



## Service Description: Advanced Services – Fixed Price

### Desktop Virtualization Assessment Service (ASF-DCV1-DVA-A)

This document describes Advanced Services Fixed Price: Desktop Virtualization Assessment Service.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicesdescriptions/](http://www.cisco.com/go/servicesdescriptions/): (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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#### Desktop Virtualization Assessment

##### Service Summary

Cisco will provide data collection services, with the use of a Data Collection Tool remotely installed on a Customer provided environment. The Data Collection Tool will remain at the Customer site for approximately thirty (30) calendar days to remotely collect data followed by a fifteen (15) consecutive day remote/on-site analysis service. Cisco will provide assessment services during which Cisco will collect information about the customer environment through workshops and interviews both remotely and on site over a period of five (5) Business Days. After data collection and assessment, Cisco will deliver a report detailing the Customer's environment, including a description of up to two (2) use cases, virtualization desktop infrastructure (VDI) layer diagram, total cost of ownership (TCO) calculations, and a summary of recommended next steps ("Services").

##### Deliverables

- Project Plan
- Assessment Report
- TCO Analysis Report
- Executive Summary

##### Location of Services

Services are delivered remotely and on site to Customer.

The Desktop Virtualization Assessment Service includes three (3) on site visits for up to four (4) Business Days per visit.

##### Project Management

#### Cisco Responsibilities

- Project management will be provided in conjunction with and is limited to the management of the Services.
- Conduct a project kick-off meeting with Customer at the inception of the Services.
- Identify project team members.
- Define the communication flow with the project sponsor and key stakeholders and document it in the Project Plan.
- Designate a single point of contact, the Project Manager, to whom communications in regards to the Services may be addressed and who has the authority to act on all aspects of the Services; shall be available during Standard Business Hours; and shall designate a backup contact for when the primary contact is not available.

- Review with Customer the project schedule, objectives, critical success factors and roles and responsibilities of Cisco and Customer project team members.
- Manage the project to the agreed upon Project Plan.
- Participate in regularly scheduled project review meetings or conference calls as required.
- Provide to Customer the Project Plan.

### **Customer Responsibilities**

- Identify Customer's project sponsors and key stakeholders and define their roles; Customer stakeholders may include management representatives, system users, engineers and other technical personnel.
- Work with Cisco to schedule the kick-off meeting and communicate the services schedule to the Customer-identified project team members.
- Review with Cisco the project schedule, objectives, critical success factors, deliverables and roles and responsibilities of Cisco and Customer project team members.
- Participate with Cisco in regularly scheduled project review meetings or conference calls.
- Work with Cisco to identify specific objectives and critical success factors for desktop virtualization.

### **Data Collection (Remote/Onsite)**

#### **Cisco Responsibilities**

- The Data Collection Tool will be installed upon a Customer provided dedicated virtual server instance and will need to remain at Customer's Site gathering data for a period of up to 30 days.
- Provide to Customer a checklist to facilitate Customer's preparation for the installation and configuration of the Data Collection Tool.
- Following confirmation of Customer's provision of the dedicated system for data collection, work with Customer to install the Data Collection Tool software which will gather resource and asset utilization data of Customer's desktop computing environment for up to thirty (30) days.
- Validate the inventory and perform gathering of performance data in Customer's locations for up to two thousand (2000) desktops.
- Install a Data Collection Tool to gather asset and resource utilization data for the Customer's desktop computing environment.

#### **Customer Responsibilities**

- Supply a dedicated server (host system) for the Data Collection Tool per the requirements provided by Cisco.
- Work with Cisco to install the Data Collection Tool on the Customer-provided server or virtual server instance.
- Provide user ids, passwords, and port numbers for the proxy server (as required).
- Provide a user account for installation of and running the Data Collection Tool, including access to the Cisco approved hypervisor manager, either VMWare or Citrix exclusively.

- Provide network connectivity between the Data Collection Tool host system and the systems to be analyzed.
- Provide the list of desktops to be analyzed for this assessment, Cisco requires that the list be provided in electronic CSV (Comma Separated Values) format for up to two thousand (2000) physical Windows desktops that includes the of desktop host names, desktop group name, and any relevant information, such as:
  - domain, location, or other organizational entity;
  - operating system;
  - workload or purpose;
  - specialized hardware.
- If Customer is importing data directly into the Data Collection Tool, the list will need to be in CSV format with no headers and at least two (2) columns containing the desktop group name and desktop host name.
- Customer is responsible for entering and validating account credentials and validating desktop connectivity.
- Customer is responsible for implementing the data collection tool agent component to customer workstations. The data collection tool agent may be installed using a standard industry software deployment tool.

