



## Service Description: Advanced Services – Fixed Price

### Cisco QuickStart Implementation Service for Tetration Analytics – Solution (ASF-DCV1-TA-QS-S)

This document describes Advanced Services Fixed Price: Cisco QuickStart Implementation Service for Tetration Analytics – Solution.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://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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#### Cisco QuickStart Implementation Service for Tetration Analytics - Solution

##### Service Summary

This service covers the following areas:

- Project Management
- Tetration Analytics Solution:
  1. Inventory/Scope definition for Applications
  2. Application Dependency Mapping
  3. Custom Dashboard Creation
  4. Whitelist Policy & Enforcement Guidance
  5. Knowledge Transfer

##### Deliverables

- 1) Project Management Plan ("PMP")
- 2) Tetration Analytics As-Built Document Update

##### Location of Services

Services shall be performed as a combination of remote from Cisco Site(s) and onsite at Customer premises. This is limited to a single Customer site or stretched fabric deployment.

##### Project Management

Project management will be provided in conjunction with and is limited to the management of the Services and Deliverables as described herein.

#### Cisco Responsibilities

- Provide the 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 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 Customer with the Integration Pre-Requisite Checklist. The Integration Pre-Requisite Checklist is a Cisco-provided document that provides a detailed specification

of the physical, electrical and environmental requirements that have to be met at the installation Site(s) to enable the Cisco Products to be installed.

- Participate in Cisco-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 to the Customer.
- Identify and manage project team members.
- Define the communication flow with the project sponsor and key stakeholders and document it in the Project Plan.
- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
- Provide the following:
  - Kick-off Meeting
  - Scheduling of Cisco Resources
  - Project Plan
  - Change Management
  - Manage the project to the agreed upon Project Plan.

#### **Customer Responsibilities**

- Provide Cisco with completed responses to the Pre-Installation Checklist within ten (10) Business Days of receipt of the Checklist.
- Identify Customer's project sponsor and key stakeholders and define their role in supporting this project.
- Work with the Cisco PM to ensure the Customer's project sponsor, key stakeholders and all project team members receive project communications and are included in regularly scheduled communications sessions.
- Work with Cisco to schedule the kick off meeting, and communicate the meeting schedule to the Customer-identified stakeholders.
- Review the project schedule, objectives, Services, Deliverables and roles and responsibilities with Cisco.
- Schedule the necessary facilities for On Site meetings (such as: conference rooms, projectors and conference bridges).
- Participate in regularly scheduled project review meetings or conference calls.
- On site meetings. When Cisco consultants travel on site, all required Customer responsible parties will attend in person, as necessary whenever possible.
- Work with Cisco to identify specific objectives and critical success factors for the project.
- Coordinate any third party activities (such as in country carrier/telco activities), deliverables or schedules as required for Cisco's completion of the services.

- Notify Cisco of any scheduling changes related to this project at least five (5) Business Days ahead of the scheduled activity.

#### **Inventory/Scope Definition for Applications**

##### **Cisco Responsibilities:**

- Upload inventory to Tetration and derive up to 20 scopes. Scopes shall be used to group access/end points for the applications.

##### **Customer Responsibilities:**

- Customer to provide CMDB information
- Provide stakeholders to review and approve the Cisco proposed scopes for the applications.

#### **Application Dependency Mapping (ADM) Run and Compliance**

##### **Cisco Responsibilities:**

- Cisco to provide analysis of no more than seven hundred and fifty (750) workloads. Not to exceed fifty (50) endpoints per application, mapping not to exceed twenty (20) applications, discovered with live sensors (for example any IPv4/IPv6 address is an end point) as an input to the ADM run.
- Cisco to provide templates in Tetration Analytics canonical formats for SLB configurations
- Cisco to provide user defined annotations for host inventory in .CSV format.
- Cisco to provide recommendations pertaining to clusters/groupings for endpoints being analyzed.
- Cisco will conduct up to two (2) application reviews with customer per application.
- Cisco to create no more than two ADM workspaces per application being analyzed.
- Cisco to provide no more than two application views per ADM workspace, total number of views not to exceed forty (40) for the applications mapped.
- Cisco will provide an As-Built report containing the following, if applicable:
  - ADM Policy Export Report inclusive of following:
    - Whitelist policies between clusters
    - Microsegmented policies
    - Endpoints within an EPG
    - Compliance analysis and recommendations
    - Application Views

##### **Customer Responsibilities:**

- Customer is responsible for providing application stakeholders to participate in up to two checkpoints/reviews per application being analyzed.

- Customer understands that if the number of endpoints per application exceeds the threshold of 50, as listed above in Cisco Responsibilities, Cisco will reduce the number of Applications mapped by Cisco.
- Customer to provide stakeholder to review every ADM run results and approve EPGs/clusters provided in results of every ADM iteration.
- Customer to provide stakeholders to participate in analysis of live and experimental compliance view results, as requested by Cisco.
- Customer to provide stakeholders to participate in any discussions pertaining to creation of whitelist policies and End point enforcement, as requested by Cisco.
- Customer to use Tetration Analytics templates for SLB/Route-tags provided by Cisco to generate their configurations for providing them as input to the ADM analysis.
- Customer to provide Cisco with host information and inputs for annotation.
- For customer with non-ACI data center network, review Design Document along with customer provided Requirements Document and data center policy (compliance requirement and security policy), customer's existing Network Diagrams (Logical, Physical, WAN), based on the customer's business and technical requirements.
- Document the Design Review session as part of the AS-Built document that includes and is not limited to:
  - For existing ACI customers, comparison of the customer's requirements with Cisco Data Center ACI design, application network and security policy, application grouping; and provide high level design recommendations to resolve gaps, as needed:
    - Fabric Design
    - Tenant/ Application Profile/ End-Point Group Constructs
    - Eco-System integration (Firewall and Load Balancer)
    - DCI strategy to support Active-Active or Active-Standby applications
  - This Design Review is not a low level design activity.
  - For Non-ACI customers, comparison of the customer's requirements with Cisco Data Center design application network and security policy, application grouping; and provide design options to resolve gaps, as required;
    - Data Center L2/L3 architecture
    - Eco-System integration (Firewall and Load Balancer)
    - DCI strategy to support Active-Active or Active-Standby applications
  - Any key risks of the design and design recommendations if customer is implementing the policy purposed by Tetration.
- Review aspects of design and deployment model including device placement, physical and logical connectivity, as well as network management based on Cisco leading practice.
- Participate in up to three (3), two (2) hour remote review session(s) over a period of two (2) weeks to the Design Document with customer.
- Document all of the Design Review findings in the As-Built document with any recommendations and/or changes and provide to customer for review.

