	CON-AS-NS-OPT
	CON-AS-PA-OPT
	CON-AS-RS-OPT
	CON-AS-UC-OPT
	CON-AS-VC-OPT
	CON-AS-WN-OPT

A. Cisco Expert Care Services

1. Introduction

Cisco Expert Care Services provide a team of Cisco specialists familiar with the Customer environment to help support Customer's operations with issue resolution, process improvement, data insights, and recommendations to help Customer optimize operational efficiencies and business outcomes.

Note: Cisco Expert Care Services are purchased using a single SKU for Cisco Expert Care Operations Management Support Subscription Services (CON-AS-NW-OMS), which supports the following Deliverables, architectures, technologies, and solutions.

The following Deliverables are supported by Cisco Expert Care Services:

Asset Management	Problem Management – High-Touch Engineering
Incident Management	Cisco Training

Problem Management – High-Touch Technical Support	

The following are the supported architectures, technologies and solutions for Incident Management and Problem Management Deliverables:

Architectures and Technologies Supported		
Core Networking	Routing and Switching Optical Networking Wireless Networking	Next Gen Cable Access Network Management and Orchestration
Data Center and Cloud	Computing Systems Storage Area Networking Data Center Switching	Data Center Orchestration and Automation
Collaboration	Unified Communications Customer Care	Video Collaboration Hosted Collaboration Solution
Security	Network Security Security Policy and Access	Advanced Threat
SP Mobility	Packet Core Technology	Mobility Policy and Access

Solutions and Technologies Supported	
Cisco Network Services Orchestration	Network Management and Orchestration Data Center Orchestration and Automation
Cisco Software Defined WAN (SD-WAN)	Routing and Switching Network Management and Orchestration
Cisco Network Function Virtualization Infrastructure	Routing and Switching Computing Systems Data Center Switching Data Center Orchestration and Automation Packet Core
Cisco Secure Agile Exchange	Routing and Switching Computing Systems Data Center Switching Data Center Orchestration and Automation Cloud Security

Exclusions

The following are not supported by Expert Care Services:

Technology		Incident Management	Problem Resolution	Problem Management
Advanced Threat	Cisco Secure Network Analytics		Excluded	
	Cisco Secure Cloud Analytics		Excluded	
	Cisco Umbrella	Excluded	Excluded	Excluded
	Cisco Secure Access by Duo	Excluded	Excluded	Excluded
Core Networking	Cisco Meraki	Excluded	Excluded	Excluded
	Cisco ThousandEyes	Excluded	Excluded	Excluded
	Cisco AppDynamics	Excluded	Excluded	Excluded
Data Center, Cloud, and Collaboration	Cisco Tetration		Excluded	
	Cisco Webex	Excluded	Excluded	Excluded
	Cisco Digital Network Architecture (DNA)		Excluded	
	Cisco Application Centric Infrastructure (ACI)		Excluded	

Note: The list of supported technologies and exclusions is subject to change. Contact a Cisco representative for the most up to date information on supported technologies and exclusions.

2. Expert Care Deliverables

2.1. Asset Management

Asset Management assists Customer with recommended Cisco best practices for managing assets and contracts based on the Customer inventory, reporting of asset moves, adds, changes and deletions (MACD), and monitoring of asset coverage and entitlement.

Asset Management has two levels:

- Standard
- Premium

Premium Level Asset Management provides a higher engagement and customization level than the Standard Level.

Additional Information to be Collected

- Customer's record of inventory and service contract details.
- Customer's record of serial number removed and replaced by Return Material Authorization (RMAs).

Cisco Responsibilities

- Provide the following common responsibilities:
  - Provide reporting on the Customer's inventory which may include the following:
    - Changes to address inventory Service coverage, co-termination, and location.

o   Provide documented process for IT asset moves, adds, changes and deletions.
o   Provide the following Asset Management Standard or Premium Level as specified on the Quote:

• Asset Management	• Standard Level	• Premium Level
Customer Engagement Level		
1.1 Resource Allocation	• Designated	• Designated
Resource Location	• Remote	• Remote
Onsite Visits	• Not Applicable	• 4 times per year
2.0 Establish and Maintain Consolidated Install Base (IB)		
2.1 Business Entity Resource and Qualification	• Supported	• Supported
2.2 Establish and Maintain IB Baseline	• Supported	• Supported
2.3 Frequency of IB Updates	• Monthly	• Monthly
3.0 Reconciliation / Clean-Up		
3.1 Identify and Fix Data Discrepancies	• Supported	• Supported
4.0 Reporting Analysis and Business Review		
4.1 Reporting IB Baseline	• Supported	• Supported
4.2 Business Reviews	• 2 times per year, remote	• 4 times per year, on site
4.3 Reporting and Analytics	• Standard	• Customized
4.4 Business Review and Consulting	• Standard	• Customized

Deliverables

- Deliverables provided are based on the Asset Management Standard or Asset Management Premium Level of Service as specified in the Quote.