### **Virtualization Assessment (Remote and On Site)**

#### **Cisco Responsibilities**

- Conduct a discovery workshop for the virtualization assessment, working with Customer to define business and technical objectives and gathering any additional information, providing an overview of the benefits of desktop virtualization.
- Schedule interviews with Customer stakeholders responsible for the Customer's desktop computing environment and the network.
- Validate with Customer the data gathered from Customer's desktop computing environment.
- Analyze the collected data to determine candidate use cases for desktop virtualization, identifying any additional opportunities in the Customer's desktop computing environment. A use case is defined as a representative collection of users that perform similar types of activities or job functions (i.e. kiosk employees, outsourced employees, task employees). Use cases can be mapped backed to these various job functions.
- Prepare a TCO analysis report based upon analysis of the available customer data collected by the TCO analysis tool, if available. If the appropriate information is unavailable, then Cisco will use the default values which will be used as input into the TCO analysis tool; the analysis will show a comparison between the existing environment and a virtualized environment.
- Prepare an assessment report, documenting information from a subset of desktops in the Customer's computing environment, including:
  - name of desktop;
  - desktop application inventory;
  - type of hardware (if available);
  - hardware form factor (if available);
  - application utilization.
- Facilitate one (1) review session with Customer stakeholders to review the assessment report.

- Provide technology layer diagram that maps the different technology layers of desktop virtualization, documenting it in the assessment report.
- Prepare high level architectural scenarios with product description, documenting them in the assessment report.
- Provide high level desktop virtualization roadmap and a summary of next steps to move to a desktop virtualization environment, documenting them in the Assessment Report.
- Review with Customer the Assessment Report, TCO Analysis Report, and Executive Summary for comments.
- Provide the Executive Summary, summarizing all analysis and findings, including the Assessment Report and TCO Analysis Report.
- Provide the following information five (5) days prior to the installation of the data collection tools: seed file, SNMP, Telnet, show commands, Syslog server.
- Make the Network available for installation of data collection tools including providing: a secure area with limited physical access; secure installation behind the Customer's firewall; access to all devices on the Network.
- Customer may not schedule any change management in their network during the use of data collection tools, such as:
  - Product(s) added/deleted;
  - changes made to Product credentials;
  - any changes to Syslog, DNS, proxy and gateway server IP addresses.
- Return immediately Data Collection Tool(s) to Cisco, as instructed by Cisco, upon the earlier of: (i) completion of Services; or (ii) Cisco's request to Customer that the Data Collection Tool(s) be returned to Cisco.
- Make any required modifications to firewall rules and/or access-lists required to enable Cisco data collection tools to access all devices on the Network.
- Unless otherwise agreed to by the parties, Customer shall respond within two (2) Business Days of Cisco's request for any other documentation or information needed to provide the Service.
- 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.

### **Customer Responsibilities**

- Identify the appropriate Customer stakeholders to attend and participate in the discovery workshop and review meeting.
- Review with Cisco the Assessment Report, TCO Analysis Report, and Executive Summary, providing comments.

### **General Customer Responsibilities**

- Designate a single point of contact to act as the primary technical interface to the designated Cisco engineer.
- Customer will provide Cisco with such general assistance and access to Customer's sites and/or facilities as Cisco may require enabling Cisco to provide the Services and comply with the Cisco's responsibilities set forth herein.
- Customer will provide reasonable access to Customer site(s) and facilities including, where applicable, computer equipment, telecom equipment, facilities and workspace.
- Customer will provide proper security clearances and/or escorts as required to access the Site.
- Customer will schedule and provide the necessary Customer facilities (such as: conference rooms, projectors and conference bridges) for On Site meetings as required for the provision of the Services and per the project schedule.
- Customer acknowledges that completion of Services is dependent upon Cisco's use of data collection tools for a period of fifteen (15) consecutive calendar days, in addition to a period of thirty (30) calendar days of data assessment.
- If Cisco provides data collection tools or scripts located at Customer's site, Customer shall ensure that such data collection tools or scripts are located in a secure area, within a Network environment protected within a firewall and on a secure LAN, under lock and key and with access restricted to those Customer employee(s) or contractor(s) who have a need to access the data collection tools and/or a need to know the contents of the output of data collection tools. In the event data collection Tool provided by Cisco is Software, Customer agrees to make appropriate computers available and download Software as needed. Customer shall remain responsible for any damage to or loss or theft of the data collection tools while in Customer's custody.

### **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 period signifies Customer's

acceptance of completion of the Services in accordance with this Service Description.