SERVICE DESCRIPTION: MANAGED COLLABORATION SOLUTION FOR RESTRICTED NETWORKS - D3

Service Summary

Managed Collaboration Solution for Restricted Networks (MCS-RN) provides remote management for the Hosted Collaboration Solution for Defense: D3 (HCS-D: D3) offer. This offer requires a Hosted Collaboration Solution-D service solution with D3 on-premise components installed and implemented, and a receipt of the Authority to Operate (ATO). Managed Collaboration Solution for Restricted Networks covers the remote management of the HCS-D: D3 on-premises component.

For the purposes of this document, "managed components" are the on-premise components required that may include both hardware and software necessary for service delivery. Cisco is responsible for the operations and maintenance of the managed components.

MCS-RN includes the following Service Elements:

- General Project Management
- Service Transition
- Ongoing Monitoring and Management
- Authority to Operate (ATO) Support
- Incident, Change, and Problem Management
- Service Fulfillment to Customers
- Proactive Engineering

Location of Services

Remote unless otherwise expressly set forth below.

Document Deliverable Review Process

Document Deliverables are subject to review and comment (if needed) by Partner as described below:
   a. Cisco will provide the Document Deliverable to Partner.
   b. Within two (2) Business Days of receipt, Partner will provide Cisco written comment (if needed) of the Document Deliverable.
      - If Partner provides comments, then Cisco will work with the Partner to address such comments as reasonably necessary.
   c. Partner is responsible for providing a copy of the Document Deliverables to the Customer. No further Services will be performed until the End User has accepted the Document Deliverables.

Responsibilities of the Parties

Cisco and Partner shall each designate a single point of contact who has the authority to act on all aspects of the Services, and who shall be available to the other Party during Business Days. Each Party will designate a backup contact.

Service Elements:

GENERAL PROJECT MANAGEMENT

Cisco Responsibilities

- Within forty-five (45) Business Days of Cisco's receipt of the Purchase Order, Cisco will host a kick-off meeting with the Partner to initiate the Service.
- Provide a list of designated Cisco personnel roles and responsibilities under this Service Description.
- Schedule and participate in project review meetings or conference calls, if required.
- Provide the Partner the identity of Cisco personnel requiring access to Customer premises prior to the scheduled date.
- Work with the Partner to develop business and operational process to include RACI matrices in support of this Service.
- Provide, upon request, a scope of effort and change order for additional services and equipment for tasks that are outside of the scope of this Service. Each change order will also provide estimates of the expected impact and effect on the Service scope and timelines.

Partner Responsibilities

- Designate a single point of contact to act as the primary technical interface to the designated Cisco resource.
- Ensure Customer provides a single point of contact to act as the primary technical interface to the designated Cisco resource.
- Make available key Partner and Customer personnel (such as: architecture design and planning, network engineering, network operations staff, and site contacts) to participate during the course of the Services (to provide information, participate in review sessions, and to make the site(s)

available for Services).

- Provide documented Customer requirements (business and technical) and high-level network architecture design specifications.
- Provide documented information on Customer's existing network infrastructure design including such as: features and services, route plans, addressing schema, call/data flow, dial plans, security policies, network management, and operational processes, respectively.
- Respond within two (2) Business Days, unless otherwise agreed by the parties, to Cisco's request for documentation or information.
- Coordinate with any Customer third parties, such as the Defense Information Systems Agency (DISA), the Department of Defense (DoD) Mission Owner, Base Representatives, and the contractors under contract to the DoD for providing supporting services.
- If applicable, provide an authorized signature for delivery confirmation of Cisco Products at the delivery location.
- Provide test equipment.
- Partner is solely responsible for the determination of Customer requirements and Customer's decision to implement design, business, or other recommendations provided by Cisco.

SERVICE TRANSITION

Cisco Responsibilities

- Conduct interviews (the number and frequency of such interviews to be at Cisco's discretion) with key members of Customer's organization to establish business requirements for architecture and operations management.
- Transition from the Cisco Implementation Service to the Managed Collaboration Service the components that will be remotely managed under this service.
- Configure the existing HCS-D cloud hosted management platform to bring the components under management.
- Perform testing in accordance with the Operational Readiness Testing (ORT) to ensure that the remote managed components can be managed in accordance to the requirements.
- Integrate the on-premises solution into the HCS-D ticketing system.
- Integrate the on-premises solution into the HCS-D metrics and reporting program.
- Provide the following documents to the Partner
  - Body of Evidence (BOE) for Authority to Operate (ATO)
  - Service Transition Plan for approval.

Partner Responsibilities

- Ensure participation of Partner and Customer stakeholders in Cisco interviews.
- Review and approve the Body of Evidence (BOE) and Service Transition Plan.
- Approval of the Service Transition Plan is required prior to start of the Service.
- Ensure that the Customer provides all supporting infrastructure and environmental capabilities required to support the remote management system.
- Ensure that the on-premises solution is in a secure location with access limited to authorized personnel only and is used for no other purpose other than to provision the Service.