Customer Responsibilities

- Designate a representative to act as the primary interface for Asset Management; this representative will work with Cisco's Asset Manager to resolve any issues related to Asset Management.

2.2.   Incident Management

Incident Management provides a single point of contact, a Cisco High-Touch Operations Manager ("HTOM"), for the management of all incidents. The HTOM has knowledge of the Customer processes, Cisco support organizations, escalation process and coordinates to help restore Customer service operations. For onsite Incident Management this Deliverable must be purchased with Operations Onsite Support Deliverables.

Note: The Service Monitoring and Reporting Deliverable is provided with Incident Management.

 Additional Information to be Collected

- Customer's Network Operations Center (NOC) setup such as staffing groups, tools, communications and escalation process, contacts, field support groups.

Cisco Responsibilities

- Facilitate problem resolution on a reactive basis for technical issues reported to Cisco by Customer.
- Provide twenty-four (24) hours a day, seven (7) days a week incident management for case request and escalation management support for Severity 1 and Severity 2 cases during non-Standard Business Hours.
- Follow-ups within Cisco and Customer, and identify Service Request response gaps.
- Coordinate Cisco support organizations, escalation process, and Customer resources for Service Requests.
- Conduct post incident review to determine recommendations for corrective actions and best practices for improving operational support processes.
- Conduct operational assessment of Customer's current processes and recommend best practices for incident and event management.

Deliverables

- Facilitate incident and problem resolution

2.2.1. Service Monitoring and Reporting

Service Monitoring and Reporting assists the Customer with recommended operations best practices, data-driven insights and KPIs related to incidents for improvements to service quality, service performance and operational efficiency gains.

Dependency

- Service Monitoring and Reporting requires purchase of Incident Management Deliverables.
- Reporting of Root Cause Analysis and Recommendations requires purchase of Problem Management Deliverables.

Additional Information to be Collected

- Established processes and procedures used for support.

Cisco Responsibilities

- Provide status and reporting, escalation assistance, and coordinate the return of parts requiring Engineering Field Analysis ("EFA").
- Review status and progress of Service Delivery levels, open Service Requests, follow-up on actions and address outstanding issues.
- Conduct a quarterly review of Deliverables and activities provided during the immediate past timeframe and actions planned for the next quarter.
- Conduct regular proactive operations excellence assessments.
- Create Customer profile for Cisco Technical Services knowledge of Customer's operations processes, procedures, and network access for support.
- Provide Service Incident Reporting which may include the following as applicable:
  - Cisco Service Requests, Known Errors, Post Incident Operational Improvements, Root Cause Analysis and Recommendations, Operational Abnormalities and Trends.
  - KPI and Analytics reporting focused on analytics to improve operational efficiency

Deliverables

- EFA Coordination and Reporting
- Service Delivery Level Reporting
- Incident Management Readiness Assessment
- Service Incident Reporting
- Analytics and KPI Dashboard Reports

2.3. Problem Management

Problem Management provides access to Cisco High-Touch Technical Support or Cisco High-Touch Engineering familiar with your networking environment.

2.3.1. Problem Management - High-Touch Technical Support

Provides twenty-four (24) hours a day, seven (7) days a week direct access to a Cisco High-Touch Technical Support ("HTTS") team of specialists. The HTTS team helps troubleshoot your Cisco network for complex and critical issues and provides remediation support to help resolve identified issues. HTTS provides two support options: a pooled High-Touch Technical Support team, or Dedicated High-Touch Technical Support team.

Dependency

- Incident Management Service is required.

Additional Information to be Collected

- Customer's proposed current and planned hardware changes, software upgrades and or configuration changes, methods of procedures (MOP).

Cisco Responsibilities

- Provide case tracking and troubleshooting which includes the following:
  - Provide direct access where available, twenty-four (24) hours per day, seven (7) days per week basis to a HTTS team via a Cisco provided contact information.
- Provide proactive maintenance window support which includes the following:
  - Work with the Customer to create a Service Request for a scheduled maintenance window.
  - Provide recommended changes to Customer's implementation plan, MOP, and test plan based on information gathered from the Customer.
  - Provide remote standby support during scheduled maintenance window.

Note: The Cisco Expert Care Service Level Agreement terms and conditions for Response Time and Restoration Time are as set forth herein.

