



Cisco Remote Operations Services (ROS)

Foundation Technology Sales Guide

Sales Order Guide

Foundation Technology Remote Management Services

November 2008



Foundation Technology Remote Management Services Sales Guide

Market Overview	3
Services Overview	3
Standard Services Features	4
Elective Services Features	5
Supported Cisco Products	5
Service Activation	7
Competitive Positioning	7
Why Sell Remote Management Services?	8
Identifying Opportunities	8
Services Pricing	9
Pricing Strategy	9
Service Activation Fee	9
Discounts	9
Price List	10
Pricing Examples	11
Ordering the Services	12
Sales Tools / Collateral	13
Appendix I Device Support List	14



Market Overview

Cisco network technologies are the foundation for the services and applications companies need to realize the potential of their business. Cisco switches, routers, and software together, create an inherently intelligent integrated network to adapt for current and future business needs by:

- Providing secure, but unconstrained, connectivity between employees, customers and information
- Delivering quality, real-time applications on a converged network platform
- Ensuring access to information and resources from anywhere
- Automating a manageable and self-defending network
- Reducing operating expenses

As the network has become a more strategic asset, the need for higher availability, security, and reliability has increased. Delivering a converged, complex network takes specialized knowledge and skills in a growing list of advanced technologies that includes LAN, WAN, wireless, voice, and storage networking.

The traditional approach to managing a complex network has been to outsource its entire operations to third-party service providers. Outsourcing promises to reduce staffing costs, increase operational efficiency and leverage industry best-practices, but in practice, many enterprises find whole outsourcing arrangements unsuitable for their needs. Outsourcing arrangements can cause employees to feel threatened, and the typically long-term contracts restrict the organization's agility in a dynamic marketplace, forcing it to relinquish control of the outsourced services.

On the other hand, self-managing a complex network is an expensive, time-draining affair. The organization invariably suffers from a shortfall of skills necessary to manage and optimize the network, and hiring the right manpower today does not guarantee that it will still be right manpower tomorrow. Many organizations have found self-managing their networks unsustainable in a fast-changing emerging technology market.



Services Overview

Cisco® Foundation Technology Remote Management Services (RMS) provides comprehensive monitoring and management of the customer's wired and wireless LAN and WAN infrastructure, 24 hours a day, 365 days a year. Delivered by an experienced team of Cisco engineers using industry-leading tools and IT Infrastructure Library (ITIL®)-based processes, we systematically monitor the customer's routing and switching devices for fault and performance events. For customers that need a solution between complete outsourcing and self-management, the flexible and modular Remote Management Services allow customers to choose from standard and elective elements. Table 1 shows the day-to-day activities associated with each of these services elements.



Table 1 Flexible Remote Management Services Options

Day-to-Day Management Activities
24-hour monitoring and notification
Incident resolution: receive, respond, resolve P1–P4 tickets
Problem management: root cause analysis
Standard changes
Reporting
Customer web portal
Configuration support
Customer-requested changes
Application changes
Apply software updates and patches

 Standard Services  Elective Services

Standard Services Features

The Standard Services includes remote monitoring, incident management, problem management, and service level management for Cisco core routing and switching infrastructure products. From our Network Operations Center, Cisco performs the day-to-day monitoring and management activities to identify and resolve incidents, perform root cause analysis on problems, and execute standard changes for the devices in the customer's environment.

Features of Standard Services include:

- Device and interface level monitoring
- Environmental monitoring
- Availability and performance monitoring
- Incident detection, recording, analysis, and notification
- Ticket generation and remediation recording in a knowledge base
- Performance threshold notifications for early warning of pending problems
- Engineering support: diagnose and resolve incidents and problems, and restore service
- Web portal for access to tickets, availability, and performance statistics
- Reports for performance and availability
- Designated customer relationship manager who serves as primary business interface

Data Center Remote Management Services will also include a designated Customer Relationship Manager, who serves as the customer's primary business interface and escalation resource to Cisco. The CRM will conduct operational audits and schedule monthly, quarterly, and annual reviews to discuss performance trends, identify remediation, and develop plans to ensure the service continues to meet customer requirements.



