



Service Description: Advanced Services – Fixed Price

Cisco DC Strategy Service for Domain Ten Workshop (ASF-DCV1-G-D10-WRS)

This document describes Advanced Services Fixed Price: Cisco DC Strategy Service for Domain Ten Workshop.

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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Cisco DC Strategy Service for Domain Ten Workshop

Service Summary

Cisco shall provide the Cisco Domain Ten Workshop service to Customer during Standard Business Hours. Cisco will work with Customer conducting one (1) kickoff meeting and one (1) collaborative Cisco Domain Ten workshop from which Cisco will develop and document recommendations for helping Customer define the factors necessary to consider for transforming IT and unlocking organization's potential.

Deliverables

- Questionnaire to document business objective & long term goals
- Cisco Domain Ten Workshop Recommendations Report

Location of Services

Kickoff call is conducted remotely and Workshop is delivered onsite to Customer.

Kickoff

Cisco Responsibilities

- Conduct a one (1) hour Kickoff meeting remotely to review the workshop, if requested by the Customer. During this kickoff, Cisco will discuss the workshop agenda, expectations and deliverables
- Work with Customer to schedule the workshop, determining appropriate Customer stakeholders to attend the workshop.
- Provide a questionnaire about business objectives and goals that Customer will complete and send back to Cisco prior to the workshop.

Customer Responsibilities

- Participate in the Kickoff meeting, working with Cisco to schedule a workshop determining the appropriate business and information technology (IT) stakeholders including assigning a single point of contact for the Workshop.

Cisco Domain Ten Workshop

Cisco Responsibilities

- Cisco provides workshop facilitators and required subject matter experts with experience in these areas to provide insight and suggested practices.

- Conduct the Cisco Domain Ten Workshop at a Customer's site for up to six (6) hours with 6 step process, each lasting approximately 60 minutes:
 - Define Customer's business problem: Based on a simple questionnaire sent to Customer prior to the workshop after Kickoff meeting, Customer will present the business objectives and long-term goals. This first hour will be a dialogue and is intended to be informative to assist Cisco in designing steps to achieve the stated goals.
 - Present the Cisco Domain Ten framework: The Cisco Domain Ten model is presented as the framework to understand and plan the IT transformations.
 - Define Customer's current state: During this step, Cisco leads Customer through a series of capability definitions for each domain and guides Customer to identify the attributes of the current environment.
 - Define Customer's desired end state: Cisco leads Customer through a series of capability definitions for each domain and guides Customer to identify the attributes of the desired end state to meet stated business objectives environment over a set timeline of 24 to 36 months.
 - Conduct a gap analysis: Once the current state and desired end states are defined, Cisco reviews the gaps between the states to evaluate which domains have the broadest gaps.
 - Define a Roadmap: Cisco facilitates developing a high-level roadmap with estimated timeframes and durations aimed at closing the identified gaps (from the gap analysis) between the current and desired end-state. The roadmap is designed to be directional and serves as a high-level planning resource for developing next steps.
- Document findings in approximately two weeks of the completion of the workshop, Cisco provides the Cisco Domain Ten Workshop Recommendations Report that includes results of the workshop that contain all the collateral created in the workshop, including the:
 - Customer's long term goals and business challenges
 - Current and desired end-state results
 - Gap analysis results
 - High-level roadmap
 - Correlation of roadmap to business objectives
 - Cisco Domain Ten framework overview
- Review with Customer the Cisco Domain Ten Workshop Recommendations Report.
 - Infrastructure subject matter expert (network, server, and storage)
 - IT operations resource
 - Virtualization subject matter expert
 - Application owner
 - IT HR subject matter expert

General Customer Responsibilities

- Designate a single point of contact to act as the primary technical interface to the designated Cisco resource.
- Current expectations are that Cisco will conduct the majority of these activities from a remote location.
- 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.

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.

Customer Responsibilities

- Participate in the strategy workshop with 8–12 resources for a 1-day off-site session to be held at a Cisco office or nearby hotel meeting room. The resources should include:
 - Project executive sponsor
 - IT financial resource
 - IT security/compliance resource