



Service Description: Advanced Services – Fixed Price

CloudCenter Advise and Implement – Medium (ASF-DCV1-G-CC-ME)

This document describes Advanced Services Fixed Price: CloudCenter Advise and Implement - Medium.

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/: (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.

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CloudCenter Advise and Implement - Medium

Service Summary

The CloudCenter Advise and Implement - Medium provides planning, design and implementation assistance (the "Services") to Customer for the deployment of Cisco Software that comprise the Cisco CloudCenter software bundle which includes project management, design development, test plan review, software installation, configuration, testing support and knowledge transfer. This is for a Customer Hosted deployment. This service supports deployments of Cisco CloudCenter to the following environments;

- VMware vCenter Private Cloud
- Amazon Web Services ("AWS") Public Cloud
- Microsoft Azure Public Cloud

Deliverables

- Project Management Plan
- Pre-Requisite Checklist
- Solution Design Document
- Test Plan
- As Built Document

Location of Services

Services are delivered onsite unless otherwise specified as remote.

Project Management

Cisco Responsibilities

- Provide Customer with a list of designated Cisco personnel roles and responsibilities
- Provide a Project Management Plan ("PMP"). PMP is a baseline document from which the Cisco Project Manager ("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 five (5) Business Days prior to the scheduled date such personnel requires access.
- Deliver a weekly project status report to the Customer.
- Provide a handover, follow on actions, lessons learned, and exception reports (if necessary) upon project completion.

Customer Responsibilities

- Provide the Cisco PM 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. The Customer PM will also ensure that Cisco is provided with all information, data and documentation as Cisco reasonably requires to provide Services. 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.
- Identifying 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 Services 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 five (5) Business Days of Cisco's request, unless the parties agree to another time period for response.

Customer Environment Review

Cisco Responsibilities

- Conduct a remote project kick-off meeting of up to two (2) hours to provide advice and guidance on the scope of the project and to review for understanding of the Customer's environment.
- During the project kick-off meeting, confirm the up to three (3) cloud/region deployments of Cisco CloudCenter to supported technology stacks/regions based on:
 - VMware vCenter Private Cloud
 - Amazon Web Services ("AWS") Public Cloud
 - Microsoft Azure Public Cloud
- Provide Customer with Pre-Requisites Checklist prior to or during the project kick-off meeting for completion by the

Customer prior to the Customer Environment Review session.

- Provide a remote Customer Environment Review session of up to two (2) hours to provide advice and guidance to Customer related specifically to the Customer's private and public CloudCenter environment, systems management and provisioning environment, and associated Customer CloudCenter environment documentation.
- During the Customer Environment Review session, perform a review of the Customer-completed Pre-Requisites Checklist, identifying any errors or gaps in the information provided and updating the Pre-Requisite Checklist with any corrective actions required to be taken by the Customer prior to installation.

Customer Responsibilities

- Ensure Customer subject matter experts ("SMEs"), design engineers for application administration, data center and systems management / automation / provisioning owners and staff are available to participate in the project kick-off meeting and environment review session to discuss the Customer's VMWare, AWS or Azure environments where Cisco CloudCenter will be installed, systems management and provisioning environment.
- Provide to Cisco the requested documentation prior to or during the project kick-off meeting which may include:
 - Business and IT strategy and vision;
 - Data center architecture – and in particular the private and/or public data center infrastructure that will be orchestrated by Cisco CloudCenter;
 - Cloud strategy documents – including planned cloud use cases; application deployment use cases;
 - Systems management design documentation.
- Provide to Cisco, the Pre-Requisites Checklist with Customer responses, and complete any pre-requisite activities such as installation of VMware vCenter product, Windows-based JumpHost, Download of Cisco Software Products to Windows-based JumpHost, Public Cloud Account Access, at least one (1) Business Day prior to the Customer Environment Review session.
- Ensure that the selected public cloud(s)/regions(s) is/are ready, in accordance with the requirements defined in the Pre-Requisites Checklist.
- Provide remote access to relevant server and private and/or public data center(s) equipment to enable Cisco to deliver Services remotely, if required.
- Perform any required corrective actions as requested by Cisco, including accordingly updating the Pre-Requisites Checklist, prior to Cisco providing the Installation services.

