**CISCO**

## Service Description: Cisco One WAN Foundation for Collaboration (Low) Service Description -Fixed Services

This document describes Services for Cisco One WAN Foundation for Collaboration (Low).

**Related Documents**: This document should be read in conjunction with the following documents also posted at 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 One WAN Foundation for Collaboration (Low)
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## Service Summary

The Plan and Build assistance provided (the "Services") to the Customer for the up to ten (10) branches and/or two-thousand (2000) Users of the WAN Foundation for Collaboration Low Complexity (ready for provisioning). No deployment services will be offered with this service.

**Deliverables**
Project Management Plan
Network Readiness Assessment:
- Network Readiness Assessment Questionnaire Template
- Data Collection Worksheet template
- Network Readiness Assessment Report
Customer Requirements Questionnaire Template(s)
Customer Requirements Report
Architecture Validation Report (Revised Customer High Level Design)
Site Requirements and Site Survey:
- Site Survey Templates
- Site Requirements Specification
Detailed Design:
- Detailed Design Report
Network Implementation Plan
Solution and Site Acceptance Test Plan

**Location of Services**

Services are delivered remotely to Customer as defined in this Service Description.

**Project Management**

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**Cisco Responsibilities**
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- 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.
- Provide a Project Schedule highlighting deliverables, corresponding milestones, planned project events, resource(s) and timescales.
- Participate in scheduled project review meetings or conference calls, if required.

- Provide Customer with the identity of personnel requiring access to Customer premises, at least ten (10) Business Days prior to the scheduled date such personnel requires access.
- Deliver a weekly project status report to the Customer.
- Provide a handover; follow on actions, lessons learned, and exception reports (if necessary) upon project completion.

## Customer Responsibilities

- Provide the Cisco PM with a list of designated Customer personnel participating 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 required to provide Services and comply with Cisco's responsibilities in 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 three (3) Business Days of Cisco's request, unless the parties agree in writing to another time period for response.

## Network Readiness Assessment

## Cisco Responsibilities

- Obtain from the Customer the two (2) sites where the Network Readiness assessment will be conducted
- Obtain Customer's up-to-date network topology diagrams for the sites to be assessed along with information about current network architecture, configurations of devices, network usage requirements, design goals, security policy and utilization reports with respect to the scope and architecture of the project a) Borderless Network, b) Collaboration, c) Data Center.

- Send the architecture solution questionnaire and the respective white paper related to tools and security to the Customer contacts prior to the project kick off meeting.
- Conduct interviews with key members of Customer's organization, involved with the existing technical infrastructure. Review and verify Customer network information with respect to the scope of project a) business, application, technical, and operational requirement, and b) future technology plans.
- Review and analyze the existing software/hardware revisions on the network and recommend the upgrades to software/hardware revisions to run the Cisco Architecture Solution ("Solution") that may include: Collaboration Architecture.
- Use the Data Collection Tools to simulate the traffic on the network and measure delay, jitter and packet loss parameters and make recommendations to eliminate/minimize these values to provide acceptable Quality of Service (QoS) on the network.
- Perform an Availability Analysis from network design review to identify potential infrastructure design and configuration issues that could affect the network resiliency and availability.
- Review remotely the Network Readiness Assessment Report with the Customer.

## Customer Responsibilities

- Customer is responsible for communicating and scheduling personnel to attend the kick off meeting and interviews.
- Notify Cisco of the two (2) sites where the Network Readiness Assessment will be conducted.
- Provide Cisco Network Consulting Engineers with up-to-date network topology diagrams and information about the current network architecture, configuration of these devices, network usage requirements, design goals, security policy and following utilization reports, with respect to the scope and architecture of the project a) Borderless Network; b) Collaboration; and c) Data Center.
- Arrange for remote network and security access for Cisco Personnel at designate Customer sites where Network Readiness Assessment will be performed.
- Identify the appropriate staff members involved at each site and co-ordinate the scheduling for all meetings and data gathering.
- Customer acknowledges that completion of Services is dependent upon Cisco's use of Data Collection Tools and/or third party tools.
- Customer will provide the requested information five (5) Business days prior to the installation of the Data Collection Tools. Information requested may include but is not limited to: seed file, SNMP, Telnet, show commands, syslog server.
- Customer agrees to make its Network available for installation of Data Collection Tools; to provide a secure area with limited physical access; provide for secure

installation behind the Customer's firewall; and provide for access to all devices on the Network.