Limitations

- *Cisco is not responsible for testing any procedures in support of Customer's proposed or planned changes.*
- *Cisco is not responsible for developing MOPs.*
- *Cisco is not responsible for issues resulting from upstream or downstream issues resulting from dependencies not identified in the MOP.*

Deliverables

- Case Tracking and Troubleshooting
- Proactive Maintenance Window Support

Note: The Quote will specify pooled or dedicated High-Touch Technical Support.

2.3.2. Problem Management - High-Touch Engineering

Provides direct access to a Cisco High-Touch Engineer (HTE), which has both technical knowledge and familiarity with your networking environment. The HTE helps troubleshoot your Cisco network for complex and critical issues and provides remediation support to help resolve identified issues. For onsite Problem Management – High Touch Engineering this Deliverables must be purchased with Operations Onsite Support Service.

Dependency

- Incident Management Deliverables are required with this Service.

- Performance of a root cause analysis by Cisco is dependent upon all the necessary information and incident artifacts available to Cisco in a timely manner.

Additional Information to be Collected

- Customer's proposed current and planned hardware changes, software upgrades and or configuration changes, methods of procedures (MOP).

Cisco Responsibilities

- Provide case tracking and troubleshooting which includes the following:
  - o Provide direct access where available, during Standard Business Hours, to the HTE via a Cisco provided contact information.
  - o Perform root cause analysis on high severity technical issues in the Network Infrastructure.
- Provide proactive maintenance window support which includes the following:
  - o Work with the Customer to create a Service Request for a scheduled maintenance window.
  - o Provide recommended changes to Customer's implementation plan, MOP, and test plan based on information gathered from the Customer.
  - o Provide remote standby support during scheduled maintenance window.

Deliverables

- Root Cause Analysis
- Problem Management
- Proactive Maintenance Window Support

2.4. Cisco Training

Cisco Training provides access to a catalog of more than 250 different courses on certification and product training available for open and closed (private group) enrollment. A Cisco Learning Advisor assists the Customer with course selection and scheduling.

2.4.1. Cisco Open Enrollment Training

Cisco Open Enrollment Training provides access to a catalog of instructor-led certification and product training courses, available for open enrollment to the public. Training is delivered at Cisco training facilities or at Cisco Authorized Learning Partners. A Cisco Learning Advisor assists the Customer with course selection and scheduling.

Cisco Responsibilities

- Seats in publicly offered classes from a catalog of instructor-led certification and product training courses. Classes are delivered live or virtually.

Deliverables

- Seats in Cisco Open Enrollment Training

Customer Responsibilities

- At least forty-five (45) days in advance of a course provide a list of participants, their roles and functions as it relates to the focus of the course.
- Coordinate and schedule Cisco Training with a Cisco Learning Advisor.

2.4.2. Cisco Closed Enrollment Private Group Training

Cisco Closed Enrollment Private Group Training provides access to a catalog of instructor-led certification and product training courses, available for a private group of up to twelve (12) people. Training is delivered at the Customer's location and tailored to their network. A Cisco Learning Advisor assists the Customer with course selection and scheduling.

Cisco Responsibilities

- Seats in private group training classes from a catalog of instructor-led certification and product training courses. Classes are delivered live or virtually.

Deliverables

- Seats in Cisco Closed Enrollment Private Group Training

Customer Responsibilities

- At least forty-five (45) days in advance of a course provide a list of participants, their roles and functions as it relates to the focus of the course.
- Coordinate and schedule Cisco Training with a Cisco Learning Advisor.

2.5. Operations Onsite Support

Operations Onsite Support is provided at Customer's designated location up to five (5) days per week (pending local work restrictions).

Operations Onsite Support is only available in certain geographic locations and will be specified in the Quote for Services.

Cisco Responsibilities

- The responsibilities provided by Operations Onsite Support are defined within the following Deliverables described above.

Operations Management	• Incident Management • Problem Management- High-Touch Engineering

Note: Cisco may deem it necessary to provide specific Deliverables through a combination of onsite support and remote support.

Deliverables

- Onsite Support Incident Management
- Onsite Support Problem Management High Touch Engineering

Note: The Quote will specify the Operations Onsite Support Deliverables(s) purchased.

Customer Responsibilities

- Provide Cisco with direction of support activities and priorities on which the Customer needs Cisco Support to engage.

3. Limitations

- The Deliverables provided by Cisco Expert Care Service are available only when all Products in Customer's Network are supported through a minimum of core Services such as Cisco Smart Net Total Care™/ SP Base, Software Support Services (SWSS), or Solution Support.
- Cisco Expert Care Service is not available on Products in Customer's Network supported by Partner Support Service (PSS).
- Cisco Expert Care Service does not provide support or escalations for Solution Technology Partner or Third Party Products.