Solution Design Review

Cisco Responsibilities

- Provide a Cisco CloudCenter Solution Design template to the Customer at project kick-off.

- Provide up to two (2) design review sessions of up to a total of four (4) hours to provide advice and guidance related to the proposed installation design of the Cisco CloudCenter product into the Customer's environment
- Update the Solution Design Document as required and provide to the Customer.

Customer Responsibilities

- Provide IP addressing and subnet masks, network physical and logical schematics, required security policies and any other necessary data to Cisco prior to or during the project kick-off meeting. IP addressing will be IPv4 only; no IPv6 configuration is provided.
- Ensure Customer infrastructure design engineers for data center (private and/or public) and systems management / automation / provisioning owners and stakeholders are available to participate in the design review session to review the test plan.

Test Plan Review

Cisco Responsibilities

- Provide a Test Plan to the Customer at project kick-off. This Test Plan template defines the scope of the testing for this project.
- Provide one (1) remote Test Plan review session of up to two (2) hours to provide advice and guidance related to the testing approach as documented in the Test Plan
- Update the Test Plan Document, based upon the Test Plan template, where appropriate and provide to the Customer.

Customer Responsibilities

- Ensure Customer infrastructure design engineers and cloud architects for data center (private and/or public) and systems management/automation/ provisioning owners and staff are available to participate in the Test Plan review session to review the test plan.
- Review and approve the Test Plan in accordance with the Document Deliverable Review and Approval Process.

Software Installation

Cisco Responsibilities

- Review the Customer's environment in accordance with the reviewed Pre-Requisites Checklist document prior to installation of the software, including availability of appropriate Customer-provided software licenses and any required third party software.
- Up to three (3) clouds/regions will be configured that is either VMware-based, AWS or Microsoft Azure.

- VMware-based deployments will leverage the appropriate CloudCenter component Open Virtual Appliances (OVAs).
 - AWSs deployments will leverage the appropriate CloudCenter component Amazon EC2 Machine Images (AMIs).
- Perform installation of one (1) instance of Cisco CloudCenter Manager (CCM) into the Customer's environment.
- Perform installation of one (1) instance of Cisco CloudCenter Health Monitor (HMON) into the Customer's environment.
- Perform installation of up to three (3) instances of Cisco CloudCenter Orchestrator (CCO) into the Customer's environment. These must be installed on either VMWare vCenter, AWS or Microsoft Azure. One CCO will be installed per VMWare vCenter data-center or AWS/Azure cloud region.
- Perform installation of up to three (3) instances of Advanced Message Queuing Protocol (AMQP) into the Customer's environment. These must be installed on either VMWare vCenter, AWS, or Microsoft Azure. One AMQP will be installed per VMWare vCenter data-center or AWS/Azure cloud region, and will need to be able to communicate with the CCO in the same data-center or region.
- If necessary, create a CloudCenter Agent Bundle Store for the CloudCenter Agent and repositories.
- Installation of Cisco CloudCenter agent on Customer provided VM template or Snapshot for generic Windows 2012 and RHEL7.x operating systems.
- Installation shall commence the next Business Day following completion by Cisco of the Environment Review session.

Customer Responsibilities

- Provide IP addressing and subnet masks, network physical and logical schematics, required security policies and any other necessary data to Cisco prior to or during the project kick-off meeting, as defined in the pre-requisite checklist. IP addressing will be IPv4 only; no IPv6 configuration is provided.
- Ensure that Customer's environment, including the target compute infrastructure and hypervisor, is prepared in accordance with Pre-Requisites Checklist document prior to installation of the software, including availability of appropriate software licenses and any required third party software.
- If applicable, ensure that Customer's environment includes a Windows-based JumpHost with External Access to download all of the software and/or patches; Ensure that host is enabled for FTP or SCP capabilities.
- Customer is responsible for providing and ensuring availability of valid licenses for the software installation – specifically the Cisco CloudCenter itself as well as any Cisco required third party software as defined in the Pre-Requisites Checklist.