Elective Services Features

Elective services go beyond basic monitoring and management to provide flexible options to address specific needs and help ensure optimal performance of the customer's Cisco network infrastructure. Elective Services are a usage-based block of engineering hours that are used for customer-requested activities and changes to their environment. These scheduled, requested services range from routine move, add, changes, and deletes (MACDs) to proactive assistance with capacity planning and device configuration.

Elective Services engineering hours may be used for the following, and more:

- Cisco application software upgrades for feature enhancements
- Configuration changes to Cisco software and devices
- Move, add, change, or delete any component of a managed device or application
- Capacity planning
- Provisioning applications and interfaces
- Patches to the Cisco applications and devices

Supported Cisco Products

Foundation Technology Remote Management Services are available for all of the core Cisco routing and switching devices. Devices are divided into pricing groups based on their monitoring capabilities and complexity. The supported devices for these services are shown in Table 2 below.



Cisco Remote Operations Services (ROS)

Foundation Technology Sales Guide

Table 2 – Foundation Remote Management Services Supported Products

Group 1	Group 2
Cisco 800 Series Routers	Cisco 1600 Series Routers
Cisco 1000 Series Routers	Cisco 1700 Series Routers
Cisco 1400 Series Routers	Cisco 1800 Series Integrated Service Routers (Fixed)
Cisco 2000 Series Routers	Cisco 1800 Series Integrated Services Routers (Modular)
Cisco 2500 Series Routers	Cisco 2600 Series Routers
Cisco 3000 Series Routers	Cisco 4000 Series (4000/4500/4700/4000-M /4500-M/4700-M)
Catalyst 1200 Series Switch	Cisco 2800 Series Integrated Services Routers
Catalyst 1600 Token Ring Switch	Cisco 3600 Series Routers
Catalyst 1700 Series Switch	Cisco 3700 Series Routers
Catalyst 1800 Token Ring Switch	Cisco 3800 Series Integrated Services Routers
Catalyst 2100 Series Switch	Cisco 4000 Series Routers
Catalyst 2600 Series Switch	Cisco Catalyst 4000/4500 Series Switches
Catalyst 2800 Series Switch	Cisco Wireless LAN Controller 5XX
Cisco Catalyst 3750 Series Switches	Cisco Wireless LAN Controller 20XX
Cisco Catalyst 3750-E Series Switches	Cisco Wireless LAN Controller 21XX
Cisco Catalyst 3560 Series Switches	Cisco Wireless LAN Controller 44XX
Cisco Catalyst 3560-E Series Switches	Cisco Wireless Service Module
Cisco Catalyst 3550 Series Switches	CiscoWorks Wireless LAN Solution Engine
Cisco Catalyst 2960 Series Switches	
Cisco Catalyst 2955 Series Switches	Group 3
Cisco Catalyst 2950 Series Switches	Cisco 7000 Series Routers
Cisco Catalyst 2940 Series Switches	Cisco 7100 Series Routers
Cisco Catalyst 2918 Series Switches	Cisco 7200 Series Routers
Cisco Catalyst Express 520 Series	Cisco 7300 Series Routers
Cisco Catalyst Express 500 Series Switches	Cisco 7400 Series Routers
Cisco Catalyst 4900 Series Switches	Cisco 7500 Series Routers
Wireless Access Points (WAPs)	Cisco 7600 Series Routers
	Cisco Catalyst 6500 Series Switches
	Cisco Aggregation Services Routers 1XXX



Service Activation

Getting Started with Cisco Remote Management Services is usually a 45 - 60-day process, although actual implementation times may be more or less depending on the size and complexity of the managed network, and the deployment schedule for new network installations. The Cisco Remote Operations Services team works closely with the customer to transition network management operations to Cisco. Transition management activities include:

