



## Service Description: Advanced Services – Fixed Price

### Cisco Digital Network Architecture Strategy and Analysis Service (ASF-CORE-DNSAS-S-F)

This document describes Advanced Services Fixed Price: Cisco Digital Network Architecture (DNA) Strategy and Analysis Service.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/service-descriptions/](http://www.cisco.com/go/service-descriptions/): (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.

**Direct Sale from Cisco.** If you have purchased these Services directly from Cisco for your own internal use, this document is incorporated into your Master Services Agreement, Advanced Services Agreement, or other services agreement covering the purchase of Advanced Services-based services with Cisco ("Master Agreement") If no such Master Agreement exists, then this Service Description will be governed by the terms and conditions set forth in the Terms & Conditions Agreement posted at [http://www.cisco.com/web/about/doing\\_business/legal/terms\\_conditions.html](http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html). If you have purchased these Services directly from Cisco for resale purposes, this document is incorporated into your System Integrator Agreement or other services agreement covering the resale of Advanced Services ("Master Resale Agreement"). If the Master Resale Agreement does not contain the terms for the Purchase and Resale of Cisco Advanced Services or equivalent terms and conditions, then this Service Description will be governed by the terms and conditions of the Master Resale Agreement and those terms and conditions set forth in the SOW Resale Terms & Conditions Agreement posted at: [http://www.cisco.com/web/about/doing\\_business/legal/terms\\_conditions.html](http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html). For purposes of the SOW Resale Terms and Conditions this Service Description shall be deemed as a Statement of Work ("SOW"). In the event of a conflict between this Service Description and the Master Agreement or equivalent services exhibit or agreement, this Service Description shall govern.

**Sale via Cisco Authorized Reseller.** If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at [www.cisco.com/go/service-descriptions/](http://www.cisco.com/go/service-descriptions/).

#### Cisco Digital Network Architecture (DNA) Strategy and Analysis Service

##### Service Summary

Cisco Digital Network Architecture (DNA) Strategy and Analysis Service helps you to effectively support new and future business requirements by creating architectural strategies and roadmaps for adopting the Cisco Digital Network Architecture.

##### Deliverables

Digital Network Architecture Strategy Analysis- Summary of Findings Presentation Document

##### Location of Services

Services are provided remotely and onsite, as required and quoted, during Standard Business Hours.

##### Project Management

Project management will be provided for the duration of the Service, including a Project Manager (PM) who will have the primary responsibilities to conduct the project kick off meeting, develop a project plan, schedule resources, and provide change management. Project management services will be provided for the duration of the project.

##### General Responsibilities

#### Cisco Responsibilities

- Provide Customer with a list of designated Cisco personnel roles and responsibilities under this Service.
- Provide a Project Management Plan ("PMP"). PMP is a baseline document from which the Cisco PM can manage deliverables, assess progress, and manage change management issues and any on-going questions.
- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
- Provide a project schedule highlighting deliverables, corresponding milestones, planned project events, resource(s) and timescales.

- Participate in scheduled project review meetings or conference calls, if required.
- Provide Customer with the identity of personnel requiring access to Customer premises, at least ten (10) Business Days prior to the scheduled date such personnel requires access.
- Provide a handover, follow on actions, lessons learned, and exception reports (if necessary) upon project completion.
- Work with Customer to schedule one (1) strategy session and identify session participants.
- Conduct a pre-session conference call with Customer prior to the strategy session to gather strategy and other required information and review the agenda.
- Conduct a strategy session, which may include one or more of the following: identification of Customer business priorities; dependency mapping; review of current architecture documentation with Customer; and gap analysis and industry alignment.