- Customer will notify Cisco about changes made to the Network such as Product(s) added/deleted and changes made to Product credentials, and any changes to Syslog, DNS, proxy and gateway servers IP address.

- Customer must immediately return Data Collection Tool(s) to Cisco, as instructed by Cisco, upon the earlier of: (i) completion of Services; or (ii) Cisco's request to Customer that the Data Collection Tool(s) be returned to Cisco.

- Review remotely the Network Readiness Assessment Report with Cisco.

## Customer Requirements Development

### Cisco Responsibilities

- Obtain from the Customer any up-to-date Customer strategy, roadmaps and planned design (if existing) documentation for review prior Customer Requirements meetings(s) and/or interview(s).

- Provide Customer with the Customer Requirements Questionnaire Template(s) for each applicable Customer Site in scope of the Services.

- Review with the Customer the number of site models in scope for this engagement.

- Work with Customer to assist in the completion of Solution and Customer Requirements Questionnaire(s).

- Review completed Customer Requirements Questionnaire(s) with Customer to validate the collected information.

- Conduct (if applicable) one (1) workshop and schedule interviews with Customer designated employee representatives Customer Requirements meetings(s) and/or interview(s) to gather and document the Customer's business and technical requirements.

- Conduct necessary to qualify Cisco's understanding of their requirements and review the Customer-provided network design against the requirements provided in the Solution and Customer Requirements Questionnaire.

- Analyze Customer requirements and map them to features and functionalities available in scope of the Cisco Unified Communications network requirements.

- Compare the functional requirements and, if relevant, the call handler flows with the Cisco Unified Communication Manager or Cisco Unity available features in accordance with the Customer's provided network high-level design.

- Create the Customer Requirements Report by incorporating the information gathered from the Customer requirements sessions and/or interviews.

- Review remotely the Customer Requirements Report with the Customer.

### Customer Responsibilities

- Identify and schedule key knowledgeable contacts that shall be available for attending remote Customer Requirements session(s) and/or interview(s).

- Submit to Cisco any up to date business and technical requirements documents such as strategy, roadmaps, network topology diagrams, functional specifications, planned designs within ten (10) Business Days of starting the Customer Requirements sessions and interviews.

- Provide the following UC documentation and information five (5) Business Days prior to the requirements interviews: a). Infrastructure topology diagrams including current high level design, low level design; b). Current UC architecture; c). Configuration of UC devices including but not limited to Cisco; d). Unified Communications Manager (CUCM), UC endpoint and UC gateways; e). Security policy and security requirements; f). Backup and Restore System (BARS) file or the CUCM Publisher Hard Disk Drive (HDD); g). IP addressing plan, identifying the IP route summary in the network core and IP address allocations for telephony); h). Security policy and security requirements.

- Provide the following information five (5) Business Days prior to the installation of the Data Collection Tools: seed file, SNMP, Telnet, sho commands, Syslog server.

- Customer may not schedule any Change Management in their network during the requirements review process such as: a). Product(s) added/deleted; b). Changes made to Product credentials; c). Any changes to Syslog, DNS, proxy and gateway server IP addresses.

- In the event that Cisco Data Collection Tools are not used on the Customer's CUCM, Customer must provide the Cisco Backup and Restore System (BARS) file.

- Upon completion return immediately Data Collection Tool(s) to Cisco, as instructed by Cisco, upon the earlier of: a). Completion of Services or b) Cisco's request to Customer that the Data Collection Tool(s) is returned to Cisco.

- Make any required modifications to firewall rules and/or access-lists required to enable Cisco Data Collection Tools to access all devices on the Network.

- Provide Cisco with security exemption(s) in order to access Cisco or third party software on the Network while gathering inventory and performance data, as appropriate.

- If Cisco provides Data Collection Tools or scripts located at Customer's site, Customer shall ensure that such Data Collection Tools or scripts are located in a secure area, within a Network environment protected within a firewall and on a secure LAN, under lock and key and with access restricted to those Customer employee(s) or contractor(s) who have a need to access the Data Collection Tools and/or a need to know the contents of the output of Data Collection Tools. In the event Data Collection Tool provided by Cisco is Software, Customer agrees to make appropriate computers available and download Software as needed. Customer shall remain responsible for any damage to or loss or theft of the Data Collection Tools while in Customer's custody.