- Initial customer interview and kickoff meeting to launch the project
- Information gathering and sharing
 - Location information
 - Device and maintenance information
 - Key contacts
- Establish management connectivity and access to the infrastructure
- Develop detailed inventory of managed devices
- Provision Configuration Management Database (CMDB) and management tools
- Establish ongoing operational support process and Change Management procedure
- Determine service notifications – alerts, contacts, escalations
- Customer training – web portal, operational and communication processes
- Activate ticketing

Competitive Positioning

There are numerous providers of managed services for Cisco routing and switching technologies. Many of these competitors are actually important Cisco partners. Recognizing the relationship and role of key partners, the market functions of the Cisco ROS Foundation Technology Center Remote Management Services are to:

- Meet the day-2 operate needs of important customers that prefer a Cisco branded managed services offering
- Develop the expertise, tools and processes for effective routing and switching day-2 solutions
- Lead the channels to best in class managed services for Cisco networking technologies.

Key points to emphasize when positioning Cisco ROS:

Singular focus with a proven track record

- 14+ years experience delivering Remote Management Services
- Over 300 service delivery resources
- Over 300 technical certifications
- Managing over 45,000 devices in over 75 countries
- 700 companies spanning all sizes, verticals, & levels of complexities



Cisco on Cisco approach:

- We manage 4200+ global network devices including Cisco's Global Backbone Network. This represents over 400 Cisco and partner sites globally.
- We are planning to migrate Global UC to ROS in Calendar year 2008.
- Today we manage voice circuits and Call Manager clusters, in EMEA and APAC – approx 58 Call Managers
- Road Map: Next Gen Wireless (Wireless LAN Controllers), Application Delivery Services, and other Data Center applications
- We also provide Security management for Scientific Atlanta. Monitoring Security events for 20 IPS/IDS devices.

Why Sell Remote Management Services?

Cisco Remote Operations Services (ROS) delivers a suite of remote management services that proactively manage complex networks and advanced technologies by anticipating, identifying, and resolving issues faster, more accurately, less expensively, and with more visibility than customers can usually achieve on their own.

Cisco Remote Management Services enable your customers to accelerate the adoption of Cisco networking technologies, and the realization of significant benefits, resulting in increased satisfaction, loyalty, and providing a foundation for future account growth.

Customers receive consistent services based on proven methodologies, tools, and talent:

- Industry-recognized, ITIL®-based processes
- Cisco's world renowned technical talent
- Deep domain expertise on networking technologies
- Best-in-class tools for monitoring and managing network routing and switching environments

The flexible services offering enable customers to complement their current operational readiness and long-term plans.

Comprehensive services help assure the operation of their networking infrastructure by proactively monitoring systems, assessing availability trends, and defining remediation plans.

Cisco's technical expertise, processes, and tools complement the customer's in-house skills, enable them to achieve operational efficiencies, and transform their customer.

Identifying Opportunities

To help the customer identify support needs, and begin positioning the Cisco Foundation Technology RMS, ask them:

- Do you have a monitoring solution for Cisco routers, switches, and wireless access points?
- How much time do you spend managing your monitoring tools?
- Is it effective at identifying incidents and problems?
- What reports do you have today? Do they provide meaningful information? Are they easy to run?
- Who in your organization will respond to P1 and P2 incidents affecting Cisco network infrastructure?
- Do you have a defined support process?
- Is your current process working for you?



Cisco Remote Operations Services (ROS)

Foundation Technology Sales Guide

- Do you have the skills and expertise to efficiently remediate Cisco networking technologies?
- What mission-critical projects are not getting done due to incident response?

Opportunity to position Standard Remote Management Services.

- How dynamic is your networking environment?
- How many changes do you perform monthly? Do you have a dedicated team for move, add, change, and delete activity?
- Who performs performance and ticket trending? License management?

Opportunity to position Elective Change Services to complement the Standard Services.

Services Pricing

Foundation Technology Remote Management Services are offered at a flexible and competitive pricing structure that includes volume and term discounts and simplified quoting with packaged Standard and Elective Change Services elements.

