Service Description: Advanced Services Configurable Validation Services

This document describes Advanced Services Configurable Services for Validation Services activities and deliverables.

1.1 Service Summary

Validation Services help you confirm that your solution meets your requirements for availability, security, reliability, and performance through assessment and issue resolution in a lab environment before implementation in your production network. This helps you to:

- Mitigate risks associated with updating the production network
- Accelerate time to market and solution adoption
- Reduce costly delays, risks, and rework
- Improve availability

For further Cisco Portfolio information; http://www.cisco.com/web/services/portfolio/index.html.

1.2 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.

1.3 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 SOW Terms & Conditions Agreement (Direct Sale Only) posted at: http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html, which is incorporated into this Service Description by this reference. In either case, this Service Description shall be treated as a "SOW" or a "Statement of Work" under the most recent agreement between the parties or by the SOW Terms & Conditions Agreement referenced above.

Cisco shall provide the AS-C Validation activities and deliverable described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Service Bill of Material ("SBOM"), identifying Cisco's quote for performance of Services, which details the extent of the Services and duration that Cisco shall provide such Services. Customer's issuance of Purchase Order, referencing the Configuration ID associated with the SBOM, will constitute its acknowledgement and agreement to the terms of this SBOM. Availability of Services described herein and service delivery may vary by geographical region.

1.4 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/.

1.5 Location of Services

Services are provided remotely and onsite, as required and quoted.

2.0   Table of Contents

3.0 General Service Activities

3.1 Project Management

Project management will be provided for the duration of the Service, including a Project Manager (PM) who will have the primary responsibilities to conduct the project kick off meeting, develop a project plan, schedule resources, and provide change management. Project management services will be provided for the duration of the project.

3.1.1 General Responsibilities

Cisco Responsibilities

3.1.1.1	Provide Customer with a list of designated Cisco personnel roles and responsibilities under this AS-C Validation Services offer.
3.1.1.2	Provide a Project Management Plan ("PMP"). PMP is a baseline document from which the Cisco PM can manage deliverables, assess progress, and manage change management issues and any on-going questions.
3.1.1.3	Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
3.1.1.4	Provide a Project Schedule highlighting deliverables, corresponding milestones, planned project events, resource(s) and timescales.
3.1.1.5	Participate in scheduled project review meetings or conference calls, if required.
3.1.1.6	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.
3.1.1.7	Deliver a weekly project status report to the Customer.
3.1.1.8	Provide a handover, follow on actions, lessons learned, and exception reports (if necessary) upon project completion.

Customer Responsibilities

3.1.1.9	Provide the Cisco PM with a list of designated Customer personnel roles and responsibilities under this AS-C Validation Services offer.
3.1.1.10	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 AS-C Validation Services offer. 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.
3.1.1.11	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.
3.1.1.12	Participate in scheduled project review meetings or conference calls, if required.
3.1.1.13	Coordinate with any external third parties, such as in country Carrier/Telco activities, deliverables and schedules.
3.1.1.14	Ensure that Cisco's request for information or documentation needed for the project is provided within three (3) Business Days of Cisco's request, unless the parties agree to another time period for response.
3.1.1.15	Provide an authorized Customer signatory for delivery of Cisco Products to Customer location, if required.

Deliverables

3.1.1.16	Project Management Plan

4.0   Infrastructure Supporting Services

Infrastructure Validation Services includes Concept Validation, Release Validation and Network Ready for Use (NRFU) services in the following areas: network, storage and compute systems and technologies that support business applications.

4.1 Infrastructure Concept Validation Service

Infrastructure Concept Validation service is intended to cater engagements that don't match the profile of a normal test activity with a formal test plan. These typically Non-test activities are aimed at providing client familiarization or to build confidence in a Cisco proposed Application design or product. They may also provide consultancy to assist a client in the decision making process to evolve Application design definition, technology or product selection.

4.1.1 General Responsibilities

Cisco Responsibilities

4.1.1.1   Cisco shall set up the Test Lab with the Hardware and Software required to execute the Test Plan which may include the following: document and communicate to Customer any changes to the proposed test lab setup, review the Test Scope and Requirements Document and the Customer's preliminary test plan, if available, initiate the test plan collaboration process; and, discuss with Customer the test plan process, including test cases and test tools to be used, propose modifications to the test lab setup based upon information gathered during the setup phase, provide guidance and recommendations on tool usage such as traffic generators, simulators, scripting and data collection along with lab design support and management.