- Make the Network available for installation of Data Collection Tools including providing: a). Secure area with limited physical access; b). Secure installation behind the Customer's firewall; c). Access to all devices on the Network.
- Schedule key Customer stakeholders and project sponsors to attend the Cisco's remote presentation of the Customer Requirements Report.
- Review remotely the Customer Requirements Report with Cisco.

## Architecture Validation Development

#### Cisco Responsibilities

- Conduct three (3) Business Days of remote interviews with designated Customer personnel to qualify Cisco's understanding of Customer's UC business and technical requirements.
- Compare Solution level requirements identified in the approved Customer Requirements Report with Cisco Unified Communications architectures and leading practices.
- Create and provide the Architecture Validation Report including: identify and document key risks in the Customer's proposed high level design, if applicable; define alternate design recommendations to help mitigate identified risks; recommendations for UC security design best practices; and identify and provide recommendations for revising the Bill of Materials, as required.
- Review remotely the Architecture Validation Report with the Customer.

#### Customer Responsibilities

- Provide Cisco with the names of key networking security resources and current documented security policies that will assist in analyzing the existing network security implementation.
- Agree to make no changes to the UC infrastructure during the time period when Cisco is conducting data collection for the Architecture Validation Report.
- Review the draft Architecture Validation Report with Cisco for comment and approval before Cisco commences drafting the final Architecture Validation Report.
- Review remotely the Architecture Validation Report with Cisco.

## Site Requirement Survey and Site Survey Template Development

#### Cisco Responsibilities

- Review the Solution and Customer Requirements Report and the revised Customer provided High-Level Design documents to identify the component requirements for each Customer Site.
- Develop a Site Requirements Specification (SRS) for the Model Sites in scope represented in the revised Customer provided High-Level Design.
- The SRS provides detailed site specifications and may include the following: hardware components; Telco circuits; type of user per site/model; Solution firewall and Customer equipment for IP Trunking; Solution equipment electrical requirements; environmental/physical space requirements; equipment rack and cabinet locations and layouts; physical UC security requirements.
- Develop Cisco Site Survey templates for design and Customer requirements, customized for each site model represented in the updated Customer provided High-Level Design (HLD).
- Review remotely the SRS and customized Site Survey Templates with the Customer.

#### Customer Responsibilities

- Schedule the necessary facilities for remote meetings (such as: conference rooms, projectors and conference bridges).
- Participate in regularly scheduled project review meetings or conference calls.
- Customer is responsible for performing station review and site surveys.
- 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 ten (10) Business Days of the scheduled activity.
- Review remotely the SRS and customized Site Survey Templates with Cisco.

## Detailed Design Development

#### Cisco Responsibilities

- Review the Customer Requirements Report, Revised Customer High Level Design (HLD), and Customer Network Readiness Assessment Report.
- Create the Detailed Design Report including:
  - o Designing the Customer's network infrastructure to support the Cisco Unified Communications Solution which may include the following: providing guidance and/or review of the Customer's IP addressing for voice network devices; reviewing of configurations and building of the voice template components to an existing data template for devices such as Cisco

Unified Communications Manager, servers and Cisco voice gateways; Developing quality of service (QoS) configuration for LAN/WAN as it pertains to voice; Defining network services such as DHCP/DNS/TFTP/ NAT related to Cisco Unified Communication Solution.

- o Design the Cisco Unified Communications Solution which may include the following: Call Manager cluster sizing and design options; Designing options to provide Call Admission Control (CAC) like Locations based CAC Gatekeeper based CAC or RSVP; Designing guidance on LDAP directory integration or directory access; Dial plan architecture and emergency call routing; Designing options to implement Survivable Remote Site Telephony; Designing of security features around Cisco Unified Communications components; Designing options to integrate legacy PBX/Voice Mail systems with UC system; and Designing and sizing of voice gateways and gatekeepers.
- o If SIP Trunking is included, PSTN connectivity Solution covering TDM and/or IP trunks and Voice Gateway, IPIP gateways, Proxies for feature transparency, security, and resiliency.
- o Identify recommendations for current software and hardware code revisions related to UC components including gateways, IOS, and appliances.
- For the Cisco Unity application one or more of the following may be included: Designing the Unity deployment model; Designing and sizing of the message store capacity and licensing requirements; Sizing the Unity ports and sessions; Designing of data protection strategies; Designing the Unity integration with Call Manager or PBX systems; Designing of Unity Call Handlers; Designing Unity Networking – Interconnecting Unity with other voice mail systems; Defining Unity customization; Defining methods for Securing access to the Unity servers.
- Review remotely the Detailed Design Report with Customer.