- Provide remote access (Internet and phone) to both the management server as well as all relevant data center equipment in this installation to ensure that the Services can be delivered remotely.
- Provide relevant passwords and authentication credentials to Cisco staff in order for Cisco to provide the Services.
- Schedule remote access to the server and related equipment in order for Cisco to provide the Services.
- Provide at least one (1) suitably skilled and trained resource to support and participate in installation related activities during the environment installation.
- Customer is responsible for making any necessary changes to the Customer equipment and environment as required by the software installation (e.g., DNS).
- If applicable, Customer is responsible for creating and managing valid accounts in their public clouds.
- Customer is responsible for creating and managing valid VM images/templates for use by the Cisco CloudCenter software.
- Provide admin or minimum required privileges for Cisco CloudCenter components to communicate and provision workloads into the VMWare data-center and/or AWS/Azure cloud regions.
- Provide root access to all VMs where CloudCenter components will be installed.

Configuration

Cisco Responsibilities

- Perform configuration of the Cisco CloudCenter installation according to the information contained in the reviewed Pre-Requisites Checklist, which will commence following completion of the CCO and AMQP Installation services and will include:

Hybrid IT Use Case:

- IPAM integration with Infoblox, if necessary.
- Configure up to three (3) Deployment Environments
- Configure up to three (3) Customer-specific Operating System images in each Cloud/Region:
 - Generic Windows 2012 – Customer-provided license
 - Generic RHEL v7.x – Customer-provided license
 - CentOS v6.x – CloudCenter-provided
- Configure instance-type mapping for these Cloud/Region images
- Configure a Cisco provided 3 tiered application profile that leverages CloudCenter-provided out-of-box services.
- Configure one default contract for CloudCenter users.
- Configure one default usage-plan for CloudCenter users.
- Configure up to one (1) root administrator account
- Configure up to three (3) deployment environments
- Create and deploy base OS application profiles for the following OS mapped in CloudCenter (up to three):
 - Generic RHEL v7.x

- CentOS v6.x
- Generic Windows 2012

Governance Use Case:

- Configure up to one (1) Project Board
- Configure up to two (2) contracts for CloudCenter users.
- Configure up to two (2) Usage Plans based on VM Subscription and/or Unlimited Subscription
- Configure Multi-tenancy up to three (3) sub-tenants
- Configure up to two (2) tenant user accounts – one tenant administrator and one standard user – per tenancy.
- Configure up to one (1) Scaling Policy that increases and decrease VMs
- Configure up to one (1) Aging Policy based on two-hours usage.
- Configure up to three (3) Tags and up to three (3) tag-based governance rules

Customer Responsibilities

- Schedule access for Cisco staff to the server and related equipment.
- Provide relevant passwords and authentication credentials to Cisco for provision of virtual machines and Services.
- Customer is responsible for coordinating and managing internal resources across Customer network and application groups to support the installation of Cisco CloudCenter into either the private or public cloud environments.
- Provide at least one (1) suitably skilled and trained resource to assist Cisco during the software configuration that has the correct access to the systems and configurations that will be required by Cisco.
- Customer is responsible for creating and managing the required accounts, with correct privileges, on both VMWare vCenter, AWS or Azure clouds as required by Cisco CloudCenter.
- If applicable, provide Customer licensed generic Windows2012 and RHEL7.x VM templates (for VVMWare) or AMIs (for AWS) or Azure Images.
- Make any necessary corrections to the Customer equipment and environment as required for the software configuration

Testing Support

Cisco Responsibilities

- Provide up to a maximum of 14 hours of support services (“Testing Support Services”). The Testing Support Services will commence on the next Business Day following completion by Cisco of the software configuration.
- The Testing Support Services will be provided by a Cisco resource as consultative support, to resolve testing issues and provide troubleshooting assistance, which shall be

limited to supporting test activities defined in the Cisco-supplied Test Plan in the Customer's environment.

- The Testing Support Services will only cover the standard product features as set out in the Test Plan.