#### **Customer Responsibilities**

- Provide the Cisco PM with a list of designated Customer personnel roles and responsibilities under this Service.
- Ensure that key Customer personnel (such as architecture design and planning, network engineering, network operations personnel) are available to provide information and to participate in review sessions, workshops and other information gathering activities. The Customer PM will also ensure that Cisco is provided with all information, data and documentation as Cisco reasonably requires providing Services and complying with Cisco's responsibilities in this Service. This information includes, but is not limited to: (i) information relating to Customer's network, design, business and other applicable requirements; (ii) functional and/or technical documentation relating to such requirements; and (iii) topology maps, configuration information and existing and proposed network infrastructure.
- Identify primary and backup Customer authorized site contacts who shall provide necessary information, obtain access clearances and coordinate with other organizations/third parties with respect to Service at that site.
- Participate in scheduled project review meetings or conference calls, if required. Coordinate with any external third parties, such as in country Carrier/Telco activities, deliverables and schedules.
- Ensure that Cisco's request for information or documentation needed for the project is provided within three (3) Business Days of Cisco's request, unless the parties agree to another time period for response.
- Create a summary presentation, which consolidates discussions and findings from the strategy session.
- Review the summary presentation with the designated Customer contact for comment and approval before it is formally presented and released.
- Present the Workshop Summary Presentation to Customer key stakeholders and project sponsor.
- Provide the Digital Network Architecture Strategy Analysis Summary of Findings Presentation Document to Customer for approval in accordance with Document Deliverable Review and Approval Process.

#### **Customer Responsibilities**

- Identify Customer participants and key stakeholders.
- Participate in conference call prior to strategy session to discuss information and review agenda for the session.
- Coordinate any necessary scheduling and ensure participation of Customer stakeholders.
- Review and approve the Digital Network Architecture Strategy Analysis Summary of Findings Presentation Document with Cisco in accordance with Document Deliverable Review and Approval Process.

#### **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 shall ensure that contracts with its own vendors and third parties are fully executed and reflect the correct terms to enable Customer's business requirements to be met in full. In addition, Customer shall be responsible for all pay to and the work performance of, all non-Cisco entities assigned to, or working on this Service under this Service Description.

#### **Digital Network Architecture Strategy Development and Analysis**

Cisco will understand client business and technical requirements and provide a Digital Network Architecture Summary of Findings Presentation Document.

#### **Cisco Responsibilities**

- Prepare meeting agendas and recommend roles and responsibilities for Customer participants.

- 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.
- Customer shall provide reasonable access to computer equipment, facilities, workspace and telephone for Cisco's use during onsite Service.
- Unless otherwise agreed to by the parties, Customer shall respond within five (5) Business days of Cisco requesting documentation and/or information needed for the Service.
- Services may be performed at Cisco's discretion by Cisco or individuals, contractors, agents, suppliers or organizations employed or hired under contract with Cisco.
- 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.

#### **Document Deliverable Review and Approval Process**

For Document Deliverables that are subject to review and approval from Customer, the parties will adhere to the following review and approval process:

- Cisco will present the draft Document Deliverable to Customer when the document is ready for review and approval.
- Customer shall review the draft Document Deliverable with Cisco, providing written comment or approval of the Document Deliverable within two (2) business days immediately after completion of such review.
- If no comment or approval is received by Cisco within said time period, the Document Deliverable as provided by Cisco is deemed to be accepted by the Customer.
- If Customer provides comments, then Cisco shall address such comments in a timely manner and this process for review and approval will be repeated.
- No further Services will be performed until the Customer's acceptance of Document Deliverables is received by Cisco.
- If Customer nevertheless insists on Cisco performing any further Services, the relevant Document Deliverable as presented by Cisco will be deemed accepted.

#### **Assumptions and Exclusions**

Services and service pricing are based upon the following assumptions and exclusions ("Assumptions").

- Customer is responsible for determination and implementation of Customer design requirements and implementation of any recommendations provided by Cisco. Cisco recommendations are based upon information provided to Cisco at the time of the services. In no event shall Cisco be liable for the accuracy or completeness of the information contained in the Cisco recommendations.
- All services will be provided in the English language unless otherwise agreed to by Customer and Cisco.
- Customer expressly acknowledges and agrees that Customer is solely responsible for determination and implementation of Customer's architecture solution requirements and implementation of any recommendations provided by Cisco. In no event shall Cisco be liable for the accuracy or completeness of the information contained in any report.
- Services do not include software upgrade planning or execution. If needed, these can be quoted separately.
- Services do not include the migration of existing endpoints to new infrastructure. This remains the responsibility of the Customer.
- Services do not include any additional applications not mentioned in Service Description. Assumes Customer's LAN/WAN meets or exceeds Cisco's published specifications for architecture solution.

#### **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 periods signifies Customer's acceptance of completion of the Services in accordance with this Service Description.