**Customer Responsibilities**

- Designate representative Customer employees from all lines of business including telephony, support, network architects, operational staff and management representatives to attend the interviews and workshop(s).
- Provide Customer Site building layouts, including the floor plans, location of cables and power sources as required.
- Provide documented Customer requirements (business and technical) including high level network architecture design specifications and the current Customer network high level design.
- Provide the following information along with completed Customer Requirements Questionnaire: existing legacy voice system network diagram; current hardware/software details of legacy PBX systems and future expansion

capabilities and interoperability support; current WAN bandwidth utilization; current PBX trunk utilization; current voice mail system utilization; traffic analysis: busy hour voice to PSTN (i.e., local and long distance); busy hour voice call volume between sites; call flow diagrams; existing dial plan information including currently configured class of restrictions; toll-free numbers currently in use; and if Auto Attendant or equivalent features are deployed, the scripts and prompts currently in use.

- Provide completed Solution and Customer Requirements Questionnaire(s) (Cisco Unity/Unity Connection section) and documented information including: existing legacy voice mail system network diagram; current message store utilizations and capacity reports; current utilization of network services such as name resolution, authentication; current topology of messaging and directory infrastructure; current voice mail system policies and security requirements; current hardware/software details of legacy voice mail systems and future expansion capabilities and interoperability support.
- Review remotely the Detailed Design Report with Cisco.

**Site Specific Network Implementation Plan Development**

**Cisco Responsibilities**

- Review the Customer provided requirements and Revised Customer High Level Design document to identify the network implementation requirements at each location, including: Detailed Design Report; site contacts, location and considerations; current site-specific installation requirements; site-specific information from BOM; product documentation, including Administration Guides, Tech Notes, and Field Notices.
- Review and/or collect site requirements for environment, Telco circuits, and equipment per Model Site. The data collection provides detailed site specifications and includes the following: hardware components; Telco circuits; equipment electrical requirements; environmental/physical space requirements; equipment rack and cabinet locations and layouts.
- Create and provide a site-specific Network Implementation Plan (NIP) per Customer location at least seven (7) Business Days before the scheduled commencement of the Services.
- Provide recommendations for suitable environmental conditions (e.g. racking, floor space, and power supplies, air conditioning and site access) within seven (7) Business Days of completion of the NIP.
- Provide a list of Customer equipment related to the project scope that must be provisioned prior to implementation within seven (7) Business Days of the NIP completion, if applicable. Implementation means the physical installation plus logical activities that are required to place products into a Customer site, configure, commission and connect them together to produce a working network.

- Provide the following recommended specifications to the Customer: server hardware minimum requirements; software tool requirements; optional hardware and software requirements; network service requirements; optional DHCP/DNS updates; Cisco Unity Connection server platform requirements for the existing MCS server; Cisco Unity Connection memory and processor speed requirements for any applicable third party platform.

- Review remotely the Network Implementation Plan with the Customer.

**Customer Responsibilities**

- Ensure that key networking, telecommunications, and operational personnel are available to participate in interview sessions as required to enable Cisco to validate business and technical requirements.

- Provide Customer's existing high level design and Bill of Material (BOM) prior to project kick-off.

- Ensure key contacts from all relevant third party vendors are available for ongoing information and feedback during architecture discussions.

- Designate and ensure key Customer networking contacts are available for ongoing information gathering and feedback during architecture discussions.

- Provide the following requirements: Customer's Unified Communications Solution design requirements to Cisco (for example, details concerning scalability, resilience and number of phones); Customer's security requirements and CUCM features planned (for example, emergency services/E911, Music on Hold, analog phone / fax / modem integration and extension mobility); types of applications impacted by the Network design requirements (for example, voice mail/Unity, Unified Messaging, IPCC Express, Presence, Mobility and Auto Attendant,); and future growth requirements and network build out time frames.