Customer Responsibilities

- Customer is responsible for the overall execution of the Test Plan, including scheduling, staffing, and coordination across all Customer network and application groups.
- Ensure an appropriate and timely testing window is available for provision of Testing Support Services.
- Customer understands and agrees that it is responsible for the selected cloud/region installation and any issues that arise during Cisco CloudCenter testing.
- Customer must provide the following to Cisco for the provision of support services:
 - access to the server and related third party software;
 - relevant user accounts, passwords and authentication credentials;

Knowledge Transfer

Cisco Responsibilities

- Provide information to Customer regarding any course and/or skillset pre-requisites for Customer personnel nominated to attend the knowledge transfer sessions. Cisco will determine an appropriate format and delivery method for the Knowledge Transfer sessions.
- Reach agreement on the location and the commencement date of the knowledge transfer session(s).
- Provide up to three (3) Knowledge Transfer sessions of up to a total of six (6) hours of knowledge transfer for up to six (6) Customer participants.
- Write the As-Built Document, which documents details of the software installation, based upon the design.
- Provide the As-Built Document to Customer.

Customer Responsibilities

- Work with Cisco to schedule the knowledge transfer session(s).
- At project kick-off meeting, reach agreement with Cisco on the actual location and the commencement date of the knowledge transfer session(s). The commencement date must lie within the duration of this service, as defined in the project plan.
- Designate up to six (6) Customer participants to attend the knowledge transfer sessions.
- Provide further information about Customer's requirements to enable Cisco to deliver a more focused and tailored knowledge transfer session.
- Provide Cisco with the names and basic profiles of personnel attending the knowledge transfer session at least five (5) Business Days before the knowledge transfer sessions commence.

Project 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 data (designs, topologies, requirements) provided by Customer is assumed to be current and valid.
- Cisco will not be responsible for providing test tools specific to the environment being tested as well as specific applications being tested.
- This service is delivered both onsite and remotely. Customer will provide remote internet access to relevant server and data center equipment to Cisco.
- Customer is responsible for ensuring backup of all data and configurations prior to the start of this engagement. All data backup and recovery tasks are the responsibility of the Customer.
- Customer is responsible for ensuring that hardware platforms have been properly installed according to manufacturer specifications. Equipment should be cabled and IP reachable prior to the start of this engagement.
- Advanced installation and configuration of Cisco CloudCenter are beyond the scope of this project. Examples of advanced designs include, but are not limited to
 - Deployment into any other private or public clouds other than VMware vCenter, AWS or Azure.
 - Deployment of high-availability of the Cisco CloudCenter core components in one or multiple Clouds
 - Deployment and configuration for linked CCM
 - Configuration of Single-Sign On
 - Configuration of additional operating systems OS to be used for provisioning VMs via CloudCenter other than Customer provided RHEL v7.x and Windows2012
- Implementation of typical VMware designs or operational procedures such as backup and recovery, high availability designs, isolation or separation of virtual machines used for management purposes from other virtual machines, etc. are not included in the scope of this project.
- This project does not require any changes to the IP addressing scheme or VLAN allocation scheme.
- IP addressing will be IPv4 only; no IPv6 configuration is required.
- No commitment is made to create any operational procedures or other documentation not explicitly listed.
- Customer is responsible for ensuring the compliance to the third party software dependencies as defined in the Cisco CloudCenter installation guide and the Pre-Requisites Checklist.

- There is no support for additional integrations other than those included in the standard product as defined in the Bill of Materials (BOM). Specifically excluded are IP address management systems, ticketing/help desk systems, software image management systems, alternate hypervisors, monitoring systems, storage provisioning, automated backup systems, and automated patch/application management software.
- Embedding any third-party user interface components into any of the Cisco CloudCenter software is not part of the scope of this Service.
- The Customer is responsible for purchase of the Cisco CloudCenter software and required third party software packages and software licenses.

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 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.
- Support services provided by Cisco comprise technical advice, assistance and guidance only.
- 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.

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 period signifies Customer's acceptance of completion of the Services in accordance with this Service Description