Service Description: Hosted Collaboration Solution Advise and Implement Subscription Service

This document describes the Hosted Collaboration Solution Advise and Implement 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.

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1.0 Services Summary and General Responsibilities

Service Overview. The Hosted Collaboration Solution (HCS) Advise and Implement Subscription Service include services related to the following (but not limited to) Products, Applications, and Solutions:

Products:

- Cisco Unified Communications Manager (CUCM)
- Cisco Unity Connection (CUC)
- Cisco Meeting Server (CMS)
- Cisco IM & Presence Service (IM&P)
- Cisco Emergency Responder (CER)
- Cisco Webex Teams
- Cisco Webex
- Cisco Unified Contact Center Express (UCCX)
- Cisco Expressway Series
- Cisco Unified Border Element (CUBE)
- Cisco Prime License Manager (PLM)
- Cisco Unified Computing System (UCS)

Applications:

- Cisco Unified Communications Domain Manager (CUCDM)
- Hosted Collaboration Mediation Fulfillment (HCM-F)
- Prime Collaboration Assurance (PCA)
- Kurmi, Imagicle (3rd Party HCS Certified Applications)
- Cisco Jabber Client (Soft Client and Mobile Client)
- Cisco IP Phones, Telepresence Endpoints

Solutions:

- Cisco Hosted Collaboration Solution – Standard (Partner Hosted Cloud)
- Cisco Hosted Collaboration Solution – LE (Large Enterprise, Customer Owned and Customer Hosted Cloud)
- Cisco Hosted Collaboration Solution – ME (Managed Enterprise, Customer Owned, Partner Managed Cloud)
- Cisco Business Edition 4000/6000/7000

The Cisco HCS Advise and Implement Services may include the following deliverables:

Service Category	Service Document Deliverable(s)
Advise Services	Project Management Plan
	Solution Requirement Document
	High-Level Design Document
	Low-Level Design Document
Implement Services	Prerequisite Checklist
	Prerequisite Checklist Report
	Implementation Plan
	Test Plan (for HCS Advise and Implement Premium Package ONLY)

2.0   Hosted Collaboration Solution Advise Services

2.1   Strategize Service

2.1.1   Service Summary:

The Strategize Services align business and technical requirements to solution feature and functionality while focusing on desired business outcomes of the solution.

2.1.2   Cisco Responsibilities may include the following:

- Work with Customer to identify dependencies, risks, or issues associated with a successful completion of the project.
- Work with Customer to document a project schedule highlighting deliverables, milestones, planned project events, and resources.
- Participate in scheduled project review meetings or conference calls.
- Participate in any requirements workshops, conference calls, or emails and work with customer to document requirements.

2.1.3   Customer Responsibilities may include the following:

- 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 provide feedback as requested.

2.1.4 Deliverable(s) may include the following:

- **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.

- **Solution Requirements Document**. The Solution Requirements Document documents business and technical requirements of the Cisco Solution that is collected through a series of requirements workshops or emails.

2.2 Design Services

2.2.1 Service Summary:

The Design Services will provide a high-level architectural design and/or an implementation-ready detailed solution design.

2.2.2 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.

2.2.3 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 provide feedback as requested.

2.2.4 Deliverable(s) may include the following:

- **High-Level Design Document**. The High-Level Design Document provides a logical network and application design of the proposed Cisco Solution addressing documented business and technical requirements.
- **Low-Level Design Document**. The Low-Level Design Document provides technical configurations and/or architectural designs that may include network requirements, QoS configurations, Cisco Unified Communications Manager or other dial plan configurations, cluster sizing, device configurations, Cisco Unified Communications Border Element or edge architecture configuration, call signaling, codecs, WAN configurations, and/or future growth requirements.

3.0 Hosted Collaboration Solution Implement Services

3.1 Implement Services

3.1.1   Service Summary

The Implement Services provide expert assistance for implementation plans, acceptance testing, solution implementation support and/or post-implementation support.