4. Cisco Expert Care Services - Service Level Agreement (SLA)

This section sets forth the terms and conditions related to Service Level Agreement (SLA) that is a part of Cisco Expert Care Services. The conditions under Section 4.5 (Conditions) must be met for Cisco Expert Care Service Level Agreement.

The following Cisco Expert Care SLAs are included:

- Response Time SLA
    - o Measures Cis   co Expert Care Service Response time performance and sets defined response time target for Severity 1 and Severity 2 cases.
- Restoration Time SLA
    - o Measures Cisco Expert Care Network restoration time and sets defined restoration times for Severity 1 and Severity 2 cases.

If previous SLAs are in place between the parties for Response Time and Restoration Time (Existing SLAs) and Customer renews with a comparable level of Cisco Service capabilities including Cisco Expert Care Services, then the terms of the Existing SLAs shall control, provided that such Existing SLAs are contained within a current signed agreement.

Exclusion specific to Cisco Classified Network Support Service:

Cisco Expert Care Service Level Agreement is not available for Cisco Classified Network Support Service.

4.1. Purpose

The purpose of the Cisco Expert Care SLA is to help the parties monitor and evaluate Cisco's performance of its obligation in responding to the Customer and assisting the Customer to resolve Severity 1 and Severity 2 Service requests related to Products covered by this SLA. As described in more detail, the parties expect to meet Response Time and Restoration Time performance objectives in more than 95% of such Service requests, respectively.

4.2. Definitions

Defined Term	Meaning
"Commencement Date"	The date on which the first Measurement Period begins, which will be the first day of the calendar month following Cisco's acceptance of the purchase order which must comply with the required Deliverables set forth under Section 4.5 (Conditions).
"Measurement Period"	Each non-overlapping three (3) month period after the Commencement Date.
"On Time Service Event"	A Service Event in which: (i) the Response Time is within the Response Time Obligation, or "(ii) the Restoration Time is within the Restoration Time Obligation.
"On Time Percentage"	The ratio between: (i) the number of On Time Service Events during a given Measurement Period to (ii) the number of total Service Events during the same Measurement Period, multiplied by 100.
"Response Time"	For a Service Event means the time period commencing upon creation of a TAC Service request and ending when the Cisco Engineer has contacted a Customer representative.
"Response Time Obligation"	Response Time of 15 minutes or less for Severity 1 Service Events and 30 minutes or less for Severity 2 Service Events.
"Restoration Time"	For a Service Event means the time period commencing upon creation of a TAC Service request and ending when Cisco provides the technical information which, when implemented, will restore the Cisco Product to a satisfactory, usable level of functionality.
"Restoration Time Obligation"	Is a Restoration Time of four (4) hours for a Severity 1 Service Event, and eight (8) hours for a Severity 2 Service Event. The metrics associated with any Third Party Product as defined in the applicable Cisco Service Description, or with Cisco's delivery of a Field Replaceable Unit (FRU) or Field Engineer (FE), are not covered by this Restoration Time Obligation.

"Service Credit"	The amount in U.S. dollars that Cisco will provide to Customer as a credit toward future purchases in the event that Cisco fails to meet the Response Time or the Restoration Time On-Time Percentage for a given Measurement Period, as set for in Section 4.5 (Conditions).
"Service Event"	A Customer contact with Cisco Expert Care resulting in the creation of a Severity 1 or Severity 2 TAC Service request as defined in Cisco's standard Severity and Escalation Guidelines.
"SLA Product List"	The list of Cisco Products that are subject to this SLA, as set forth in Service contract, and supported by the required Deliverables under Section 4.5 (Conditions).

4.3.   Responsibilities of Cisco

Cisco Responsibilities under this SLA are as follows:

4.3.1.   SLA Product List

Cisco will update and maintain the SLA Product List.

4.3.2.   Service Credits

Cisco will provide Service Credits to Customer, if applicable, within thirty (30) days of receiving Customer's written request per Section 4.5 (Conditions) below, provided however, such Service Credits will not be provided if other Service Credits are provided to Customer related to the occurrence that gave rise to the Service Credits being payable herein.

4.4.   Performance Measurements and Service Credits

4.4.1.   Procedure

- Following the end of each Measurement Period, Cisco will provide a report to Customer containing the Response Time and the Restoration Time calculations shown in Sections 4.4.2 (Response Time) and 4.4.3 (Restoration Time) below.
- Within thirty (30) days after receiving such report, Customer will request in writing the appropriate credits from Cisco in the event Customer has purchased the required Deliverables under Section 4.5 (Conditions) .
- Except for reporting described in the first bulleted item of this Section 4.4.1 (Procedure), the entire Section 4.4 applies only if Customer has purchased the Services directly from Cisco and does not apply if Customer has purchased the Services through a Cisco Authorized Reseller. Any credits applicable to Customer would be addressed under a separate agreement between Customer and the Cisco Authorized Reseller from whom Customer purchased the Services.