4.1.1.2   Cisco shall perform the execution of the Test Plan using the test lab Plan which may include the following: perform the execution of the Test Plan developed from the Test Plan Development service, document results of the execution of the Test Plan, recommend modifications to the Test Plan, test methodology and/or test execution based on the information gathered during this test execution phase, provide test case updates only (as required) during the test plan execution phase, which may not exceed the time as scheduled in the project schedule of the Test Plan, address any issues identified during testing with Customer for possible correction and resolution.

4.1.1.3   Cisco shall develop the Concept Validation Report which may include the following: documenting the results of the test execution and validation activity in the Concept Validation Report to include the expected results, observed results and any remedial actions and recommendations that are necessary to be implemented by Customer, review the test and validation results with Customer for comment and approval, updating the report in accordance with Customer comments and provide for final review before it is formally completed and released, providing final Concept Validation report incorporating feedback from Customer following their final review, schedule one (1) conference call with Customer to communicate tests results as executed to include key performance data collected during test execution, Identification of exception reports, any potential issues, workarounds and recommendations.

4.1.1.4   Refer to the architecture/technology-specific sections in section 4.1.2 below in addition to the activities defined here.

Customer Responsibilities

4.1.1.5   Participate and review the Test Plan which may include the following: provide feedback in order for Cisco to make changes to finalize the Test Plan, as necessary, agree on the scope of the engagement within two (2) business days following the review of the same.

4.1.1.6   Responsible for providing any third party hardware or software required to satisfy the Customer-defined testing scenarios to support the test execution.

4.1.1.7   Work with Cisco for possible resolution to issues identified that would possibly prevent the completion of the testing.

4.1.1.8   Participate in the conference call hosted by Cisco to review the Concept Validation Report.

4.1.1.9   Review the Concept Validation Report with Cisco in accordance with Document Deliverable Review and Approval Process before it is finalized and released

4.1.1.10   Confirming the receipt of finalized Concept Validation Report.

4.1.1.11   Customer expressly acknowledges and agrees that it is solely responsible for any subsequent determination and implementation of its network, design, business or other requirements.

4.1.1.12   Refer to the architecture/technology-specific sections in section 4.1.2 below in addition to the activities defined here.

Deliverables

Concept Validation Report

4.1.2 Additional Infrastructure Concept Validation Service Activities and Deliverables by Architecture/Technologies

Refer to the applicable architecture/technology supported below.

4.1.3 Data Center

Cisco Responsibilities

4.1.3.1   No responsibilities defined in addition to section 4.1.1 above

Customer Responsibilities

4.1.3.2   No responsibilities defined in addition to section 4.1.1 above

4.1.4 Borderless Networks

Cisco Responsibilities

4.1.4.1   No responsibilities defined in addition to section 4.1.1 above

Customer Responsibilities

4.1.4.2   No responsibilities defined in addition to section 4.1.1 above

4.2 Infrastructure Release Validation Service

Release Validation Service is a tailored test service that provides verification of a jointly agreed test plan for functionality, scalability, or interoperability of a release in a Cisco-provided lab with the Customer-specific topology.

4.2.1 General Responsibilities

Cisco Responsibilities

4.2.1.1   Cisco shall set up the Test Lab with the Hardware and Software required to execute the Test Plan which may include the following: document and communicate to Customer any changes to the proposed test lab setup, review the Test Scope and Requirements Document and the Customer's preliminary test plan, if available, initiate the test plan collaboration process; and, discuss with Customer the test plan process, including test cases and test tools to be used, propose modifications to the test lab setup based upon information gathered during the setup phase, provide guidance and recommendations on tool usage such as traffic generators, simulators, scripting and data collection along with lab design support and management.

4.2.1.2   Cisco shall perform the execution of the Test Plan using the test lab Plan which may include the following: perform the execution of the Test Plan developed from the Test Plan Development service, document results of the execution of the Test Plan, recommend modifications to the Test Plan, test methodology and/or test execution based on the information gathered during this test execution phase, provide test case updates only (as required) during the test plan execution phase, which may not exceed the time as scheduled in the project schedule of the Test Plan, address any issues identified during testing with Customer for possible correction and resolution.

