



Service Description: Advanced Services – Fixed Price

Cisco ACS to ISE Security Migration Service (ASF-CORE-ISEMIG)

This document describes the fixed price Cisco Access Control System (ACS) to Identity Services Engine (ISE) Security Migration 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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Cisco ACS to ISE Security Migration Service

Service Summary

The ACS to ISE Security Migration Service provides pre-migration, migration, and post-migration activities supporting the Customer with migrating from Cisco's Access Control System (ACS) 5.x to Cisco's Identity Services Engine (ISE).

This fixed scope service excludes migrations from versions prior to ACS 5.x as well as 5.x environments running 802.1x.

Limitations:

- Includes one (1) Policy Service Node (PSN)
- Includes one (1) Primary/Secondary Admin Node (PAN)
- Includes ACS to ISE migration for up to 200 devices

Location of Services

Services are delivered both remotely and on-site at one (1) Customer site as agreed upon. Where Customer desires on-site delivery, travel will be limited to no more than one (1) visit of up to five (5) days in total on-site at a single Customer location during Normal Business Hours excluding Cisco holidays, locally recognized country holidays, vacations and training days. Where on-site travel is agreed upon, travel must be arranged at least two (2) weeks in advance.

Pre-Migration

Cisco Responsibilities

- Conduct remote Kick-off call to review project plan, and identify key stakeholders from Cisco and Customer. Cisco will provide timeline/schedule of activities.
- Document Customer requirements, which may include the following, but is not limited to:
 - Migration goals
 - Business, technical and operational requirements
 - System and interoperability requirements
 - Network design and topology documents
 - Network information and reports
 - Existing and planned devices, code versions and configuration files of appropriate devices
 - Current and planned policies
 - Key resources
 - Identified gaps and assessment findings
- Identify key stakeholders from Cisco.

- Provide guidance to Customer regarding any hardware or software upgrade requirements as necessary.

Customer Responsibilities

- Participate in kick-off call/meeting.
- Designate Customer networking, security, operations and applications personnel to work with Cisco during this engagement.
- Provide Cisco with existing diagrams, configuration and company specific standards.
- Provide sign-off on documented customer requirements within five (5) business days after receipt from Cisco.
- Provide reasonable remote access to Customer environment to enable service delivery.
- Customer is responsible for installation of required hardware and software upgrades to meet the Identity Services Engine requirements, if any.

Migration

Cisco Responsibilities

- Validate information on existing infrastructure and validate all migration prerequisites.
- Confirm contingency timeframe with appropriate rollback plan and schedule is in place per the migration requirements.
- Perform migration activities as defined in the documented customer requirements.

Customer Responsibilities

- Coordinate the migration schedule with Cisco that meets the Customer's change and release management processes and Cisco personnel availability.
- Provide all necessary specialist test equipment, unless otherwise agreed with Cisco.
- Responsible for the delivery, installation, and configuration of equipment not provided by Cisco that is required to work with, or act as, part of the Cisco-provided equipment.
- Provide required personnel at Customer site as necessary for Cisco to perform the Network Implementation Plan.
- Manage all Customer internal change management procedures.
- Provide physical access to facilities, remote network access, relevant network documentation, and device configurations.

Post-Migration

Cisco Responsibilities

- Provide a remote Knowledge Transfer session, for up to one (1) day, within approximately five (5) calendar days post migration.
- Provide related knowledge transfer material, if any.

General Customer Responsibilities

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.
- Customer will 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, and project managers.
- Customer will 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.
- Customer will provide forty-eight (48) hour notice in the event of cancellation of a pre-scheduled meeting.
- Customer expressly understands and agrees that 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.