3.1.2   Cisco Responsibilities may include the following:

- Work with Customer to document activities, tasks, timelines, and owners related to solution implementation.
- Work with Customer to document tasks associated with solution enablement, training, marketing and/or reporting and provide support during launch, as applicable.
- Work with Customer to document test plans and expected results to validate solution implementation.
- Provide support during and post solution implementation, as applicable.
- Work with Customer to deliver any knowledge transfer workshop(s) related to the project.

3.1.3   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 provide feedback as requested.
- Attend any knowledge transfer workshop(s) on topics related to the project.

3.1.4   Deliverable(s) may include the following:

- **Implementation Plan**: The Implementation Plan provides the tasks, timelines, and owners related to solution implementation.
- **Pre-requisite Checklist:** The Pre-requisite Checklist defines all items that need to be considered prior to an installation taking place at the Customer location.
- **Pre-requisite Checklist Report (PCR) (HCS Advise and Implement Premium Package ONLY)**: The PCR includes: a) recommendations for suitable environmental conditions (e.g. racking, floor space, and power supplies, air conditioning and site access); b) a list of any equipment that must be provisioned prior to implementation.
- **Implementation Execution**: Implementation Execution provides remote support of implementation plan execution.
- **Test Plan (HCS Advise and Implement Premium Package ONLY):**

  The Test Plan provides test cases, expected results, and is updated to include actual acceptance testing results and remediation plan. Ready For Use (RFU) Test Plan is a form of a deliverable.
- **Test Execution (HCS Advise and Implement Premium Package ONLY):** Execute the test cases as specified in the Test Plan.
- **Knowledge Transfer**: Knowledge Transfer provides training related to project deliverables, solution administration, project hand-off and/or basic troubleshooting.
- **Post Implementation Support (HCS Advise and Implement Premium Package ONLY):** Post-Implementation Support provides remote support for a designated period of time after the successful implementation of the Cisco Solution.

4.0   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.

- Service Description should be read in conjunction with the Advanced Services 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.

- 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.

- Cisco provides end state design requirements. Elements of migrations from existing systems to CUCM are not included as part of these services unless explicitly included in services quote and pricing.

- Cisco will accommodate changes to deliverables, within reason, provided to Customer or jointly developed until solution implementation.

- Any 3rd party voice applications are not covered under these services. Cisco will use commercially reasonable efforts to provide elements required of the System. However, Customer must provide any 3rd party vendor requirements.

- Upgrade of any Software on Customer Network is outside the scope of these services, unless explicitly included in services quote and pricing.

- Rack, Stack and Cabling of the network elements is Customer responsibility.

- Customer must provide the following prior to any requirements workshop(s):
    - Layer 2 and Layer 3 topology of the Customer LAN, DMZ, and WAN
    - Internal Layer 3 routing and BGP AS
    - Security Policies
    - Unified Communication architecture for off-net and on-net calls

- Customer must ensure readiness of any LAN, WAN, and/or access links connecting Customer data center and WAN to any cloud services prior to any requirements workshop(s).

- Customer acknowledges that readiness of network for bandwidth, QoS, and network performance metrics is Customer responsibility unless explicitly included in services quote and pricing.

- Network Analysis for QoS and Network Performance Metrics is outside the scope of these services unless explicitly included in services quote and pricing.

- Licensed hosts not deployed until after Cisco's completion of any implementation services will be Customer's responsibility.

- Customer acknowledges that any costs to Cisco identified as a result of deviations from the scope defined in the initial quote and pricing will be managed through Change Management Procedures and additional scoping and fees may be applicable.

- Customer acknowledges that advise and implement services of PSTN gateways, including routing of PSTN calls, are outside of the scope of these services unless explicitly included in services quote and pricing.

- Customer acknowledges that custom development is outside the scope of these services unless explicitly included in services quote and pricing.

- Unless otherwise explicitly stated herein, all documentation provided to Customer during the course of the Services shall be limited to documentation published on Cisco Connection Online.