Service Description: Advanced Services – Fixed Price

Cisco Quickstart Service for DC Network Applications: Nexus 2k-7k (ASF-C1-DC-NX-A)

This document describes Advanced Services Fixed Price: Cisco Quickstart Service for DC Network Applications : Nexus 2k-7k

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 Quickstart Service for DC Network Applications : Nexus 2k-7k

Service Summary

The Cisco Quickstart Service for Data Center (DC) Network Applications Nexus 2k-7k provides remote and/or onsite Planning, Design and Implementation support to Customer for the following capabilities:

a) Cisco Design and Deployment Service for Advanced Infrastructure Software covering Nexus 2k-7k Infrastructure
b) Cisco Deployment Service for Cisco ONE Prime Foundation. Select one of two below technology options.
   1. Prime Infrastructure OR
   2. Prime DCNM

Deliverables for Prime Foundation Service are limited to either Prime Infrastructure or Prime DCNM. Customer must select and document one option during the kickoff conference call before the commencement of the service, and there are no changes allowed to the list. This selected option will make up the Customer delivery.

Location of Services

Service is provided as Remote and/or On Site service at the Customer location as specified in the Quote for Service

The Services are comprised of the following:

- Project Management
- Nexus Detailed Design Development
- Nexus Implementation and Test Planning
- Nexus Onsite Implementation, Configuration and Testing Support
- Nexus Remote Knowledge Transfer Session
- Prime As-built Document
- Prime Acceptance Test Plan (ATP)
- Prime Transfer of Information (TOI) Presentation slide deck

Project Management

Cisco Responsibilities

- Identify project team members.
- Conduct a kick-off conference call with Customer to discuss and make appropriate technology selections as indicated above, coordinate scheduling, facilities and facility requirements, providing a requirements questionnaire (if applicable) for Customer to complete.
- Define the communication flow with the project sponsor and keys stakeholders and document it in the project plan ("Project Plan").
- Designate a single point of contact, the Project Manager, to whom communications in regards to the Services may be addressed and who has the authority to act on all aspects of the Services; shall be available during Standard Business Hours; and shall designate a backup contact for when the primary contact is not available.
- Review with Customer the project schedule, objectives, critical success factors and roles and responsibilities of Cisco and Customer project team members.
- Manage the project to the agreed upon Project Plan.
- Participate in weekly scheduled project review meetings or conference calls as required.
  Provide the Project Plan

Customer Responsibilities

Provide single point of contact of the overall project
- Provide facility, including whiteboard and projector, to host the kick-off meeting.
- Ensure project stakeholders are in attendance.
- Communicate to Cisco project manager with any changes in project scheduling in a timely fashion.
- Provide written feedback/acknowledgements when requested during Services.

Cisco Design and Deployment Service for Advanced Infrastructure Software

This service covers Nexus 2k-7k infrastructure, and provides planning, design and implementation of advanced L2/L3 features.

Limitations and Exclusions

The Services will include the following for only one (1) single Customer location for one (1) data center:
- Up to a total of twenty four (24) Data Center Nexus Switches with any mix of products in the family (Cisco Nexus 7000/ Cisco Nexus 6000/ Cisco Nexus 5000)
- Up to eight (8) Catalyst 2900/3750 series switches (existing DCN connectivity)
- Up to sixty-four (64) Cisco Nexus 2000 Fabric Extenders (FEX)

The Services will include up to three (3) of the following design features:
- IPv6
- TRILL
- Data Center Interconnect (OTV/LISP)
- Multi-tenancy
- Network Disaster Recovery

Nexus Detailed Design Development

Cisco Responsibilities

- Conduct a discovery session, working with Customer to understand Customer requirements, including data center vision, goals, business priorities and strategy.
- Analyze Customer's detailed design requirements, including the current IT services, applications and systems hosted in the data center.
- Analyze Customer's current intra-data center connectivity, network sizing, and key application requirements.
- Create the high level design (HLD) and low level design (LLD) which may include the following:
  - Design recommendations based on Cisco best practices;
  - Caveats and best practices for the proposed detailed design;
  - Network logical and physical topology;
  - Documented IP addressing and VLAN scheme;
  - vPC, spanning tree parameters and L2 configurations;
  - Routing topology for L3 connectivity for the core and aggregation network;
  - Software recommendation report for the Nexus platform;
  - Recommendations based on Cisco best practices for logging, SNMP and other device alarms and traps for critical events such as redundancy and failover.
- Determine any risks in the design and provide recommendations for making changes to the detailed design to mitigate risks.
- Review with Customer the elements of the detailed design, including design requirements, HLD, LLD, and any recommended changes, and reach agreement with Customer on all elements of the detailed design.
- Document all elements of the agreed upon detailed design, including customer requirements, HLD and LLD, in the Design Document.
- Provide to Customer the Design Document for review and comment.

Customer Responsibilities

- Participate in the discovery session, ensuring network design engineers and application owners are present to work with Cisco.
- Provide Cisco with design requirements, including existing network diagram, configuration, and company and/or industry specific standards.