4.4.2.   Response Time

If there are at least twenty (20) Service Events during any Measurement Period and the On Time Percentage for Response Time during such Measurement Period is less than 95%, then Cisco will provide Customer a Service Credit equal to $500 multiplied by the number of Service Events that Cisco did not meet the Response Time Obligation below the 95% threshold.

For example, if the number of Service Events during a measurement Period is 300 and the number of On Time Service Event for Response Time is 265, then the Service Credit due to Customer during that Measurement Period is calculated as follows:

Example – Service Credit Calculation

- The 95% On Time Threshold = (300*.95) or 285 On Time Service Events
- Number of On Time Service Events below threshold = 285 less 265, or 20 Service Events
- Service Credit = ($500*20) or $10,000

If there are fewer than twenty (20) Service Events during a Measurement Period, then Cisco will provide Customer a Service Credit equal to $500 for each Service Event in which Cisco fails to meet the Response Time Obligation during that Measurement Period, excluding the first Service Event.

4.4.3.   Restoration Time

If there are least twenty (20) Service Events during any Measurement Period, and the On Time Percentage for Restoration Time during such Measurement Period is less than 95%, then Cisco will provide Customer a Service Credit equal to $1500 multiplied by the number of Service Events for which Cisco did not meet the Restoration Time Obligation below the 95% threshold.

For example, if the number of Service Events during a Measurement Period is 30, and the number of On Time Service Event for Restoration Time is 25, then the Service Credit due to Customer during that Measurement Period is calculated as follows:

Example – Service Credit Calculation

- The 95% On Time Threshold = (30*.95) or 29 On Time Service Events
- Number of On Time Service Events below threshold = 29 less 25, or 4 Service Events
- Service Credit = ($1500*4) or $6,000
- If there are fewer than twenty (20) Service Events during a Measurement Period, then Cisco will provide Customer a Service Credit equal to $1500 for each Service Event for which Cisco fails to meet the Restoration Time Obligation during that Measurement Period, excluding the first Service Event.

4.4.4.   Service Credits

The Service Credits described in this Section will be Customer's sole and exclusive remedy and the entire liability under this SLA of Cisco and its suppliers for any failure to achieve the On Time Percentages set forth in this SLA.

- The maximum credits issued by Cisco to Customer under this SLA for any single Measurement Period will be 5% of the aggregate Service fees paid received by Cisco for the required Deliverables under Section 4.5 (Conditions) . The aggregate Service fee is the fee associated with following Description and SKU in the Quote:

Cisco Expert Care Operations Management Support Subscription Services	CON-NW-OMS

- In no event will the total quarterly Service Credits under this SLA and any other Service Level Agreement between Cisco and Customer exceed 5% of the aggregate quarterly fees paid by Customer to Cisco for all Services to be required to be purchased under Section 4.5 (Conditions) and such other Service Level Agreements for such period.

- The credits issued under this SLA may be applied by Customer only toward the purchase of Cisco Services during the twelve (12) month period following issuance. Credits may not be redeemed for any refund, used to set off any amounts payable to Cisco, or transferred to any other party.

4.5.   Conditions

Cisco will be responsible for issuing Service Credits under this SLA only if all of the following conditions are met:

4.5.1.   Customer uses the Network in a manner consistent with published specifications, including its environmental specifications.

4.5.2.   Throughout the term of this SLA, Customer must comply with all the following:

- o   The Customer must maintain the minimum the required Deliverables for Cisco Expert Care Service Response Time and Restoration Time Services, which includes both of the following Deliverables:
    - ▪   Cisco Expert Care:
        - 2.2 Incident Management
        - 2.3.1 Problem Management- High-Touch Technical Support

4.5.3. Customer notifies Cisco in writing ten (10) business days in advance of any Product on the SLA Product List that is to be modified, including upgrades or changes to components beyond the original configuration, and complies with Cisco's reasonable recommendations.

4.5.4. Customer on a timely basis (i) provides Cisco with necessary personnel and physical access to Customer facilities and remote Network access to Products in the SLA Product List as needed, and (ii) implements Cisco's recommended changes, to enable Cisco to perform under this SLA.

4.5.5. Customer initiates all Severity 1 and Severity 2 requests directly with the Cisco High-Touch Technical Support team via Cisco-provided phone number.

