



## Service Description: CNS Federal High Touch Technical Support

This service description (“Service Description”) describes Cisco’s Federal High Touch Technical support (CNS-HTTS), a tier 2 in the Focused Technical Support Services Portfolio. High Touch Technical Support provides rapid, around-the-clock reactive support by cleared support engineers who are intimately familiar with your network design and operations. With additional reach-back into a pool of certified experts on a wide variety of technologies and Cisco solutions, High Touch Technical Support delivers advanced technical troubleshooting and the fastest mean time to repair in the industry.

**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; 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), Advanced Services Agreement (ASA) or equivalent services agreement executed between you and Cisco. In the event of a conflict between this Service Description and your MSA or equivalent services 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 [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/).

CNS-HTTS is intended to supplement a current support agreement for Cisco products and is only available where all Product(s) in Customer’s Network are supported valid support agreement covering a minimum of core products such as Cisco SMART Net Total Care / SP Base and Software Application Services, as applicable. Where available, Cisco shall provide the technical support described below for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services (“Quote”) setting out the extent of the Services and duration that Cisco shall provide such Services. Customer will, in turn, provide a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

### Service Summary

This Service Description is designed to provide the Customer with a baseline understanding of the activities, deliverables, and service delivery processes that Cisco uses to deliver CNS Federal High Touch Technical Support.

The Cisco High-Touch Technical Support Service is a 24x7 Service that provides access to a team of network specialists who can expedite issue resolution and increase the availability of your mission-critical business infrastructure. These engineers assess the issue on your business, define a solution that limits network disruption, and assist your network operations staff in implementing the appropriate solution for your network.

HTTS provides uplifted, classified, technical support to a specific set of Products, defined in specific contract numbers, as set forth in a Quote.

CNS will deliver all Services by United States (US) citizens, in secure US locations, with strict data access controls in place. All customer data is stored on networks with strict access controls.

### Target Customer Segment

- US Government Agencies operating on classified networks.
- Small to Medium Companies operating on classified networks.
- Non-Federal US Government Entities with strict security requirements.
- Small to Medium Companies with strict security requirements.

### Capabilities Overview

Customer must have CNS Federal High Touch Operations Management across entire Network in order to purchase CNS Federal High Touch Technical Support. Under this option, Cisco shall provide case tracking and troubleshooting on a twenty-four (24) hours per day, seven (7) days per week basis.

Cisco CNS-HTTS is provided remotely (not onsite), and includes providing the Customer direct access to the Federal Special Secure Support team via a Cisco provided phone

number. CNS-HTTS will provide response to Customer within fifteen (15) minutes on Severity 1 or Severity 2 calls. For Severity 3 and Severity 4 calls, response will be within sixty (60) minutes. Response times do not include problems reported using Cisco.com or other electronic means.

HTTS Capabilities Summary	
<b>24/7 access to expert engineers</b>	<ul style="list-style-type: none"> <li>• Troubleshooting by engineers who are familiar with the Customer's network for faster resolution issue.</li> <li>• Engineers assess the effects of the issue on the customer business, define a solution that limits network disruption and assist the customer's network operation staff in implementing the appropriate solution for the network.</li> </ul>
<b>Network service level support</b>	<ul style="list-style-type: none"> <li>• Service requests are reviewed at a network level instead of a device level.</li> <li>• Resolution will address symptoms beyond the device taking into consideration Customer specific factors.</li> <li>• Provide response to Customer within fifteen (15) minutes on Severity 1 or Severity 2 calls. For Severity 3 and Severity 4 calls, response will be within sixty (60) minutes.</li> </ul>
<b>Dedicated toll-free number, faster and easier entitlement process</b>	<ul style="list-style-type: none"> <li>• Customer will only be asked for Service contract number and basic information on customer CCO profile</li> <li>• The case will be created as and dispatched to an engineer.</li> </ul>
<b>Possibility working with the same engineers on a recurrent basis</b>	A more consistent and personalized support and expedite issue resolution.
<b>Collection of information about the customer's business operation</b>	Help to solve network issues more quickly and efficiently and customer's internal staff can focus on day-to-day operations.

Depending upon the clearance level required, Service may begin 30 days after acceptance of the Purchase Order.

### Delivery & Engagement:

#### Project Management

Cisco will assign a Project Manager to act as a primary point of contact. Cisco will work with Customer to develop a comprehensive project plan, manage the people and processes required for the Services, and monitor that the Services are provided according to the plan.

#### A. *Cisco Responsibilities*

- Provide a single point of contact ("Project Manager" or "PM") for all issues relating to the HTTS Services delivered within the scope of this Service. Such person shall be identified and shall be available during Normal Business Hours.
- Designate a backup contact when the Project Manager is not available.
- Define the communication flow with the Customer's project sponsor and key stakeholders.
- Participate in regularly scheduled meetings with the Customer to discuss the status of the service, identify and document dependencies, risks and issues associated with the successful delivery of the service.
- Act as the focal point for change management procedures.

