

Service Description: Advanced Services – Fixed Price Cisco Implementation Service for Network Assurance Engine (ASF-DCV1-G-CA-IB)

This document describes the Cisco Implementation Service for Network Assurance Engine.

Related Documents: 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/.

Service Summary

The Service covers the following areas:

1. Project Management
2. Installation support for Cisco Network Assurance Engine software ("NAE")
3. Identification and ranking of top events reported by NAE when first running an ACI fabric analysis
4. Assessment, detailed interpretation and validation of highest ranked events identified
5. Knowledge Transfer
6. NAE Operations Workshop

The scope is limited to:

1. Installation for no more than three (3) Multi-pods in a multi-pod implementation within a single Network Assurance Engine group
2. Identification of no more than the top ten (10) events reported by NAE upon implementation
3. Assessment, detailed interpretation of no more than the top four (4) events within the top ten (10) identified in the fabric analysis report.

Deliverables are

1. Project Management Plan ("PMP")
2. Fabric Analysis Report

3. NAE Operations Guide based on Fabric Analysis Report.

Location of Services

All services are delivered remotely.

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 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.
- Participate in scheduled remote 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.

Customer Responsibilities

- Provide the Cisco PM with a list of designated Customer personnel roles and responsibilities under this Service.
- 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 comply with Cisco's responsibilities related to this Service. 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.

- Identify primary and backup Customer authorized site contacts that 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.

Installation support

Cisco Responsibilities

- Have available to Customer up to two (2) hours of remote installation support for the NAE Virtual Machine appliance during Standard Business Hours.

Customer Responsibilities

Ensure the following pre-requisites are implemented prior to the start of the Cisco Service.

- Provide Cisco with VPN access to the NAE appliance and APIC.
- Ensure the servers are racked and stacked and connected to the upstream network infrastructure.
- Ensure the APIC version in use is release 1.2(x) and above.
- Ensure ports HTTPS (443) and SSH (22) are open between the NAE Software and APIC Controller as well as the Leaf/Spine switches on out-of-band (OOB) or in-band network. [SEP]
- NAE VMs should be in the same VLAN.
- Ensure availability of VMWare ESXi instances: NAE will deploy as VMWare OVA. [SEP]
- Ensure server infrastructure for the NAE install is as per system requirements specified in the Cisco Network Assurance Engine Getting Started Guide from cisco.com.

Identification and ranking of top events

Cisco Responsibilities

- Identify top ten (10) events ranked in terms of ACI design context and severity with descriptions. ACI design contexts will be one of the following:
 - Application Centric mode ACI deployment
 - New Network Centric mode ACI deployment
 - Existing Network Centric mode ACI deployment
- Provide the events identified in the Fabric Analysis report as a presentation.

Customer Responsibilities

- Provide responses/clarification on any information pertaining to the NAE installation, configuration parameters and event related queries to Cisco in a timely manner (within 48 hours of being queried by Cisco).

Assessment, detailed interpretation of highest ranked events

Cisco Responsibilities

- Review the top four (4) events identified by NAE and provide an interpretation of those events with recommendations for next steps to remediate the issues found.
- Update the Fabric Analysis Report with findings and recommendations.

Customer Responsibilities

- Review the Fabric Analysis report and provide feedback to Cisco in a timely manner

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.
- Consult with Customer on the commencement date of the knowledge transfer sessions.
- Consult with Customer on the Knowledge Transfer topics (to be focused on NAE product features and capabilities, installation, and interpretation of smart events) based on Customer needs.
- Conduct a knowledge transfer session to provide a low-level view of NAE operations use cases based on the Fabric Analysis Report.
- Provide an operational guide showing how NAE may be of benefit to the organization, including best practices guidance on a variety of operational matters based on observations and experiences other customers have faced in deploying NAE.
- Provide a copy of any presentation materials used in the Knowledge transfer sessions with any notes, comments or feedback captured.
- Knowledge Transfer sessions will be up to twelve (12) hours in total and delivered remotely.

Customer Responsibilities

- Work with Cisco to schedule the knowledge transfer sessions.
- At Project Kick-off, help Cisco determine the commencement date of the knowledge transfer sessions. 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 workshop at least five (5) Business Days before the knowledge transfer sessions commence.

Project Assumptions and Exclusions

- Customer must have completed all of the necessary requirements highlighted in the Customer responsibilities sections.
- 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.

- This service is delivered remotely. Customer will provide remote internet access (VPN) 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.
- Customer must have purchased and have current licences for NAE Software and VMWare ESXi.

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.