4.6. SLA Term and Termination

The term of this SLA is twelve (12) months from the Commencement Date. Notwithstanding any longer term of the Agreement to which this SLA is attached, the term of this SLA expires upon the earlier of (i) the expiration or termination of the Cisco Expert Care Services and required Deliverables specified under Section 4.5 (Conditions) or (ii) twelve (12) months from the effective date of this SLA. This SLA shall be renewable only upon written agreement signed by both parties. Notwithstanding the above, this SLA will terminate: (a) automatically upon expiration or termination of the Agreement, or (b) upon mutual written agreement by the parties.

4.7. End of Life

This SLA will cover Products beyond the End of Sale date only where Cisco and Customer have a mutually agreed plan executed in writing for the support and SLA coverage after such End of Sale. Under no circumstances does this SLA apply to any Product beyond the End of Support date.

B. Classified Network Support (U.S. Only)

1. Introduction

Cisco Classified Network Support (CNS) assists the Customer with facilitating timely problem resolution of issues reported to Cisco. Customers are provided reactive, direct, around the clock support by cleared support engineers familiar with Customer's Network design and operations. CNS delivers advanced technical troubleshooting using a pool of certified experts on a wide variety of technologies and Cisco Solutions.

Classified Network Support consists of the following components:

- CNS High-Touch Operations Management
- CNS High-Touch Technical Support

2. CNS High-Touch Operations Management (U.S. Only)

Note: CNS High-Touch Operations Management Deliverables is purchased using a single Cisco SKU CON-AS-RS-OPT which assists the Customer with issues reported for any of the technologies listed below.

Technologies Supported

- Routing and Switching
- Wireless Networking
- Network Management and Orchestration
- Computing Systems
- Storage Area Networking
- Data Center Switching

- Application Centric Infrastructure
- Data Center Orchestration and Automation
- Unified Communications
- Video Collaboration
- Network Security
- Security Policy and Access

Solutions Supported

- Network Service Orchestration
  - o Network Management and Orchestration
  - o Data Center Orchestration and Automation

- Software Defined WAN
  - o Network Management and Orchestration
  - o Routing and Switching

Cisco Responsibilities

- Designate a Cisco Classified Network Support person (CNS Operations Manager) to act as the primary non-technical liaison point-of-contact to provide Deliverables and activities.
- Provide the following:
  - o Case Request Escalation Management: Operations Manager will facilitate problem resolution on a reactive basis for technical issues reported to Cisco by Customer, and help Customer determine if appropriate resources are being applied to technical issues reported. This includes notifying Cisco TAC and the Cisco Engineer familiar with Customer's Network of any planned event by pre-opening case and alerting Cisco TAC of relevant information related to the scheduled event.
  - o Base Reporting Package: Operations Manager will provide standard weekly, monthly, and quarterly reporting to Customer.
  - o Quarterly Operations Data Analysis: Operations Manager will conduct quarterly discussion with Customer on Deliverables and activities to review alignment with Customer business objectives. This can include reactive support contract usage, case statistics, quality issues, overall case analysis (such as Product type or case priority), Network analysis, and Return Materials Authorization (RMA) trending.
  - o Extended Operational Analysis of Critical Issues: Cisco will perform operational data analysis, on critical issues by identifying Customer knowledge gaps and operational abnormalities / gaps. Cisco will provide recommendation and identify possible Solutions that Customer may elect to implement to help close knowledge and system quality gaps.
- Provide access to the Classified Network Support team via a Cisco-provided phone number for the following:
  - o Provide case-tracking and troubleshooting where available, on an up-to twenty-four (24) hours-per-day, seven (7)-days-per-week basis as follows:

- ▪ Severity 1 or Severity 2 calls: Response objective is within fifteen (15) minutes;
- ▪ Severity 3 and Severity 4 calls: Response objective is within sixty (60) minutes during Standard Business Hours as extended therein to 8:00 am – 5:00 pm US Eastern Standard Time.
- Provide a Customer Portal for Incident Tickets:
  - o Classify each incident ticket based on a modified version of the US-CERT incident categories: http://www.us-cert.gov/governmentusers/reporting-requirements.
  - o Prioritize all Incidents, based on information known to Cisco at the time of incident creation, into High, Medium, and Low priority based on one or more criteria such as the type of infection, confirmation of the incident, or the number assets associated with the Incident. Priorities are defined as:
    - ▪ High: Critical business impact or data loss to the Customer
    - ▪ Medium: Adverse effect to Customer, potential data loss, potential loss of service.
    - ▪ Low: Minimal adverse impact to Customer. No financial loss. No data loss.
- Electronically notify designated Customer contacts for new incidents.
- Communicate mitigation recommendations if available for associated incident.
- Note any corrective actions requiring action by the Customer including gaps in the information provided.