#### B. *Customer Responsibilities*

- Designate a single point of contact to whom all Cisco communications may be addressed and who has authority to act on all aspects of the HTTS services.
- Designate a backup, or secondary, contact that has the authority to act on all aspects of the Services in the absence of the primary contact.
- Participate in regularly scheduled project review meetings or conference calls.
- Review the project schedule, objectives, services, and roles and responsibilities with Cisco.
- Identify a project sponsor and key stakeholders and define their roles 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.

- Provide information and documentation required by Cisco within a timely manner in order to maintain project schedules.
- Notify Cisco of any Hardware and/or Software upgrades that relate to the delivery of the Services or any other changes within Customer's current network that relate to the delivery of the Services at least ten (10) business days prior to such upgrade.
- Notify Cisco of any scheduled implementation activities within ten (10) business days of the scheduled activity.
- Notify Cisco of any installation scheduling change at least seventy-two (72) hours prior to the originally scheduled installation date.
- Notify Cisco of any scheduling changes related to this Term at least ten (10) business days of the scheduled activity.
- Schedule the necessary facilities and access for on-site meetings (such as: badge or visitor access, conference rooms, projectors and conference bridges).

### Kickoff

This meeting will focus on verifying the scope of the work, reviewing the Customer's devices. The kickoff meeting will describe the activation process and create a project plan for Activation of the Services. The Project Manager or HTOM will contact the Customer's point of contact (CPOC) to schedule the kickoff meeting within forty-five (45) days from receipt of a valid Purchase Order. The kickoff meeting is typically accomplished via a conference call with the executed contract detail and may include a Cisco partner. The Project Manager in collaboration with Cisco Engineers assigned to the Customer account typically facilitates the kickoff phase.

#### A. *Cisco Responsibilities*

- Conduct remote (Cisco WebEx) kickoff workshop(s) to review the activation activities, and services purchased as indicated on the Purchase Order.

#### B. *Customer Responsibilities*

- Identify key contacts and authorized personnel required for the kickoff meeting and coordinate with the Project Manager to facilitate and organize kickoff meeting.
- Provide necessary inputs necessary for scheduling activation activities.

### Information Gathering

Customer will provide Cisco with information as requested information so that Cisco may understand the Customer environment and security workflow. Information gathering during the activation phase will be primarily performed remotely via a series of WebEx meetings with key Customer personnel and stakeholders.

Information gathered during this phase may include:

- Organizational structure and introductions.
- Solution goals, as well as business, technical, and operational requirements.
- Current security policy, current Security Incident management environment, and incident handling procedures.
- Network diagrams and topology maps.
- Enumeration of existing IP networks and IP schema.
- Asset Classification and Prioritization Documents.
- Existing information and/or policies referencing normal and permissible network traffic required to properly tune on premise equipment.
- Quarterly vulnerability scan reports that provide details such as listening ports, version of services, and point-in-time baselines of vulnerabilities associated with critical assets such as servers or software applications.
- Future technology plans.

#### A. *Cisco Responsibilities*

- Schedule and coordinate remote information gathering meetings with Customer to collect relevant information as required.
- Review information as provided by the Customer, identifying any gaps in the information provided and noting any corrective actions requiring action by the Customer.
- Properly tune onsite equipment in order to comply with Customer requirements.

#### B. *Customer Responsibilities*

- Ensure that Customer's subject matter experts attend information gathering workshop(s) and provide required information, as required
- Provide to Cisco appropriate documentation and resources to review requested information prior to or during workshops, as requested.
- Provide enumeration of existing IP networks and IP schema. If none exists, Customer is responsible for working with Cisco to create a topology map using discovery and scanning tools.
- Provide a full listing of contacts, including job descriptions, roles and responsibilities as required for incident handling and escalation.
- Provide quarterly service and vulnerability scan reports of relevant devices to Cisco, if available.
- Work with Cisco to review documents and information collected, and assist the Cisco NCEs in the process of documenting the identification, classification and prioritization of critical systems and data.
- Define situations and locations in the network where full packet capture may not be permissible and provide this information to Cisco.
- Provide any additional information as requested by Cisco. Work with Cisco to develop detailed

design and configuration templates by providing information and feedback.

### Transition

The transition phase is when the responsibility for case tracking and troubleshooting for data center, collaboration, security, and route switch architectures is transferred from the Customer to Cisco. Cisco will deliver a Transition Out-brief to the Customer upon completion of activation (defined as when the Cisco service is official "live" and available for the customer). Cisco will determine an appropriate format and delivery method that may include but shall not be limited to using a shared medium via the Internet, teleconference, and/or onsite.