ONGOING MONITORING AND MANAGEMENT

Cisco Responsibilities

- Remotely monitor and manage the HCS-D: D3 on-premises solution to include the following:
  - Provide trouble ticketing and incident, problem, and change management, as further detailed in the "Incident, Change, and Problem Management" Section below.
  - Conduct quarterly contingency testing of the on-premises solution.
  - Incorporate the on-premises data into the existing HCS-D monthly reporting to the Customer.
  - Escalate incidents and problems to appropriate Cisco support entities, as Cisco deems necessary.
  - Conduct system level configuration maintenance and software updates within the defined HCS-D maintenance windows.
  - Perform daily configuration backups. Components that are backed up daily are CUCM, CUCx, CUPS, CUCDM, CMS, and SRST, if included in the on-premises design.
- Copies of the last three (3) good configurations are retained for a minimum of three (3) months and each copy is stored in two (2) geographically separate locations.

Partner Responsibilities

- Inform Cisco within fourteen (14) Business Days of any planned network or facility changes that may impact Cisco's ability to remotely manage the on-premises solution, or for the on-premises solution to provide redundant collaboration services.

- Participate in Customer internal change management procedures in order to determine impact to Cisco's ability to deliver Service.
- Ensure Customer participation in troubleshooting.
- Participate in troubleshooting including physical equipment verification and endpoint functionality validation as requested by Cisco.
- Ensure that any needed configuration changes to Customer-provided and/or installed equipment required to support the successful operation of the remote management system are accomplished.

AUTHORITY TO OPERATE (ATO) SUPPORT

Cisco Responsibilities

- Provide the Partner security-related Body of Evidence (BOE) information for the maintenance and renewal of the DoD issued Authority to Operate. This Service does not include the original BOE for the initial ATO.
- Provide security and engineering support for maintaining ATO compliance. Provide monitoring data to the Partner as required.

Partner Responsibilities

- Ensure that either the Partner or the Customer develops and submits the Authority to Operate (ATO) package related to the on-premises portion of this Service.
- Facilitate completion of the ATO evaluation and resolve any issues that arise.
- Ensure Customer approval of ATO package.
- Provide Cisco six (6) months written notice prior to the expiration of the on-premises ATO.
- Provide Cisco access to the appropriate DoD Information System Security Officer (ISSO) and/or DoD Information System Security Manager (ISSM) in order to ensure that Cisco has a clear understanding of what information the ISSO/ISSM requires to maintain the ATO.

INCIDENT, CHANGE, AND PROBLEM MANAGEMENT

Cisco Responsibilities

- Proactively monitor for Customer service materially impacting events, infrastructure and system level alarms, and collaboration impacting, system performance thresholds.
- Conduct monitoring, detection, correlation (where applicable) and resolve incidents resulting in the material degradation of service to the Customer as outlined in the Operations Runbook.
- Set incident priorities depending on business impact and urgency and resolve incidents in accordance with the priorities. The priority designation shall be described in the Operations Runbook.
- Isolate causes of an incident that affects the HCS-D: D3 solution and initiate remedial activities as appropriate.
- Notify designated Partner contacts of new incidents that affect the ability of the HCS-D: D3 solution to provide redundant collaboration services. Update status at agreed upon intervals.
- Verify the resolution of incidents by validating the remediation steps undertaken.
- Follow the documented change management service process such that changes are properly recorded. All changes must be pre-approved through the change advisory board (CAB) procedures and documented in their final form in the Operations Runbook.
- Cisco will manage the Change Process for all Cisco managed components.

Partner Responsibilities

- Ensure Customer is proactively monitoring the boundary between the Cisco managed infrastructure components and the Customer's network.
- Provide means for Cisco to access, troubleshoot, and resolve managed components.
- Provide details about support contracts and other documentation/authorization required to facilitate Incident resolution.
- Contact Cisco if Customer believes an Incident is in-progress or has occurred, per Operations Runbook.
- Ensure Customer performs Cisco or third-party recommended changes to Managed Components or third-party hardware, software, or services, if outside of the scope of the Managed Services.
- Provide Cisco with updates to Partner and Customer initiated and related Incident(s). Please note: Incident Tickets will be on "hold" for any period of time Cisco is delayed in receiving required information from Customer, or applicable third-party service providers.
- Notify Cisco of and review with Cisco any Informational Changes.
- Submit Requests for Change (RFCs) for Cisco Managed Components as Service Requests, Incidents via email, or Customer ITSM.
- Submit Requests for Change (RFCs) for Customer Managed Components as Informational Changes via email, or Customer ITSM.
- Review, implement, and execute Cisco-initiated Change Requests in accordance with Cisco's instructions as described in the Change Request.
- Inform Cisco on Customer scheduling, communicating, and executing of changes.
- Provide Cisco access to Customer CAB meetings and facilitate communication between Cisco and Customer's CAB.