- Provide any requested written feedback and/or acknowledgements within five (5) business days of Cisco's request.
- Work with Cisco to coordinate and schedule remote review meetings with Customer stakeholders responsible for the related network and/or application areas, as requested by Cisco.
- Review with Cisco all elements of the detailed design, including design requirements, HLD, LLD, and any recommended changes, and reach agreement with Cisco on all elements of the detailed design.
- Review with Cisco the Design Document, providing comment.

Nexus Implementation and Test Planning

Cisco Responsibilities

- Conduct a remote work session(s) to discuss with Customer the high-level implementation strategy and test plan.
- Working with Customer stakeholders, Cisco will analyze the LLD and develop an implementation plan. The Cisco-developed Nexus Network Implementation Plan will include:
  - Detailed step-by-step procedures for the Nexus implementation;
  - Device configurations for the Nexus devices limited to those listed in the Service Summary.
- Develop a test plan using the LLD and implementation plan, including Customer inputs for the implementation of Nexus.
- Document all information and details of the draft implementation and test plan, including success and fail criteria, in the Nexus Network Implementation Plan and Test Plan.
- Review with Customer the Nexus Network Implementation Plan and Test Plan.

Customer Responsibilities

- Provide facility to host work session(s) to discuss the high-level implementation strategy and test plan, providing a whiteboard and projector.
- Provide a draft implementation plan for use in Cisco's development of the final implementation and test plan. The Customer-provided draft implementation plan should include operation procedures for both network and application, as well as an integration schedule.
- Review with Cisco the Nexus Network Implementation Plan and Test Plan.

Nexus Integration/Configuration and Testing Support

Cisco Responsibilities

- Cisco will provide five (5) contiguous days of on-site implementation support.
- The implementation support will include:
  - Guidance in Customer's loading configurations for the Nexus devices limited to the scope of the Services;

- Guidance in Customer's validation of the operation of new Nexus infrastructure.

Customer Responsibilities

- Provide Cisco with implementation and testing schedule in advance of the implementation.
- Schedule any testing window with at least five (5)-business days notice.
- Customer understands and agrees that it is responsible for rack and stack, cabling, and powering of Nexus switches.
- Customer understands and agrees that it is responsible for the overall execution of implementation and testing, including scheduling, staffing, and coordination within different Customer network and application groups.

Post Implementation Support

Cisco Responsibilities

- Provide remote troubleshooting and escalation support for up to five (5) contiguous days including:
- Scheduled remote implementation support for critical post implementation activities;
- Periodic review of outstanding technical post implementation issues;
- Participation in periodic Customer project status/update conference calls;
- Prompt handling and escalation of post implementation related technical issues as related to the current project.
- Provide proactive notification of any identified technical issues that could impact the implementation.

Customer Responsibilities

- Provide remote access to the Customer's network, as requested by Cisco.
- Provide Cisco with implementation and testing schedule in advance of the implementation.
- Schedule any testing window and request for remote implementation support, providing at least five (5)-business days notice to Cisco.
- Customer understands and agrees that it is responsible for the overall implementation and testing, including scheduling, staffing, and coordination within different Customer network and application groups.

Nexus Remote Knowledge Transfer

Cisco Responsibilities

- Provide Knowledge Transfer (KT) remote session for the Nexus implementation, limited to one (1) business day of remote knowledge transfer limited to the scope of the Services.

- Schedule the knowledge transfer session and notify the Customer at least ten (10) business days prior to the start date of the session.

Customer Responsibilities

- Identify and ensure attendance of the Customer stakeholders to participate in the knowledge transfer session.
- Work with Cisco to schedule the remote knowledge transfer session
- Conduct any recording or conferencing of the knowledge transfer session.

Cisco Deployment Service for Cisco ONE Prime Foundation

Cisco Deployment Services for Cisco ONE Prime Foundation provides design, installation and configuration service to Customer for the deployment of one (1) of the following deployment scenarios:

- Cisco Prime Infrastructure Lifecycle and Assurance (PI): provides design, installation, and configuration service to Customer for the deployment of the Cisco Prime Infrastructure Lifecycle and Assurance on single instance of Cisco's Prime Infrastructure running in a VMWare environment to support discovery of up to 50 devices with PI assuming device credentials are configured properly.

- Cisco Prime Data Center Network Management (DCNM): provides design, installation and configuration service to Customer for the deployment of the Cisco DCNM on a single Cisco recommended hardware to support discovery of up to 50 devices with DCNM assuming device credentials are configured properly.

Once Customer selects the one (1) deployment scenario, the scenario cannot be changed or swapped by Customer at any time during duration of Services.

Deliverables

- Prime As-built Document
- Prime Acceptance Test Plan (ATP)
- Prime Transfer of Information (TOI) Presentation slide deck

Location of Services

Services are delivered remotely and on site to Customer.

Planning Phase

Cisco Responsibilities

- Provide the pre-deployment questionnaire to Customer.

