Service Description: Stealthwatch Implementation Subscription Service

This document describes the Stealthwatch Implementation Subscription Service.

Related Documents: This document should be read in conjunction with the following documents also posted at http://www.cisco.com/go/servicedescriptions/: (1) Glossary of Terms; (2) List of Services Not Covered; and (3) Severity and Escalation Guidelines. 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, this document is incorporated into your Master Services Agreement (MSA), Cisco Services Agreement (ASA), or equivalent services agreement executed between you and Cisco. If you have no applicable agreement in place, the following terms will apply:
http://www.cisco.com/c/dam/en_us/about/doing_business/legal/docs/Advanced_Services_Click-to-Accept_Agreement_sample.pdf (the applicable terms being the "Agreement"). All capitalized terms not defined in in any supplemental definitions within this document have the meaning ascribed in the Agreement. If not already covered in your Agreement, this document should be read in conjunction with the Related Documents identified above. In the event of a conflict between this Service Description and your 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 http://www.cisco.com/go/servicedescriptions/. All capitalized terms not defined in any supplemental definitions within this document have the meaning ascribed in the Glossary of Terms at the above URL.

Table of Contents

1.0 Services Summary

Service Overview. The Stealthwatch Implementation Subscription Service provides activities designed to help Customer successfully implement its Cisco security technology products and services. The Service supports implementation activities for following Cisco Security Products:

- Stealthwatch

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").

The Stealthwatch Subscription - Implementation Services may include the following services and deliverables

Services	Service Deliverable(s)
Project Management Services	• Project Management Plan
Requirements Workshop	• Solution Requirements Document
Design Services • Design Review • High Level Design Document Development • Low Level Design Document Development	• High Level Design Document • Low Level Design Document
Implement Services • Implementation Plan Development • Implementation Execution • Implementation Support • Post Implementation Support • Test Plan Development • Testing Execution • Testing Support	• Implementation Plan • Test Plan • Test Report
Migrate Services • Migration Plan Development • Migration Execution • Migration Support • Post Migration Support	• Migration Plan
Knowledge Transfer Services • Knowledge Transfer Sessions • Operations Runbook Development	• Operations Runbook

2.0 Stealthwatch Implementation Subscription Service

2.1 Project Management Services

2.1.1 Service Summary

Cisco will provide project management services to manage the overall delivery of Cisco security services.

2.1.2 Cisco Responsibilities may include the following

- 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.

2.1.3 Customer responsibilities may include:

- 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.

2.1.4 Deliverable(s) 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.

2.2 Requirements Workshop

2.2.1 Service Summary

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

2.2.2 Cisco Responsibilities may include the following:

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

2.2.3 Customer Responsibilities may include the following:

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

2.2.4 Deliverable(s) may include the following:

- **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.

2.3 Design Services

2.3.1 Service Summary

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.

2.3.2 Cisco Responsibilities may include the following:

- 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.

2.3.3 Customer Responsibilities may include the following:

- 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.

2.3.4 Deliverable(s) may include the following:

- o **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.

- o **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.

2.4 Migrate Services

2.4.1 Service Summary

The Migrate Services will provide a priorities-based, phased approach to solution migration and upgrades.

2.4.2 Cisco Responsibilities may include the following:

- Work with Customer to document migration requirements and migration procedure documents.
- Work with Customer to document activities, tasks, timelines, and owners related to solution migration.
- Work with Customer to gather information on existing infrastructure and validate all migration prerequisites for execution.
- Work with Customer and confirm the contingency timeframe with the appropriate rollback plan and schedule.
- Work with Customer to perform migration activities, either on site or remotely, which may include: a) verifying all software versions and upgrade, as appropriate; b) upgrading and/or replacing necessary hardware; and c) configuring software.
- Work with Customer to perform execution of migration tests and documentation of test results.
- Provide support during and post Cisco Solution migration, as applicable.
- Perform any tasks specifically identified as a Cisco Responsibility in any Migration Plan or in any Ordering Documents as part of migration or post migration support.

2.4.3 Customer Responsibilities may include the following:

- 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.
- Perform any tasks specifically identified as a Customer Responsibility in any Migration Plan or in any Ordering Documents as a part of migration or post migration support.

2.4.4 Deliverable(s) may include the following:

- **Migration Plan Development**: The Migration Plan Development provides the tasks, timelines, and owners and steps related to migrate the existing solution to Cisco solution.

2.5 Implement Services

2.5.1 Service Summary

The Implement service element provides assistance for implementation plans, acceptance testing, solution implementation support and/or post-implementation support.

2.5.2 Cisco Responsibilities may include the following:

- 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.

- Work with Customer to temporarily implement solution to a facilitate asset identification and network asset classification.

- Work with Customer to utilize solution to identify network assets.

- Work with Customer to classify network assets into functional groups.

- 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, Proposal Document or Ordering Documents as a part of implementation or post implementation support.

2.5.3 Customer Responsibilities may include the following:

- 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.

- Provide server for applicable software tools that perform asset classification.

- 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.

2.5.4 Deliverable(s) may include the following:

- **Implementation Plan Development**: The Implementation Plan provides the tasks, timelines, and owners related to solution implementation.

- **Test Plan Development**. The Test Plan Development provides test cases, expected results, and is updated to include actual acceptance testing results and remediation plan.

- **Connectivity Reports**. Connectivity reports provide details about communications between network assets and defined functional groups.

2.6   Knowledge Transfer Services

2.6.1   Service Summary

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.

2.6.2   Cisco Responsibilities may include the following

- 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).

2.6.3   Customer responsibilities may include:

- 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.

2.6.4   Deliverable(s) may include the following:

- **Operations Runbook:** Operations Runbook will include procedures and operations for maintaining and using the system going forward.

3.0 Assumptions, Exclusions, and Additional Terms

- 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 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.

- Service Description should be read in conjunction with the applicable General Assumptions and Exclusions document posted at: www.cisco.com/go/servicedescriptions which is hereby incorporated for reference. To the extent there is a conflict between the terms of this Service Description and such document, the terms of this Service Description shall control.

- All services will be provided in the English language unless otherwise agreed to by Customer and Cisco.

- 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.

- Services quote assume work is performed during Standard Business Hours.

- 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.