4.2.1.3   Cisco shall develop the End of Test Report (EoTR) which may include the following: documenting the results of the test execution and validation activity in the End of Test Report (EoTR) to include the expected results, observed results and any remedial actions and recommendations that are necessary to be implemented by Customer, review the test and validation results with Customer for comment and approval, updating the report in accordance with Customer comments and provide for final review before it is formally completed and released, providing final End of Test Report (EoTR) incorporating feedback from Customer following their final review, schedule one (1) conference call with Customer to communicate tests results as executed to include key performance data collected during test execution, Identification of exception reports, any potential issues, workarounds and recommendations.

4.2.1.4   Refer to the architecture/technology-specific sections in section 4.2.2 below in addition to the activities defined here

Customer Responsibilities

4.2.1.5   Participate and review the Test Plan which may include the following: provide feedback in order for Cisco to make changes to finalize the Test Plan, as necessary, agree on the scope of the engagement within two (2) business days following the review of the same.

4.2.1.6   Responsible for providing any third party hardware or software required to satisfy the Customer-defined testing scenarios to support the test execution.

4.2.1.7   Work with Cisco for possible resolution to issues identified that would possibly prevent the completion of the testing.

4.2.1.8   Participate in the conference call hosted by Cisco to review the End of Test Report (EoTR).

4.2.1.9   Review the End of Test Report (EoTR) with Cisco in accordance with Document Deliverable Review and Approval Process before it is finalized and released

4.2.1.10   Confirming the receipt of finalized End of Test Report (EoTR).

4.2.1.11   Customer expressly acknowledges and agrees that it is solely responsible for any subsequent determination and implementation of its network, design, business or other requirements.

4.2.1.12   Refer to the architecture/technology-specific sections in section 4.2.2 below in addition to the activities defined here.

Deliverables

4.2.1.13   End of Test Report (EoTR)

4.2.2 Additional Infrastructure Code Certification Service Activities and Deliverables by Architecture/Technologies

Refer to the applicable architecture/technology supported below.

4.2.3 Data Center

Cisco Responsibilities

4.2.3.1   No responsibilities defined in addition to section 4.2.1 above

Customer Responsibilities

4.2.3.2   No responsibilities defined in addition to section 4.2.1 above

4.2.4 Borderless Networks

Cisco Responsibilities

4.2.4.1   No responsibilities defined in addition to section 4.2.1 above

Customer Responsibilities

4.2.4.2   No responsibilities defined in addition to section 4.2.1 above

4.3 Infrastructure Network Ready for Use Service

Network Ready for Use (NRFU) service define and record the specific actions that are necessary to test the Customer network and to declare that it is ready for use. The Network Ready For Use (NRFU) tests will demonstrate that the network equipment has been correctly configured and that the network will operate in a manner that will enable the Customer to accept it as a working system and proceed with the process of adding production connectivity and traffic.

4.3.1 General Responsibilities

Cisco Responsibilities

4.3.1.1   Cisco shall work with the Customer to define the Engagement Scope which may include the following: Conduct a project kick-off meeting via conference call to discuss Customer objectives and define the scope, Work with Customer and Cisco project personnel to coordinate scheduling of the project kick-off meeting conference call and all subsequent conference call(s), Discuss with Customer objectives for the testing, Analyze Customer's existing testing plans and test plan documentation, including test plan scenarios, to identify critical Hardware and Software components required for testing, Assess the proposed test plan and Customer objectives and the required Hardware and Software versus the available network or test equipment in the lab and other resources such as substitute equipment, Identify gaps between the Customer's

test plan and the Customer's objectives in order to recommend targeted tests to meet the Customer's objectives.

4.3.1.2   Cisco shall develop a Test Plan Document which may include the following: Review the Test Scope and Requirements Document and the Customer's preliminary test plan, if available, Initiate the test plan collaboration process; and, discuss with Customer the test plan process, including test cases and test tools to be used, Recommend and develop the Test Plan including lab set up required, test cases or scenarios, test data and expected results, Provide direction and feedback regarding the detailed test plan and availability and use of test tools and network or test equipment, Communicate test plan modifications throughout the Test Plan Development phase as they arise, Work with Customer to identify issues that may affect the setup and execution of the test plan, Schedule the test setup and execution, taking into account the desired timelines and the availability of equipment, tools, Software, personnel and other resources that may be required, Communicate the status and availability of the test lab, network and/or test equipment required to perform the test. Communicate to Customer the available scheduling dates and times.

