



Service Description: Intelligent Automation Consulting Support Service

This document describes Cisco's Intelligent Automation Consulting Support 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. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

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Location of Services

Services shall be performed either Remote and On Site or a combination of both Remote and On Site.

Intelligent Automation Consulting Support Service

Cisco Responsibilities

Intelligent Automation Consulting Support Service comprises general business, functional and technical advice and guidance only during Standard Business Hours (unless otherwise stated). The advice and guidance may include but shall not be limited to assisting Customer in respect of the following tasks and activities associated with Customer's deployment of Cisco Cloud Portal, Cisco Workplace Portal, or Cisco Demand Center:

- Designate a single point of contact (and backup contact when the primary contact is unavailable) to whom communications in regards to the Services may be addressed and who has the authority to act on all aspects of the Services.
- Assist in confirmation of business, functional and technical requirements.
- Assist in the development of high-level and low-level service designs.
- Assist in the development of technical implementation planning (architecture, installation, and integration).
- Assist in configuration activities, including service configuration, technology configuration, test planning and cutover activities
- Assist in training activities.

Customer Responsibilities

- Designate a single point of contact ("Customer Contact") to act as the primary technical interface to the designated Cisco contact(s). This person has the authority to act on all aspects of the Service being performed.

- Ensure key Customer personnel (such as: architecture design and planning, server admin, DBA, application admin) are available to participate during the course of the Service (to provide information and to participate in review sessions).
- Provide documented Customer requirements (business and technical) and high-level network architecture design specifications.
- Customer will provide Cisco with such information, data and documentation as Cisco may require to enable Cisco to provide the Services and comply with Cisco's Responsibilities set forth herein including but not limited to: (a) information relating to Customer's network, design, business and other applicable requirements; (b) functional and/or technical documentation relating to such requirements; and (c) topology maps, configuration information and existing and proposed network infrastructure.
- Provide Cisco with access to Customer's system and network during implementation.
- Provide project team resources to work along side Cisco to install, integrate, and design and configure service offerings
- Provide completed installation checklist for review and use by Cisco.
- Provide accounts and client software necessary for Cisco to test integrations with respective third-party software applications.
- Arrange for suitable meeting room facilities including an LCD Project and an internet connection for any training supported by Cisco at Customer's premises.
- Perform printing/reproduction of participant training workbooks.
- Fully operational development server hardware with all prerequisite software loaded and connectivity needed to host the Cisco Demand Center application, if applicable.
- Access to People/Directory Data needed to make the Cisco Demand Center application functional.
- VPN access and a terminal service client setup on the Cisco Demand Center development server.
- Read/write file system access and privileges for Cisco to start/stop Cisco Demand Center processes on the development server.
- Unless otherwise agreed to by the parties, Customer shall respond within five (5) Business Days of Cisco's request for any other documentation or information needed to provide the Service.
- Customer acknowledges that completion of Services is dependent upon Customer meeting its responsibilities as identified in this document.

Assumptions

- Customer is responsible for determination of its requirements, and Customer shall retain overall responsibility for any business process impact and any process change implementations.
- Customer acknowledges that Cisco is not providing any deliverables. The Services shall be comprised of general business, functional and technical assistance and shall be performed under Customer's direction and management and such assistance may not result in some or all of the tasks being completed. Customer is solely responsible for the determination and successful implementation of its network, design, business or other requirements.
- Services are provided to assist Customer in support of the initiatives and activities described herein and Cisco 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.