### **Custom Dashboard Creation**

#### **Cisco Responsibilities:**

- Custom Dashboard Creation – Cisco to create no more than three (3) dashboard views per customer requirements.

#### **Customer Responsibilities:**

- Discuss Dashboard view requirements with Cisco.

### **Whitelist Policy and Enforcement Guidance**

#### **Cisco Responsibilities:**

- Work with customer to understand their current Data Center infrastructure environment and requirements for enforcing the Tetration Whitelist policy in the Data Center.
- Cisco will provide a whitelist policy framework and guidance for policy enforcement that may include:
  - Microsegmentation with End points enforcement for up to 50 End points per applications (subject to customer purchasing License for enforcement)
  - ACL Review – Cisco will compare Tetration policy to the existing ACLs pertaining to the Applications in scope.
- For existing ACI customer, review the customer provided ADD (ACI Design Document) along with customer provided ARD (ACI Requirements Document) that documents the requirements and data center policy adoption strategy, customer's existing Network Diagrams (Logical, Physical, WAN), and scale requirements, based on the customer's business and technical requirements for deploying a policy enabled infrastructure, which is supported by Cisco.

#### **Customer Responsibilities:**

- Provide Cisco with the "as-is" Design Document for review.
- Provide all supporting documents which include and but are not limited to:
  - For existing ACI customer: Approved ACI Requirements Document, Bill of Materials (BOM), existing DC Network and WAN diagrams, Documented IP addressing and VLAN scheme; L2/3 Configurations, WAN/DCI documentation.

- For Non-ACI customers: Approved Data Center Requirements Document, Bill of Materials (BOM), existing DC Network and WAN diagrams, Documented IP addressing and VLAN scheme; L2/3 Configurations, WAN/DCI documentation.
- Provide information related to Common Services components such as Active Directory (AD), DNS, and Server IP address information.
- ACL Review of third-party firewalls will need to be facilitated by the customer and the third party vendor.
- Policy enforcement of third-parties facilitated by customer and the third party vendor.
- Make appropriate Technical resources and Business Stakeholders available for remote discussions, reviews of the existing Design Document, Requirements Document, Bill of Materials (BOM), and end user provided documentation as needed with Cisco Representatives.
- Customer understands that Design Review is not a low level design activity.
- Review the Design Review section in the As-Built document.
- In case the customer-provided information is deemed incomplete or inaccurate for the purposes of the design review, customer will require a separate contractual engagement for discovery and review of their existing Data Center design.

### **Knowledge Transfer**

#### **Cisco Responsibilities:**

- Cisco to provide remote knowledge transfer to no more than 15 customer representatives
- Knowledge transfer to last no more than 8 hours and shall include the following, but not limited to:
  - GUI walkthrough
  - ADM Analysis
  - Compliance Analysis
  - Exploring and Searching flows
  - Operationalizing Tetratation Cluster

#### **Customer Responsibilities:**

- Customer to provide a list of up to 15 individuals that will be part of the knowledge transfer exercise

### **Project Assumptions and Exclusions**

- Cisco to assist Customer in upgrading the cluster, assuming an upgrade is available to the Customer during the delivery of the Service.
- Cisco to assist Customer in operational activities limited to:
  - Creation of no more than ten (10) user accounts on the cluster.

- Validate condition of cluster before and after upgrade through snapshots.
- Validate that sensors that have been marked for auto-upgrade have been upgraded.
- No work can start on cluster initiation until Customer has returned all site information to Cisco PM.
- Cisco will make commercially reasonable efforts to create a design capable of being automated by a third party or Cisco orchestration systems. However, Cisco cannot be responsible for any current or future third party software or implementations.
- Cisco will make commercially reasonable efforts to align to Customer's third party hardware product vendors, however, Cisco Services will not be responsible for schedule impacts due to third party deliverables or dependencies.
- 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.
- Customer is responsible for system level and application end to end solution testing, acceptance and certification. Cisco to collaborate and provide architectural design and sub-system level testing for components in the data center.
- Customer will be responsible for migrating and testing all server based applications.
- Implementation/Migration Plan Execution Support does not include physical installation, racking and stacking of equipment, or physical cable installation.
- Customer shall supply the workplace policies, conditions and environment in effect at Customer Site(s). All data (designs, topologies, and requirements) provided by Customer are assumed to be current and valid.
- Customer shall integrate and validate any network monitoring solutions.
- IPv6 is excluded from this Service.
- Multicast configuration is excluded from this Service.
- All method of procedures (MoP) / detail migration plans regarding servers and applications are excluded from this Service. The MoP mentioned above is related to network elements only.
- This Service does not include any tool-based discovery and recording of network communication.
- Developing server, network devices and application inventories are not part of this Service.

#### **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. 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

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