Additional Responsibilities

* Specifically applies only if Customer has purchased this Deliverable in conjunction with Cisco Remote Managed Services.
- Designate a CNS Operations Manager to act as the focal point for change management procedures.
- Define the high-level scope of work required to transition Customer's existing Network to readiness for management of the Managed Components by Cisco, including assessing changes required to Customer's platform, Network and processes in order to commence the Services.
- Provide and help manage a Transition Plan that defines the overall Service transition scope, establishes milestones against which project progress will be measured, defines the requirements for establishing connectivity and access for the Service, and establishes a go-live date (or set of dates) when Cisco will begin to managed and/or monitor the Managed Components.
- Define the required inventory information and topology requirements necessary to activate or onboard the Managed Components.

Deliverables

- Case Request Escalation Management
- Base Reporting Package
- Quarterly Operations Data Analysis
- Operational Analysis of Critical Issues
- Case Tracking and Troubleshooting
- Transition Plan (this Deliverables only applies if Customer has purchased Cisco Remote Managed Services)

Optional Deliverables Bundle

With the above Deliverables, the following Optional Deliverables bundle may be added. Deliverables and activities described below are available individually, in a grouping of two optional Deliverables or in its entirety. Customer may not select greater than two optional Deliverables unless all of the optional Deliverables bundles have been selected.

- Engineering Field Analysis (EFA) Coordination and Reporting: Coordinate the return of parts requiring a failure analysis and communication on the status to the Customer; regular reporting, status, and escalation assistance will be provided.
- Service Delivery Level Reporting: Provide reporting focusing on delivered Service levels.
- Custom Reports: Provide custom reports in support of either service level agreement (SLA) reporting requirements or as specified by the Customer.

Onsite CNS Operations Manager: Provide a dedicated individual to perform Operations Management-related tasks at the Customer identified site for duration as specified in the Quote for Services.Optional Deliverables Bundle

- EFA Coordination and Reporting
- Service Delivery Level Reporting

- Custom Reports
- Onsite CNS Operations Manager

Limitations

- For Case Request Escalation Management, pre-opening cases for planned event is not to exceed two (2) events per month.

Customer Responsibilities

- Coordinate any delivered onsite visits by Cisco, and provide minimum thirty-days (30-days) notice to Cisco of the scheduled visit; in the event the date for the scheduled visit is changed, Customer may be subject to additional charges.
- Report Severity 1 and 2 problems directly using the Cisco-provided phone number; response times do not include problems reported using Cisco.com or other electronic means.

3. CNS High-Touch Technical Support (U.S. Only)

CNS High-Touch Technical Support (CNS HTTS) provides access to a team of network specialists who can assess and expedite issue resolution, define a Solution that seeks to limit network disruption, and assist network operating staff in implementing the appropriate Solution for increased availability of Customer's mission-critical business infrastructure.

Customers are provided support by citizens of the host nation (if required and lawful) and authorized in-country resources with the ability to support within classified space as required. Service is provided in secure host nation locations. All case and correspondence data provided by Customer to Cisco for purposes of Cisco's provision of Expert Care National Services is stored on network with strict access controls.

Target Customer Segment

- US Government Agencies, or Small to Medium companies operating on classified networks.
- Non-Federal US Government Entities, or Small to Medium Companies with strict security requirements.

Dependencies

- In order to purchase CNS High-Touch Technical Support, CNS High-Touch Operations Management is required across Customer's entire network.
- Depending upon the clearance level required, Service may begin thirty (30) days after acceptance of the Purchase Order.
- Customers on either unclassified or classified networks, the CNS HTTS Service will be remotely delivered from the CNS secure data center, located in Research Triangle Park, North Carolina.

Technologies Supported

- Routing and Switching
- Wireless Networking
- Network Management and Orchestration
- Computing Systems
- Storage Area Networking
- Data Center Switching

- Application Centric Infrastructure
- Data Center Orchestration and Automation
- Unified Communications
- Video Collaboration
- Network Security
- Security Policy and Access

Solutions Supported

- Network Service Orchestration
  - o Network Management and Orchestration
  - o Data Center Orchestration and Automation

- Software Defined WAN
  - o Network Management and Orchestration
  - o Routing and Switching

Additional Information to be Collected

- Organizational structure, Solutions goals, business, technical and operational requirements.
- Security policy, security incident management process and incident handling procedures.
- Asset classification and prioritization documents.
- Information and or policies regarding normal and permissible network traffic.
- Documentation for identification, classification and prioritization of critical systems and data.
- Quarterly vulnerability scan reports which include details on listening ports, version of services, point-in-time baselines of vulnerabilities associated with critical assets such as services and software applications.
- Situations or places in the network where full packet capture may not be permissible.
- Inventory information and topology requirements, host names, IP addresses, SNMP strings, passwords, and other information necessary to activate or onboard the managed components.