4.3.1.3   Cisco shall execute the test plan at Customer site which may include the following: Advising Customer of required corrections to existing production Customer site configurations to achieve test objectives, providing relevant test tools (1Gig/10Gig capable) required for successful execution of the test plan at Customer site, Providing opportunity for Customer to review Customer site setup for on-site test, Work with Customer to schedule on site testing and on site Customer attendance, Performing the tests (of no more than five (5) Business Days of test execution) at Customer site as per the agreed test plan, Provide Customer with information on any issues identified during on-site testing so Customer can take corrective action, Obtaining sign-off signature from Customer on completion of the on-site testing at Customer site.

4.3.1.4   Cisco Shall develop the End of Test Report (EoTR) which may include the following: documenting the results of the test execution and validation activity in the End of Test Report (EoTR) to include the expected results, observed results and any remedial actions and recommendations that are necessary to be implemented by Customer, review the test and validation results with Customer for comment and approval, updating the report in accordance with Customer comments and provide for final review before it is formally completed and released, providing final End of Test Report (EoTR) incorporating feedback from Customer following their final review, schedule one (1) conference call with Customer to communicate tests results as executed to include key performance data collected during test execution, Identification of exception reports, any potential issues, workarounds and recommendations.

4.3.1.5   Refer to the architecture/technology-specific sections in section 4.3.2 below in addition to the activities defined here

Customer Responsibilities

4.3.1.6   Collaborate with Cisco to define the engagement scope which may include the following: provide a preliminary test plan, if available and test objectives, work with Cisco to define the requirements for the test, based on the preliminary test plan and requirements for the test, identify key Customer personnel who will participate in the project kick-off meeting conference call and any subsequent conference call(s), work with Cisco to schedule the project kick-off meeting and subsequent conference call(s) as required to provide the services, Ensure the identified key personnel participate in the meetings.

4.3.1.7   Participate and assist in finalizing the test plan which may include the following: Identify any issues that may affect the setup and execution of the test plan, Work with Cisco to select available scheduling for the use of lab test resources; and, Customer must adhere to the selected scheduling dates and times, Provide the relevant test data and test cases to Cisco necessary for the execution of the Test Plan.

4.3.1.8   Participate and assist Cisco in the test plan execution at Customer Site which may include the following: Remote review of the Customer site setup and providing feedback in order for Cisco to make changes to the lab setup if necessary, The Customer must sign-off on the on-site test setup within three (3) business days following the review of the same, Providing any 3rd party hardware or software required to support the test execution, Provide resolution to issues identified (if any) that would possibly prevent the completion of the on-site testing, Work with Cisco to select available dates for the on-site test activity, Attend Customer site during the test plan execution at agreed times and dates, The Customer must sign-off on successful completion of the execution of the test plan within three (3) business days upon attendance of the execution of the test plan.

4.3.1.9   Responsible for providing any third party hardware or software required to satisfy the Customer-defined testing scenarios to support the test execution.

4.3.1.10   Work with Cisco for possible resolution to issues identified that would possibly prevent the completion of the testing.

4.3.1.11   Participate in the conference call hosted by Cisco to review the End of Test Report (EoTR).

4.3.1.12   Review the End of Test Report (EoTR) with Cisco in accordance with Document Deliverable Review and Approval Process before it is finalized and released

4.3.1.13   Confirming the receipt of finalized End of Test Report (EoTR).

4.3.1.14   Customer expressly acknowledges and agrees that it is solely responsible for any subsequent determination and implementation of its network, design, business or other requirements.

4.3.1.15   Refer to the architecture/technology-specific sections in section 4.3.2 below in addition to the activities defined here.

Deliverables

4.3.1.16   End of Test Report (EoTR)

4.3.2 Additional Infrastructure Code Certification Service Activities and Deliverables by Architecture/Technologies

Refer to the applicable architecture/technology supported below.

4.3.3 Data Center

Cisco Responsibilities

4.3.3.1   No responsibilities defined in addition to section 4.3.1 above

Customer Responsibilities

4.3.3.2   No responsibilities defined in addition to section 4.3.1 above

4.3.4 Borderless Networks

Cisco Responsibilities

4.3.4.1   No responsibilities defined in addition to section 4.3.1 above

Customer Responsibilities

4.3.4.2   No responsibilities defined in addition to section 4.3.1 above

5.0 General Customer Responsibilities

5.1.1.1   Designate a single point of contact to act as the primary technical interface to the designated Cisco engineer.

