



## Service Description

# Cisco ThousandEyes Implementation Service for Users

This Service Description is part of the Services Agreement (as defined in the [Services Guide](#)) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

### 1. Summary

This Cisco ThousandEyes Implementation Service for Users (AS-Fixed SKU ASF-CORE-TE-USERS) provides Customer with plan and implementation of ThousandEyes (Product PID: TE-USERS), which helps Customer to monitor the availability and performance of applications and services, and to gain visibility into Customer's networks and LAN.

The Service covers the following areas:

- Project Management
- Planning and Data collection
- Deployment
- Knowledge Transfer

Deliverables are:

- Project Management Plan.
- Implementation Plan.
- As-Built document.
- Knowledge Transfer.

Location of Services:

- All services are delivered remotely.

### 2. Service Scope

This Service is limited to 5 ThousandEyes subscription Product PIDs, and within these 5 Product PIDs, the Service will implement the scope listed in the table below:

**Table 1.** Scope

| Deliverables                              | Limited to                |
|---|---------------------------|
| Guidance in Endpoint Agents Installation. | Up to 500 Endpoint Agents |
| Test creation                             | Up to 10 Tests            |
| Alert rules                               | Up to 10 Rules            |
| Dashboards                                | Up to 2 Dashboards        |
| Reports                                   | Up to 2 Reports           |

### 3. Project Management

**Table 2.** Project Management

| Cisco will provide the following:  | Customer will provide the following:            |
|--|---|
| Provide a mutually agreed <a href="#">Project Management Plan</a> (“PMP”). The PMP is a baseline document from which the Cisco PM can manage deliverables, assess progress, and manage change management issues and any ongoing questions. | Review and approve the Project Management Plan. |

### 4. Planning and Data collection

**Table 3.** Planning and Data collection

| Cisco will provide the following:   | Customer will provide the following:  |
|---|---|
| <p><a href="#">Gather and review information from Customer</a> for the purposes of drafting the Implementation Plan by:</p> <ul style="list-style-type: none"> <li>Review Customer provided information.</li> <li>Conduct an Implementation Plan Development workshop to discuss the high-level implementation strategy and review and finalize all implementation scenarios based on the input from the Customer.</li> <li>Conduct interviews with key Customer’s stakeholders.</li> <li>Review Solution Design Document (if provided).</li> </ul> | Provide Cisco with the existing solution design, configuration, company and/or industry specific standards. |



|  |  |
|--|--|
| <p><a href="#">Draft the Implementation Plan</a> based on the Solution Design Document. The Implementation Plan may include:</p> <ul style="list-style-type: none"> <li>• Organizational Instrumentation</li> <li>• Agent Instrumentation</li> <li>• Test Instrumentation</li> <li>• Alerting Instrumentation</li> <li>• Dashboard Instrumentation</li> <li>• Report Instrumentation</li> <li>• Label Instrumentation</li> </ul> |  |
| <p><a href="#">Provide the Implementation Plan</a> for review and approval.</p>  | <p>Review and approve the Implementation Plan.</p> |

## 5. Deployment

**Table 4.** Deployment

| Cisco will provide the following:  | Customer will provide the following:   |
|--|--|
|  | <p><a href="#">Manage the delivery</a>, installation, and configuration of equipment not provided by Cisco that is required to work with, or act as, part of the Cisco-provided equipment.</p>     |
| <p>Configuration of <a href="#">organizational settings</a>, which may include:</p> <ul style="list-style-type: none"> <li>• Configuration of account groups and settings</li> <li>• Configuration of roles</li> <li>• Configuration of user objects</li> <li>• Configuration help for <a href="#">Single Sign-On</a></li> </ul> |  |
| <p>Endpoint agent instrumentation, which may include:</p> <ul style="list-style-type: none"> <li>• Installation guidance of endpoint agent software</li> <li>• Configuration of endpoint agent settings</li> </ul>   | <p>Manage any Customer internal change management procedures.</p> <p>Make any corrections to Customer-provided and/or installed equipment, as required.</p> <p>Installation of Endpoint Agent.</p> |



|  |   |
|--|---|
| <p>Test instrumentation, which may include:</p> <ul style="list-style-type: none"> <li>Configuration of endpoint scheduled tests within each account group per planned settings</li> </ul> | <p>Manage any Customer internal change management procedures.</p> <p>Make any corrections to Customer-provided and/or installed equipment, as required.</p> |
| <p>Alert rule instrumentation, which may include:</p> <ul style="list-style-type: none"> <li>Configuration of alert rules for endpoint agent tests</li> </ul>                              |   |
| <p>Configuration of dashboard(s)</p>   |   |
| <p>Configuration of report(s).</p>   |   |
| <p>Label instrumentation, which may include:</p> <ul style="list-style-type: none"> <li>Configuration of labels for agents</li> <li>Configuration of labels for tests</li> </ul>           |   |

## 6. Knowledge Transfer and Post Implementation

**Table 5.** Knowledge Transfer and Post Implementation

| Cisco will provide the following:  | Customer will provide the following:   |
|--|--|
| Update the <a href="#">As-Built Document</a> to include implemented components, devices and applications to reflect the final "as-built" design.   |  |
| Within five (5) Business Days following completion of Implementation Execution, reach agreement on the location and the commencement date of the <a href="#">Knowledge Transfer workshop</a> . | Within five (5) Business Days following completion of Implementation Execution reach agreement with Cisco on the actual location and the commencement date of the Knowledge Transfer workshop. |



|  |  |
|--|--|
| <p>Provide information to Customer regarding any course pre-requisites for Customer personnel nominated to attend the Knowledge Transfer workshop. Cisco will determine an appropriate format and delivery method for the <a href="#">Knowledge Transfer workshop</a>, which will be conducted in English.</p>   |  |
| <p>Conduct 1 remote <a href="#">Knowledge Transfer workshop</a> on topics relevant to the Cisco products and technologies deployed in Customer's production network and will include an explanation of the implementation.</p> <p>The Knowledge Transfer Sessions do not replace product training related to the solution. Each workshop will be held for 0.25 consecutive Business Day, for up to a maximum of 10 participants.</p> | <p>Provide Cisco with the names and basic profiles of personnel attending the Knowledge Transfer workshop at least five (5) Business Days before commencement of the workshop.</p> |
| <p><a href="#">Knowledge Transfer Services</a> will be deemed complete on delivery of all the Knowledge Transfer workshop.</p>   | <p>Ensure that Customer's personnel attending the Knowledge Transfer workshop meet all course pre-requisites identified by Cisco.</p>  |