Cisco Responsibilities

- Project Management:
    - o Define communications flow with Customer's project sponsor and key stakeholders.
    - o Review status of dependencies, risks, and issues associated with successful delivery of the Service.
    - o Act as focal point for change management procedures.

- Kickoff Session:
    - o Conduct a kickoff session within forty (45) days from receipt of Purchase Order to review the activation process and activities with the Customer and create a project plan for activation of the Service.

- Transition monitoring and incident management of managed components

Note: Information gathering and kickoff session must be completed before commencing the transition responsibilities.

- Transition case tracking and troubleshooting responsibilities for the supported technologies as specified on the Quote.
- Execute transition plan to transition Customer's existing network for management of the managed components by Cisco which includes the following:
    - o Define a high-level scope and milestones.
    - o Define the readiness requirements to establish connectivity and access to the managed components by Cisco.
    - o Define the required inventory information and topology requirements necessary to activate or onboard the managed components.
    - o Establish go-live date which when Cisco will begin to manage and monitor the managed components and Customer will access the Service.
- Conduct a transition out-brief upon completion of the above transition activities which will cover the following:
    - o Review of incident escalation process.
    - o If applicable recommendations which must be addressed based on information analyzed.
    - o Service go-live date for monitoring and incident management by CNS HTTS.

- Monitoring and incident management of managed components.
- CNS HTTS is provided remotely (not onsite) and includes providing the Customer direct access to the Federal Special Secure Support Team via a Cisco provided phone number. CNS HTTS will provide response to Customer as follows:
    - o Severity 1 or Severity 2 calls: Response objective within fifteen (15) minutes.
    - o Severity 3 or Severity 4 calls: Response objective within sixty (60) minutes.

Note: Response times do not include problems reported using Cisco.com or other electronic means.

- Provide case tracking and troubleshooting Services, where available, on a twenty-four (24) hours per day, seven (7) days per week.
- Provide 24/7 access to expert engineers, familiar with Customer's network for faster issue resolution.

- Provide network service level support which assesses services requests beyond device level to determine and address symptoms at a network level.
- Provide a dedicated toll-free number. Customer will only be asked for Service Contract number and basic information on Customer CCO profile.
- Monitor the managed components identified in transition plan.
- Provide incident handling as follows:
    - Create incident tickets on the Customer Portal.
    - Classify each ticket based on a modified version of the US-CERT incident categories located here:
    - https://www.us-cert.gov/government-users/reporting-requirements
    - Prioritize all incidents, based on information known to Cisco at the time of the incident creation into High, Medium, and Low priority and several criteria such as type of infection, confirmation of the incident, or the number of assets associated with the incident. Priorities are defined as:
        - High - Critical business impact or data loss to the Customer.
        - Medium - Adverse effect to the Customer, potential data loss, potential loss of service.
        - Low - Minimal adverse impact to Customer. No financial loss. No data loss.
    - Electronically notify designated Customer contacts for new incidents.
    - Provide mitigation recommendations as available for associated incident.
    - If Cisco becomes aware of an incident, Cisco will attempt to notify the Customer designated point of contact for the Service.

Deliverables

- Transition Plan
- Transition Out-Brief

Customer Responsibilities

- Collaborate with Cisco NCE to create the following if they do not exist for purposes of assisting with issue resolution and implementation of appropriate Solutions:
    - Topology map with IP networks
    - Design and configuration templates
- Perform tasks identified in the Transition plan in support of activation of the Service.
- Provide reasonable electronic access to Customer's network for Cisco to provide the Service.
- Report Severity 1 and Severity 2 problems for managed components using the Cisco provided phone number.
- Review incident tickets on the Customer Portal and provide timely information required for ticket resolution and closure
- Implement Cisco's recommended mitigation Solutions in a timely manner in order to expedite resolution of incidents and increase availability of Customer's mission-critical business infrastructure.

Definition of Terms Used

- **Customer Portal** – Web application provided by Cisco to Customer that details visibility into the CNS HTTS Service, including incident tickets and reports.
- **Incident Tickets** – An enumerated report that provides details about an incident detected by the CNS HTTS team and requires attention from the Customer.
- **ISO** – International Standards Organization
- **Security Incident** or **Incident** – A single series of unwanted or unexpected information security events that have a significant probability of compromising business operations and threatening information security (ISO 27035).