- Review the Customer response to the pre-deployment questionnaire for any applicable follow-up questions or clarifications.
- Use the Customer response to the pre-deployment questionnaire as input for planning in the Implementation Phase.

Customer Responsibilities

- Complete the pre-deployment questionnaire and choose the deployment scenario.
- Provide all information as requested by Cisco to be documented in the pre-deployment questionnaire within five (5) Business Days following receipt of the pre-deployment questionnaire.
- Designate key contacts and authorized personnel including network architects, system/application administrators and IT engineers who shall be available for on-going information gathering and feedback during the Services.
- Provide full details of:
  - Current network topology, including access, distribution, and core layers, types of switches and routers;
  - Internet Protocol (IP) addressing and sub-netting for each device planned to be managed along with SNMP Read community strings and device credentials; features and services that have been enabled on the network device.

Implementation Phase

Cisco Responsibilities

- Conduct project kick off meeting, providing representation from technical and project management team
- Create Prime As-built Document for the services.
- Install one (1) instance of Prime Infrastructure (PI) OR DCNM on a single Cisco recommended hardware running ESXi or as Appliance
- Perform the following configuration tasks if the deployment scenario selected is PI:
  - Configure 1 map
  - Configure up to 2 NAMs as Data Collectors
  - Configure up to 2 devices for Netflow Collection
  - Configure Users & Roles (up to 5 users)
  - Logical Infrastructure Segmentation (up to 2 Virtual Domains, 4 Sites, 4 Device Groups)
  - Email Notifications Setup
  - Data Retention Configuration
  - Device Configuration Archiving
  - Software Image Repository Configuration
- Perform the following configuration tasks if the deployment scenario selected is DCNM:
  - Configure DCNM Discovery
  - Verify Topology
  - Configure up to 2 custom reports
  - Configure 1 Configuration Management Template
  - Configure Users & Roles (up to 5 users)

- o   Inventory Configuration and Discovery
- o   WebUI and LAN Topology
- o   Report Generation
- o   Device Configuration Archiving

- Update the Prime As-built Document based on specific attributes of the system installation and configuration.
- Review Prime As-built Document with Customer and provide the final version.
- Create the Acceptance Test Plan (ATP) document for the services
- Review ATP document with Customer and provide a final version.
- Execute acceptance testing for up to eight (8) hours, and documenting the test results in the ATP.

Customer Responsibilities

- Participate in the project kick off meeting providing representation from applicable technical teams.
- Rack, stack, power-up, and install operating system, applying any operating system patches and connecting the server to the network.
- If PI or DCNM is installed on a virtual machine, Customer is responsible for creating the virtual machine as per the specification, installing guest operating system, applying any applicable operating system patches and connecting it to the network.
- Open applicable firewall ports to access PI or DCNM web server and PI or DCNM application to connect to the devices.
- Configure the devices to allow SNMP communication from/to the PI or DCNM application.
- Review the Prime As-built Document with Cisco.
- Review the Acceptance Test Plan document with Cisco.
- Participate in the execution of the Acceptance Test Plan and provide any applicable feedback.
- Schedule the necessary facilities for onsite Acceptance Testing including conference rooms, projectors, and network connectivity for Cisco resource.

Knowledge Transfer Phase

Cisco Responsibilities

- Create TOI slide deck for the presentation in the onsite session.
- Provide for Customer stakeholders a presentation of TOI session on site for up to two (2) hours to include information on device discovery, application usage, management and troubleshooting tips.
- Provide the TOI Presentation slide deck materials to Customer.
- Provide up to four (4) hours of remote support over a maximum period of two (2) consecutive weeks for any questions or troubleshooting issues related to the PI, or

DCNM implementation; remote support will commence on the following day after the implementation.

Customer Responsibilities

- Designate up to five (5) Customer stakeholders to participate in the onsite TOI session.
- Work with Cisco to schedule the onsite TOI session, scheduling the necessary facilities for the presentation, including conference rooms, projectors, and network connectivity.

General Customer Responsibilities

- Participate in kick-off conference-call with Cisco personnel to discuss and make appropriate technology selections as indicated above, coordinate scheduling, facilities and facility requirements, and provide a completed requirements questionnaire (if applicable).
- Unless otherwise agreed to by both parties, Customer shall respond within two (2) business days of Cisco's request for documentation and information needed for the Services.
- 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 to notify Cisco of any scheduling changes related to the project at least ten (10) Business Days prior of the scheduled activity.
- Customer expressly understands that the following are out of scope for the Services:
  - Routing and Switching and other network or security changes are excluded from the scope
  - Configuration of the network devices is excluded from the scope
  - Any integration with any 3rd party systems is out of scope
  - Management of any devices not supported by PI or DCNM is out of scope
  - VMWare infrastructure design and implementation is not part of the scope
  - Netflow design is not part of the scope
  - NAM Design and Implementation is not in scope
  - HA/Redundancy is not in scope
  - Any customizations

- Customer expressly understands and agrees that the Services shall take place and complete within one hundred fifty days (150) calendar days from issuing a Purchase Order to Cisco for the Services herein.

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 Authorized Channel. 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.