5.1.1.2   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.

5.1.1.3   Ensure key Customer personnel (such as: architecture design and planning, network engineering, network operations staff) are available to participate during the course of the Service (to provide information and to participate in review sessions).

5.1.1.4   Provide documented Customer requirements (business and technical) and high-level network architecture design specifications and a Low Level Design Document, if available.

5.1.1.5   Provide documented information on Customer's existing network infrastructure design including such as: features and services, route plans, addressing schema, call/data flow, dial plans, security policies, network management and operational processes.

5.1.1.6   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.

5.1.1.7   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 pay to and the work performance of, all non-Cisco entities assigned to, or working on this Service under this Service Description.

5.1.1.8   Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.

5.1.1.9   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.

5.1.1.10 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.

5.1.1.11 Customer shall provide reasonable access to computer equipment, facilities, workspace and telephone for Cisco's use during onsite Service.

5.1.1.12 Unless otherwise agreed to by the parties, Customer shall respond within five (2) Business days of Cisco requesting documentation and/or information needed for the Service.

6.0 Project Assumptions and Exclusions

6.1.1.1 Services and service pricing are based upon the following assumptions and exclusions ("Assumptions").

6.1.1.2 Customer is responsible for determination and implementation of Customer design requirements and implementation of any recommendations provided by Cisco. Cisco recommendations are based upon information provided to Cisco at the time of the services. In no event shall Cisco be liable for the accuracy or completeness of the information contained in the Cisco recommendations.

6.1.1.3 Service Description should be read in conjunction with the Advanced Services General Assumptions and Exclusions document posted at: www.cisco.com/go/servicedescriptions which is hereby incorporated for reference. To the extent there is a conflict between the terms of this Service Description and such document, the terms of this Service Description shall control.

6.1.1.4 The lab equipment Bill of Material (BoM) that will be provisioned by Cisco shall not exceed $1.9M (list price) of Cisco equipment.

6.1.1.5 The number of standard test ports shall not exceed either 8, 10 gig ports or 16, 1 gig ports.

6.1.1.6 Unless explicitly stated in the service specific sections above, all the Validation activities shall be performed in Cisco labs on Cisco owned equipment. Customer is not required to purchase the hardware

6.1.1.7 Project Management, Engineering effort, Traffic generator test tools, lab facilities (racks as required, cooling and power) are included as part of the service.

6.1.1.8 All services will be provided in the English language unless otherwise agreed to by Customer and Cisco.

6.1.1.9 Customer expressly acknowledges and agrees that Customer is solely responsible for determination and implementation of Customer's architecture solution requirements and implementation of any recommendations provided by Cisco. In no event shall Cisco be liable for the accuracy or completeness of the information contained in any report.

6.1.1.10 Services quote assume work is performed during Standard Business Hours.

6.1.1.11 Services do not include any third party products testing unless specifically agreed by Cisco during the Engagement scoping agreement.

6.1.1.12 Cisco welcomes 3rd party equipment/engineers to be hosted at Cisco site and the goal is to provide support for Testing from an interoperability point of view. 3rd party equipment remains the Customer's responsibility in terms of configuration, faulting and fine-tuning. Cisco is not responsible for 3rd party product/application configuration.

6.1.1.13 Services may be performed at Cisco's discretion by Cisco or individuals, contractors, agent's suppliers or organizations employed or hired under contract with Cisco.

7.0   Document Deliverable Review and Approval Process

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

7.1.1.1   Cisco will present the draft Document Deliverable to Customer when the document is ready for review and approval.

7.1.1.2   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.

7.1.1.3   If no comment or approval is received by Cisco within said time period, the Document Deliverable as provided by Cisco, is deemed to have accepted by the Customer.

7.1.1.4   If Customer provides comments, then Cisco shall address such comments in a timely manner and this process for review and approval will be repeated.

7.1.1.5   No further Services will be performed until the Customer's acceptance of Document Deliverables is received by Cisco.

7.1.1.6   If Customer nevertheless insists on Cisco performing any further Services, the relevant Document Deliverable as presented by Cisco will be deemed accepted.