

## Cisco Duo Care Quick Start Service

This document must be read in conjunction with the [How Cisco Provides Services](#) document, which is incorporated into this document by reference.

**Service Summary:** This Service provides Customer with advice and guidance on a Cisco Duo deployment.

### 1. Service Delivery Model

Cisco begins the Service delivery by assigning a named Customer Solution Engineer (CSE) and a Customer Success Manager (CSM). The CSE and CSM consult with Customer team remotely to gather Customer's business and technical requirements. They will recommend a high-level architecture design to align with Customer's needs. Next, Cisco will work with Customer to strategize for the implementation and provide the guidance on application configuration, security policy and user enrollment strategy.

### 2. Service Scope

- 2.1. Review of Customer's business and technical requirements.
- 2.2. Strategizing and planning for Duo implementation.
- 2.3. Solution design with Cisco recommendations aligned with Customer's current and future utilization requirements.

### 3. Service Activities

Cisco will perform following activities as part of the Service:

- 3.1. Perform a virtual kick-off meeting with Customer's team to reach consensus on Customer's business objectives and technical requirements.
- 3.2. Review existing documentation with Customer's team.
- 3.3. Review any provided information to determine Customer's needs for the cloud-based security solution design.
- 3.4. Provide guidance for Application Configuration, Security Policy and User Enrollment Strategy, which can include technical objectives, design requirements, proposed network and security topology and architecture.
- 3.5. Provide Customer with resources for troubleshooting any issues that occurred during implementation and, if applicable, identifying, documenting, and analyzing the root cause.

### 4. Service Deliverables

Depending on the needs of Customer, Cisco may provide following Deliverables as part of the Service:

- 4.1. Project Plan Guide
- 4.2. Application Configuration guidance
- 4.3. Security Policy guidance
- 4.4. User Enrollment Strategy guidance

### 5. Out of scope

The following are excluded from the scope of this Service:

- 5.1. Onsite Travel.
- 5.2. More than 3 applications to protect.
- 5.3. More than 1,500 users to protect.
- 5.4. Hands-on deployment support including, but not limited to, application(s) integration or configuration.

### 6. Completion

- 6.1. Service will be considered completed 60 days from date of the project kick-off or within 90 days from the date Cisco receives the Purchase Order for the Service, whichever is earlier.