- Provide physical and logical network schematics for the Customer's existing network where applicable.

- Provide current network topology, including access, distribution, and core layers, types of switches and routers in each layer, IP addressing and sub-netting for each layer, features, and services that have been enabled on the network.

- Review the high level design and Bill of Materials recommendations with Cisco for comment and approval prior to the NIP being finalized.

- Review remotely the NIP with Cisco.

**Solution and Site Acceptance Test Plan Development**

**Cisco Responsibilities**

- Review the following to collect testing requirements: Solution and Customer Requirements Report; Detailed Design Document; and Network Readiness Assessment Report.

- Identify facility and infrastructure requirements for testing.

- Identify tools required for executing test cases.

- Create and provide the Solution and Site Acceptance Test Plan. The Solution and Site Acceptance Test Plan defines and records the specific set of procedures and/or tests developed by Cisco and agreed to by the Customer that are necessary to test the Cisco product and to declare that it is ready for use.

- Review remotely the Solution and Site Acceptance Test Plan with the Customer.

**Customer Responsibilities**

- Review remotely the Solution and Site Acceptance Test Plan with Cisco.

**Server –Core Application Installation (Ready for Customer Provisioning**

**Cisco Responsibilities**

- Provide power and space requirements for the data center as per the approved Design Validation Report and Cisco UCS design guide.

- Provide Rack and Stacking of equipment as required for each Core Build as defined in the Master Plan and Schedule.

- Provide Network Requirements (IP Address, DNS, NTP etc.) for installing the UCS servers, UCS system management console, UCS Director, Hypervisor, and UC Applications.

- Provide details of the virtual network device and Storage Area Network appliances as per UC for UCS design guide.

- Provide the network latency requirements for UC Applications to be installed in the data center.

- Provide bandwidth requirements for UC Applications to function across data center.

- Provide necessary QOS requirements for UC Applications to function across data center and branches.

- Install the following UC Applications as mentioned in the approved High Level Design Validation Report:
    o Cisco Unified Communications Manager
    o Cisco Unity Connection
    o Cisco Emergency Responder
    o Cisco Unified Attendant Console
    o Cisco Instant Messaging & Presence

**Customer Responsibilities**

- Ensure that network latency is within the allowable limits as provided by Cisco.
- Provide all the required network information for installing the UC Applications.
- Ensure that the required bandwidth is available between the data center and branches as provided by Cisco in the High Level Design Validation Report.
- Customer is responsible for configuring QoS to meet the requirements provided by Cisco in the High Level Design Validation Report and the Detailed Design Document.
- Provide the required physical access and remote access to the data center to Cisco Engineers to do the installation. Configure all Layer 2 and Layer 3 devices.
- Ensure that network connectivity is available between the data center and the branches.
- Troubleshoot any connectivity issue between the data center and the branches
- Procure the required equipment including cabling and racks.
- Participate in conducting the necessary testing for UCS servers, virtualized environment for UC applications, and access to the installed UC applications.

**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.
- 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.
- Customer expressly understands and agrees that the Services shall take place and complete within one–hundred-fifty (150) calendar days from issuing a Purchase Order to Cisco for the Services herein.
- Delays caused by Customer may require change requests and additional costs.
- Customer retains overall responsibility for all business process impact and all process change implementations.
- Services may be dependent upon Cisco's use of Data Collection Tools.
- Customer will arrange the purchase of third party services and products, including but not limited to communications services, office space, communications rooms, iron works, air conditioning, and office services.
- Customer is responsible for placing phones on desks, wiring and cabling, power, HVAC, trash removal, and de-installing legacy equipment.
- Customer is responsible for preloading UC client on desktops and performing all phone upgrades/loads.
- Customer owns the physical installation, cutover and support with Cisco providing only plan and design services.

**General Assumptions**

- The services will cover up to ten (10) branches and/or 2000 users within a single theater.
- Cisco does not provide equipment staging.
- No integration (legacy PBX, third party applications, etc.)
- Call Control only with Cisco Unity Connection (CUC), Unified Contact Center Express (UCCX), Cisco Emergency Responder (CER), etc.

**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.