

SERVICE DESCRIPTION: IDENTITY SERVICES ENGINE (ISE) ADVISORY SERVICE

ASF-CORE-ISE-ADV

<p>Services Summary</p> <p>The Identity Services Engine (ISE) Advisory Service (the “Services”) is used to align the Customer’s business and technology strategy and objectives with ISE use cases. This service results in a suggested implementation roadmap of ISE projects, along with project details, that is aligned with the Customer’s strategy taking their risks, resources, and other constraints into consideration.</p> <p>Cisco will provide the Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco will provide a Quote for Services (“Quote”) setting out the extent and duration of the Services. Cisco requires a Purchase Order referencing a valid and agreed-upon Cisco Quote to provide the Services.</p>	<p>Deliverables</p> <ul style="list-style-type: none"> • ISE Advisory Service Report • ISE Advisory Service Executive Presentation <p>Location of Services</p> <p>Services are delivered both remotely and on-site to Customer as agreed in writing. For the on-site delivery part of this service, travel will be limited to no more than two (2) visits of up to four (4) days on-site (in the aggregate) at a Customer location during Normal Business Hours, excluding Cisco holidays, locally recognized country holidays, vacations and training days. Where on-site travel is agreed upon, travel must be arranged at least two (2) weeks in advance.</p>
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ISE Advisory Service

<p>Cisco Responsibilities</p> <ul style="list-style-type: none"> • Provide ISE Roadmap Customer Requirements Questionnaire (CRQ) to the Customer, and/or conduct interviews with Customer as appropriate. • Conduct a customer onsite workshop of up to three (3) Business Day(s) with key Customer personnel in order to collect and review Customer provided information and requirements, which includes but is not limited to, the following topics: <ul style="list-style-type: none"> ○ Overview of Customer Business Requirements: 1) Maturity, 2) Risk Management, 3) Security Policy/Processes, 4) Scope ○ Technology Drivers/ Capabilities/ Environment including <ol style="list-style-type: none"> 1) Active Directory (AD) 2) Public Key Infrastructure (PKI) 3) Network - Network Architecture, Network devices such as routers, switches, firewall. 4) Identity Management (IDM) 5) Personnel Skills: Knowledge that the customer network security team currently possesses regarding the ISE & associated components. ○ Customer ranking of priorities ○ ISE Capabilities Overview • Develop and provide the ISE Advisory Service Report , which contains the following elements: <ul style="list-style-type: none"> ○ Completed ISE Roadmap CRQ ○ List of applicable ISE capabilities with functional requirements ○ List of customer’s stated business requirements and 	<p>Customer Responsibilities</p> <ul style="list-style-type: none"> • Designate and ensure participation of appropriate Customer personnel responsible for providing information and feedback during interview(s), and completion of ISE Roadmap CRQ before the workshop. • Complete the ISE Roadmap CRQ provided by Cisco prior to the customer onsite workshop. • Have appropriate Customer personnel participate in onsite workshop for up to three (3) business days. • Provide information of implementation requirements which includes: 1) timelines, 2) challenges (e.g. lack of standardized builds, trained personnel), 3) pre-requisites, 4) dependencies (e.g., technology, processes), and 5) operational impact • Participate in any follow-up discussion required to complete the ISE Advisory Service Report. • Review and approve the ISE Advisory Service Report within five (5) Business Days of its receipt. • Ensure that key Customer stakeholders and project sponsors attend Cisco’s executive summary presentation of the ISE Advisory Service Report.
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priorities

- ISE capabilities that the customer can use to help meet their business requirements
- List of known Customer dependencies that can include: business impacts, compatibility issues, and/or any other challenges
- ISE project assumptions and considerations
- Anticipated ISE implementation benefits which can include: Return on Investment (ROI), risk reduction, metrics
- ISE Implementation roadmap
- Conduct a one (1) day on-site executive summary presentation of the ISE Advisory Service Report for key Customer stakeholders and project sponsor.

GENERAL CUSTOMER RESPONSIBILITIES

- Customer will provide relevant information to Cisco that is up-to-date and valid for the Customer's current environment. Customer acknowledges that Cisco will rely on such information to provide the Services.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Customer will 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.
- Customer is responsible for determining if the Services comply with its internal requirements, any third-party agreements or applicable law.
- Customer must provide the resources and personnel described in the Customer Responsibilities sections of this Service Description to enable Cisco to (a) perform the Services within a period not to exceed three (3) weeks, which, at the discretion of Cisco, may not be consecutive weeks, and (b) complete the Services within (90) calendar days after Cisco receives the Purchase Order for the Services.

GENERAL

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.

Out of Scope: bug scrubs, specific software recommendations for ISE & interacting systems, TrustSec segmentation matrix, test lab setup, segmentation strategy, segmentation data collection, testing, configuration, low level design, configuration templates, proof of value/concept, and hardware and software readiness assessment report.

Termination for Convenience. Cisco will provide no refunds if Customer terminates this Service Description or the Master Agreement for convenience (as specified in the Master Agreement).

Incorporation by Reference: The [Glossary of Terms](#) and [List of Services Not Covered](#) posted at www.cisco.com/go/servicedescriptions/ are incorporated by reference into this Service Description.

If you purchased the Services directly from Cisco, your **Master Agreement** (as defined in the Glossary of Terms identified above) is also incorporated by reference. If there is a conflict between this Service Description and any of the documents listed above, this Service Description governs such conflict.

If you purchased the Services through a Cisco Authorized Reseller then your contract, if any, is between you and your Cisco Authorized Reseller. As such, this Service Description is for informational purposes only and is not a contract between you and Cisco. Your Cisco Authorized Reseller should provide you with a copy of this Service Description and related documents, or you can obtain a copy at www.cisco.com/go/servicedescriptions/.