Service Description: Identity Services Engine Implementation-Subscription Service

Services Summary

This document describes the Identity Services Engine Implementation. Subscription Service. The Identity Services Engine Implementation Subscription Service provides activities designed to help Customer successfully implement its Cisco security technology products and services. The Service supports implementation activities for Identity Services Engine (ISE)

This Service Description is intended to provide an indicative summary of the Services Cisco will provide to Customer. The details of the Services will be provided in paper or electronic document (e.g. Service Order, Statement of Work (SOW), quote, proposal or online order submission), signed or otherwise agreed to by the Customer, that references or incorporates the Service Description and specifies the details of the Services purchased by Customer, such as pricing, payment terms, and other commercial terms, identifies Products to be implemented or migrated, and describes any additional Customer and Cisco Responsibilities ("Ordering Documents").

Location of Services

Services are delivered both remotely and on-site to Customer as agreed in writing. For the on-site delivery part of this service, travel will be limited to no more than two (2) visits of up to four (4) days on-site (in the aggregate) at a 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.

Deliverables may include:

- **Project Management Plan**: The Project Management Plan provides an overview of the project tasks and milestones. This may be shared during a project kickoff meeting and updated periodically throughout the engagement to reflect updates to the plan. A Cisco Project Manager will provide management of project resources, deliverables, milestones, and scheduling of meetings or resources.

- **ISE Advisory Service Report**: The ISE Advisory Service Report will include the identified ISE use cases that are applicable to meet the customer business and technical requirements, the ISE implementation gap analysis and recommendation, and the ISE implementation strategy roadmap).

- **ISE Advisory Service Executive Presentation**: The ISE Advisory Service Executive Presentation provides a customer onsite executive summary of the ISE Advisory Service Report to key customer stakeholders.

- **Solutions Requirements Document**. The Solution Requirements Document outlines the Customer's business, technical & operational requirements, along with identified feature or functionality gaps of the Cisco Solution that is collected through a series of requirements workshops or emails.

- **High Level Design Document**. The High-Level Design (HLD) document provides a logical network and application design of the proposed Cisco Solution addressing documented business and technical requirements. HLD may include some or all of the following: a) Customer objectives; b) Customer requirements; c) System description; and/or d) Key risks of the design, recommendations and proposed changes to the design to help mitigate risks, if any.

- **Low Level Design Document**. The Low-Level Design (LLD) document may include some or all of the following: a) network logical and physical topology; b) security design; c) sample configurations templates for Cisco infrastructure devices; d) software release recommendations based on features and/or functionality; and e) hardware platform recommendations.

	• **Implementation Plan**: The Implementation Plan provides the tasks, timelines, and owners related to solution implementation.
	• **Test Plan**: The Test Plan provides test cases, expected results, and is updated to include actual acceptance testing results and remediation plan.
	• **Operations Runbook:** Operations Runbook will include procedures and operations for maintaining and using the system going forward.

Project Management Services- Cisco will provide project management services to manage the overall delivery of Cisco security services.

Cisco Responsibilities may include:	Customer Responsibilities may include:
• Provide Customer with a list of designated Cisco personnel roles and responsibilities. • Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project. • Provide a project plan highlighting deliverables, corresponding milestones, planned project events, resourcing, responsibilities and timescales. • Participate in scheduled project review meetings or conference calls, if required. • Provide handover documentation, follow on actions and recommendations, lessons learned, and reports (if necessary) upon project completion.	• Provide the Cisco project manager with a list of designated Customer personnel roles and responsibilities. • 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. • Identify primary and backup Customer authorized site contacts who shall provide necessary information, provide onsite access and coordinate with other organizations/third parties with respect to Services at that site. • Participate in scheduled project review meetings or conference calls, if required. • Coordinate with, and manage any external third parties, in relation to deliverables and schedules. • Perform responsibilities identified in any project plan.

Advisory Services- The Identity Services Engine (ISE) Advisory Service is used to align the Customer's business and technology strategy and objectives with ISE use cases. This service results in a suggested implementation roadmap of ISE projects, along with project summary, that is designed to align with Customer's strategy, risk tolerance, resources and similar constraints into consideration.