- Confirm and maintain scheduled windows for change activities.
- Determine and mitigate any impacts to the Monitored Components or out-of-scope devices as a result to a change to the Managed Components.
- Review and approve (within 48 hours or less) Cisco-initiated Changes to the Managed Components.
- Follow the Change Management Process as described in the Operations Runbook.

SERVICE FULFILLMENT TO END CUSTOMERS

Cisco Responsibilities

- Work with the Partner to validate Customer requirements for the Service offering.
- Validate the Customer requirements provided by the Partner.
- Provide the Partner the ability to conduct Tier 1 and Tier 2 Unified Collaboration help desk activities for the HCS-D: D3 solution. This is generally accomplished by providing the Partner's limited privileged access to the collaboration applications, such that the Partner can conduct activities required for the HCS-D Services.

Partner Responsibilities

- Inform Cisco within fourteen (14) Business Days of any planned changes due to changing Customer requirement changes that may impact Cisco's ability to remotely manage the on-premises solution, or for the on-premises solution to provide redundant collaboration services.
- Inform Cisco within fourteen (14) Business Days of any planned Customer network or facility changes that may impact Cisco's ability to remotely manage the on-premises solution, or for the on-premises solution to provide redundant collaboration services.
- Provide Tier 1 and Tier 2 Unified Collaborations help desk support for the HCS-D: D3 solution.
- Provide means of connectivity for Cisco designated personnel to gain connectivity to equipment to be installed at Customer premise. Note: Failure to provide connectivity may result in suspension or termination of Service, as determined by Cisco.

PROACTIVE ENGINEERING

Cisco Responsibilities

- Conduct capacity management such that the HCS-D Partner can conduct activities necessary to provide the HCS-D Services.
- Maintain interoperability between the on-premises solution and the cloud-hosted HCS-D: D3 service. This may include conducting software upgrades of the on-premises solution. Upgrades will be coordinated with the Partner to minimize operational downtime.
- Open proactive engineering tickets for technical issues that occur more than three (3) times within a thirty (30)-day period. These tickets will involve conducting root cause analysis and implementing recommendations to remediate the underlying technical issues identified in the root cause analysis.

Partner Responsibilities

- Provide Cisco with a capacity forecast stating the expected capacity within the next six (6) months. If the capacity forecast exceeds the existing on-premises solution capacity, the Customer will need to engage Cisco to add additional capacity (this will require additional services and expenses).
- Ensure Customer provides access to the on-premises hardware as required to support proactive engineering.
- Provide access to the necessary Partner and Customer technical personnel to support root cause analysis, if there is cause to believe that the issue resides outside of the Cisco managed components.
- Work with the Customer representatives to implement the recommended changes resulting from proactive engineering outside of the Cisco managed components (such as networking, facilities, border security devices, end-user devices, etc.).

SERVICE ASSUMPTIONS AND EXCLUSIONS

The Services are based upon the following assumptions and exclusions ("Assumptions"). Changes to the Services may result in an adjustment in the pricing and any additional costs identified as a result of deviations from these Assumptions will be managed through the Change Request Process in this Service Description.

General

a. This Service requires the purchase of Hosted Collaboration Solution Advise and Implement Service and Hosted Collaboration Solution for Defense: D3.
b. The Service activation date is dependent upon the completion of the Hosted Collaboration Solution Advise and Implement Service

implementation, Hosted Collaboration Solution for Defense: D3 installation and implementation, and receipt of the Authority to Operate (ATO).

c.   No Cisco Product, including test equipment, is being provided, sold or licensed under this Service.

d.   Costs incurred by Cisco that Cisco is unable to mitigate or to cancel associated with (i) Customer's failure to meet its responsibilities hereunder; or (ii) Project schedule delays outside of Cisco's control; will be managed through the Change Request Process.

e.   All Document Deliverables will be provided to Customer in electronic format and in the English language. If Document Deliverables are required to be provided in another language, such translation costs will be Customer's responsibility. In the event of a conflict between any English and any non-English Document Deliverable, the English version shall prevail.

f.   If applicable, acceptance tests conducted as part of the Services apply only to those Services and do not constitute acceptance or rejection of any Products purchased or licensed separately by Customer.

g.   Cisco's recommendations are based upon Customer information provided to Cisco at the time of Services and Cisco shall not be liable for the accuracy or completeness of Customer information contained in Cisco's recommendations.

h.   If Cisco provides any hardware, software, or other materials that may be needed for Cisco to provide the Service (e.g., data collection tools), then those items must be kept secure and returned to Cisco immediately upon the termination of the Service or upon Cisco's request and may not be used for other purpose.

GENERAL

Incorporation by Reference: The **Glossary of Terms, List of Services Not Covered** and **Severity and Escalation Guidelines** 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/.