Items covered in the Transition Out-brief may include:

- Discuss activation successes and challenges
- Review incident escalation process
- Review HTTS service recommendations discovered during information gathering, if applicable.

Cisco and the Customer will work together as described below to define the scope of the Services, including identifying the Managed Components on Customer's Network, and to define the requirements for establishing connectivity between the Managed Components and Cisco.

#### *A. Cisco Responsibilities*

- Host and lead a kick-off meeting via phone or web conference.
- Define the high level scope of work required to transition Customer's existing Network to readiness for management of the Managed Components by Cisco, including assessing changes required to Customer's platform, Network and processes in order to commence the Services.
- Provide and manage a transition plan ("Transition Plan") that defines the overall Service transition scope, establishes milestones against which project progress will be measured, defines the requirements for establishing connectivity and access for the Service, and establishes a go-live date (or set of dates) when Cisco will begin to manage and/or monitor the Managed Components.
- Define the required inventory information and topology requirements necessary to activate or onboard the Managed Components.
- Performing any other tasks designated as Cisco's responsibility in the transition plan.

#### *B. Customer Responsibilities*

- Provide the inventory information and topology requirements, as well as host names, IP addresses, SNMP strings, passwords, and other similar information, necessary to activate or Onboard the Managed Components as requested by Cisco and as aligned to the milestones agreed in the Transition Plan.
- Review and approve Transition Plan, including go-live dates.
- Perform activities and changes, including any required installations.
- Perform tasks specified as Customer's responsibility in the Transition Plan.

Once the Transition Out-brief has been completed, monitoring and incident management will be transferred to CNS HTTS. Furthermore, billing and invoicing for the CNS HTTS Service will also commence following the Transition Out-brief event.

#### *A. Cisco Responsibilities*

- Deliver a Transition Out-brief session to the Customer upon completion of the Activation phase.

#### *B. Customer Responsibilities*

- Designate at least two (2) security representatives to participate in the Transition Out-brief.

### Monitoring and Service Delivery

Post-transition, Cisco shall provide the following case tracking and troubleshooting services, where available, on a twenty-four (24) hours per day, seven (7) days per week basis:

- Provide direct access to the CNS High-Touch Technical Support team via a Cisco provided phone number.
- Provide response to Customer within fifteen (15) minutes on Severity 1 or Severity 2 calls. For Severity 3 and Severity 4 calls, response shall be within sixty (60) minutes.

If Cisco becomes aware of an incident, Cisco will work with the Customer to notify them of the incident.

#### *Monitoring and Incident Records*

Cisco will monitor the Customer environment, systems and data as defined in the described information gathering exercises.

#### *A. Cisco Responsibilities*

- Create Incident Tickets on the Customer Portal.
- Classify each based on a modified version of the US-CERT incident categories: <http://www.us-cert.gov/governmentusers/reporting-requirements>
- Prioritize all Incidents, based on information known to Cisco at the time of incident creation, into High, Medium, and Low priority based on several criteria such as the type of infection, confirmation of the incident, or the number assets associated with the Incident. Priorities are defined as:
  - High: Critical business impact or data loss to the Customer
  - Medium: Adverse effect to Customer, potential data loss, potential loss of service.
  - Low: Minimal adverse impact to Customer. No financial loss. No data loss.
- Electronically notify designated Customer contacts for new incidents.
- Provide mitigation recommendations as available for associated incident.

#### B. *Customer Responsibilities*

- Have Cisco CNS High-Touch Operations Management Service across entire Network.
- Report Severity 1 and 2 problems directly (e.g. by telephone) using the Cisco provided phone number. Response times do not include problems reported using Cisco.com or other electronic means.
- Advise Cisco of standard operating procedures related to Customer's business practices, its internal operational nomenclature and Network to allow Cisco to effectively communicate and discuss cases with Customer in the context of Customer's business environment.
- Provide reasonable electronic access to Customer's Network to assist Cisco in providing support.
- Review Incident Tickets on the Customer Portal and provide details for ticket closure.
- Implement recommended mitigation techniques, if available.

- 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.

#### **Delivery Locations**

For Customers on either unclassified or classified networks, the CNS HTTPS services will be remotely offered from the CNS secure data center, located in Research Triangle Park, North Carolina.

#### **APPENDIX: Glossary of Terms**

Glossary of Terms should be read in conjunction with this Service Description. Capitalized terms not otherwise defined above have the meanings assigned to them in the Glossary of Terms.

**Customer Portal** - Web application provided by Cisco to Customer that details visibility into CNS HTTPS service, including incident tickets and reports

**Incident Tickets** - An enumerated report that provides details about an incident detected by the CNS HTTPS team and requires attention from the Customer.

**ISO**-International Standards Organization

**Security Incident or Incident** - A single or series of unwanted or unexpected information security events that have a significant probability of compromising business operations and threatening information security (ISO 27035)

#### **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.