Cisco Responsibilities may include:	Customer Responsibilities may include:
• Provide ISE Roadmap Customer Requirements Questionnaire (CRQ) to the Customer, and/or conduct interviews with Customer as appropriate. • Conduct a customer onsite workshop of up to three contiguous (3) Business Day(s) with key Customer personnel in order to collect and review Customer	• Designate and ensure participation of appropriate Customer personnel responsible for providing information and feedback during interview(s), and completion of ISE Roadmap CRQ before the workshop. • Complete the ISE Roadmap CRQ provided by

provided information and requirements, which includes but is not limited to, the following topics:

- Overview of Customer Business Requirements: 1) Maturity, 2) Risk Management, 3) Security Policy/Processes, 4) Scope

- Technology Drivers/ Capabilities/ Environment including

  1. Active Directory (AD)

  2. Public Key Infrastructure (PKI)

  3. Network - Network Architecture, Network devices such as routers, switches, firewall.

  4. Identity Management (IDM)

  5. Personnel Skills: Knowledge that the customer network security team currently possesses regarding the ISE & associated components.

- Customer ranking of priorities

- ISE Capabilities Overview

- Develop and provide the ISE Advisory Service Report, which contains the following elements:

  - Completed ISE Roadmap CRQ

  - List of applicable ISE capabilities with functional requirements

  - List of customer's stated business requirements and priorities

  - ISE capabilities that the customer can use to help meet their business requirements

  - List of known Customer dependencies that can include: business impacts, compatibility issues, and/or any other challenges

  - ISE project assumptions and considerations

  - Anticipated ISE implementation benefits which can include: Return on Investment (ROI), risk reduction, metrics

  - ISE Implementation roadmap

- Conduct a one (1) day on-site executive summary presentation of the ISE Advisory Service Report for key Customer stakeholders and project sponsor.

Cisco prior to the customer onsite workshop.

- Have appropriate Customer personnel participate in onsite workshop for up to three (3) business days.

- Provide information of implementation requirements which includes: 1) timelines, 2) challenges (e.g. lack of standardized builds, trained personnel), 3) pre-requisites, 4) dependencies (e.g., technology, processes), and 5) operational impact

- Participate in any follow-up discussion required to complete the ISE Advisory Service Report.

- Review and approve the ISE Advisory Service Report within five (5) Business Days of its receipt (or will be deemed accepted).

- Ensure that key Customer stakeholders and project sponsors attend Cisco's executive summary presentation of the ISE Advisory Service Report.

Requirements Workshop- The Requirements Workshop is an interactive session between Cisco and Customer to determine, define, and validate the implementation or migration requirements.

Cisco Responsibilities may include:

- Work with Customer to perform interviews, to gather network documentation and other

Customer Responsibilities may include:

- Provide Cisco permission to install Data Collection Tools on Customer's infrastructure, as applicable.

required information necessary to complete the implementation and migration activities. • Work with Customer to create Customer Requirements Document (CRD). • If in scope, install Data Collection Tools.	• Provide Cisco requested documentation, topologies, or requirements related to the successful completion of the project. • Ensure that relevant resources are available to attend any project status meetings or requirements workshops • Review any documentation provided by Cisco during the delivery of these services and promptly provide feedback as requested.

Design Services- The Design services will provide a high-level architectural design and/or an implementation-ready detailed solution design of Cisco Products and Services ("Cisco Solution") as further detailed in the Ordering Documents.

Cisco Responsibilities may include:	**Customer Responsibilities may include:**
• Work with Customer to review, validate, and revise any existing architectural or logical network and application designs. • Work with Customer to document design(s) and/or configurations.	• Provide Cisco requested documentation, topologies, or requirements related to the successful completion of the project. • Review any documentation provided by Cisco during the delivery of these services and promptly provide feedback as requested. • Review, provide feedback and accept High Level Design and/or Low Level Design Documents as applicable.

Implement Services- The Implement service element helps with implementation plans, acceptance testing, solution implementation support and/or post-implementation support.

Cisco Responsibilities may include:	**Customer Responsibilities may include:**
• Work with Customer to document activities, tasks, timelines, and owners related to Cisco solution implementation. • Work with Customer to document test plans and expected results to validate solution implementation. • Work with Customer in performing Cisco solution implementation in accordance with the Solution Design document and product specifications. • Provide support during and post solution implementation, as applicable. • Work with Customer to deliver any knowledge transfer workshop(s) related to the project. • Perform any tasks that are specifically listed as a Cisco Responsibility in any mutually agreed, written Implementation Plan, Test Plan, or Ordering Documents as a part of implementation or post implementation support.	• Provide Cisco requested documentation, topologies, or requirements related to the successful completion of the project. • Review any documentation provided by Cisco during the delivery of these services and promptly provide feedback as requested. • Attend any knowledge transfer workshop(s) on topics related to the project. • Perform any tasks that are specifically listed as a Customer Responsibility in any mutually agreed, written Implementation Plan, Test Plan, or Ordering Documents as a part of implementation or post implementation support.

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Knowledge Transfer Services- The Knowledge Transfer service element customer may involve training related to project deliverables, solution administration, and project or support hand-off and/or basic troubleshooting. Unless otherwise provided in the Ordering Documents, Cisco will conduct one knowledge transfer session per year during the term.

Cisco Responsibilities may include:	**Customer responsibilities may include:**
• Provide information to Customer regarding any course summaries and pre-requisites for Customer personnel nominated to attend the knowledge transfer workshop. • Determine an appropriate format and delivery method for the knowledge transfer workshop. • Conduct remote and/or onsite knowledge transfer sessions. • Provide related knowledge transfer material (if any).	• Provide Cisco with the names and basic profiles of personnel attending the knowledge transfer workshop. • If the knowledge transfer workshop(s) are held at the Customer facility, ensure that the facility is capable and has all the resources of supporting the knowledge transfer workshop(s), in Cisco's determination. • Ensure that Customer's personnel attending the knowledge transfer workshop(s) meet all course pre- requisites identified by Cisco attend the workshop(s), and participate in the workshop activities.

General Customer Responsibilities, Assumptions and Exclusions

- Customer is responsible for determination and implementation of Customer design requirements, implementation of any recommendations provided by Cisco and for determining if the receipt and use of any Services or Deliverables complies with its internal requirements, any of its third party agreements or applicable laws. 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 and during Standard Business Hours unless otherwise agreed to by Customer and Cisco in writing.

- Cisco may collect information about your network and the type of traffic traversing the network ("Network Data"). Network Data does not include the network content. Cisco uses Network Data in order to provide, maintain, improve, market or promote the Services. You acknowledge that Cisco may freely use the Network Data as long as it does not include any network content, is in a form that does not identify or imply Customer or any Customer end users, and is aggregated with other Network Data. In any event, Cisco will comply at all times with applicable law related to Cisco's collection and use of all Telemetry Data and will use reasonable physical, technical, and procedural means to protect the Network Data in accordance with Cisco's privacy policy found here: http://www.cisco.com/c/en/us/about/trust-transparency-center/overview.html

- Cisco or individuals, contractors, agents, suppliers or organizations employed or hired under contract with Cisco may perform services at Cisco's discretion.

- Customer acknowledges that all hardware, software, and/or virtual appliances must be acquired or provisioned prior to the commencement of Services and that Cisco is not responsible for providing any hardware and/or software related to the Services.

- Customer acknowledges that custom development is outside the scope of these services unless explicitly included in services quote and pricing.

- Customer acknowledges that readiness of network for bandwidth, QoS, and network performance metrics is Customer responsibility unless explicitly included in services quote and pricing.

- Upgrade of any Software on Customer Network is outside the scope of these services, unless explicitly included in services quote and pricing.

- Customer will provide relevant information to Cisco that is up-to-date and valid for the Customer's current environment. Customer acknowledges that Cisco will rely on such information to provide the Services.\\

- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.

- 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.

GENERAL

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.

Out of Scope: bug scrubs, specific software recommendations for ISE & interacting systems, TrustSec segmentation matrix, test lab setup, segmentation strategy, segmentation data collection, testing, configuration, low level design, configuration templates, proof of value/concept, and hardware and software readiness assessment report.

Termination for Convenience. Cisco will provide no refunds if Customer terminates this Service Description or the Master Agreement for convenience (as specified in the Master Agreement).

Incorporation by Reference: The **Glossary of Terms** and **List of Services Not Covered** posted at www.cisco.com/go/servicedescriptions/ are incorporated by reference into this Service Description.

If you purchased the Services directly from Cisco, your **Master Agreement** (as defined in the Glossary of Terms identified above) is also incorporated by reference. If there is a conflict between this Service Description and any of the documents listed above, this Service Description governs such conflict.

If you purchased the Services through a Cisco Authorized Reseller then your contract, if any, is between you and your Cisco Authorized Reseller. As such, this Service Description is for informational purposes only and is not a contract between you and Cisco. Your Cisco Authorized Reseller should provide you with a copy of this Service Description and related documents, or you can obtain a copy at www.cisco.com/go/servicedescriptions/.