Pricing Strategy

To become more competitive with providers that offer a monitoring only service, we have unbundled the deliverables into Standard and Elective Services elements. The Standard Services provide monitoring, Incident Management and Problem Management. The Elective Services package provides a prepaid block of engineering hours that can be used for customer initiated changes and activities such as moves, adds, changes, deletes, proactive assistance with capacity planning, device and application configuration. The hours are purchased on a monthly basis for a minimum term of one year. In a single month, customers will be able to use a percentage of the total annual hours over and above their monthly base of hours.

Foundation Technology Remote Management Services are invoiced up-front for the entire term of the service agreement. Discounts for 2 and 3 year orders are defined in the Discounts section below. Financing may be available through Cisco Capital for customers that require monthly billing.

The pricing and discounts discussed in this document are applicable to both direct sales and CBR (Cisco Branded Reseller - partners)

Service Activation Fee

The Service Activation Fee for the services is equivalent to 1 month of the annual monthly recurring service charge and it is included in the annual price.

Discounts

Discounts can consist of three varieties. The first type of discount is a pre-negotiated discount that the customer has with Cisco. This is also known as a standard customer discount. The average standard discount is 25%. The second two types of discount are term and volume (dollar adjusted). The term discounts are applied when a customer purchases a two-year or three-year service up front. Volume discounts are applied as a customer purchases more of the service. The result is that the customer receives a lower cost per unit as they purchase more of the service. Volume discounts are shown in the price lists below.

The customer will receive a discount of 4% when they purchase a 2-year service offering with payment up front. The customer will receive a discount of 7% when they purchase a 3-year service offering with the entire payment made up front. Note that term discounts are not retroactive should customers purchase service offerings on a yearly basis. So, if a customer purchases two years of service with payment made at the beginning of each year, the customer



Cisco Remote Operations Services (ROS)

Foundation Technology Sales Guide

would not be entitled to a discount on the second year of payments. If after one year of service, the customer purchases an additional two years of service then the customer would be eligible for a 4% discount on the additional two year purchase. The maximum discount that a customer can receive is 36%. This is inclusive of all discounts entitled to a customer.

Price List

The tables below show pricing for Standard Foundation Remote Management Services. The supported devices for these services are divided into 3 groups. See Table 2 earlier in this document, or Appendix I for a list of the devices that belong to each group. Devices are divided into pricing groups based on their monitoring capabilities and complexity.

For the most up-to-date pricing, please see the ROS Price File tab in the online [Services Pricing Spreadsheet](#).

Important Note: Customers must now purchase bundles of product instances. A customer will no longer be able to purchase just one or two instances of a product. For routing and switching products in Group 1, the minimum number of instances is 100; Group 2, the minimum is 25; and Group 3, 10.

Group 1					
List Price / Mo / Instance	# of Instances	List / Month	Annual List Price	ROS Fixed SKU	ROS SKU Service Description
\$ 110	100	\$ 11,000	\$ 143,000	CON-ROSF-FN1-100	Group 1 - 100 Device Standard Service License
\$ 100	200	\$ 20,000	\$ 260,000	CON-ROSF-FN1-200	Group 1 - 200 Device Standard Service License
\$ 85	400	\$ 34,000	\$ 442,000	CON-ROSF-FN1-400	Group 1 - 400 Device Standard Service License
\$ 80	800	\$ 64,000	\$ 832,000	CON-ROSF-FN1-800	Group 1 - 800 Device Standard Service License
\$ 75	1600	\$ 120,000	\$ 1,560,000	CON-ROSF-FN1-1600	Group 1 - 1600 Device Standard Service License
\$ 70	2400	\$ 168,000	\$ 2,184,000	CON-ROSF-FN1-2400	Group 1 - 2400 Device Standard Service License
Group 2					
List Price / Mo / Instance	# of Instances	List / Month	Annual List Price	ROS Fixed SKU	ROS SKU Service Description
\$ 150	25	\$ 3,750	\$ 48,750	CON-ROSF-FN2-25	Group 2 - 25 Device Standard Service License
\$ 140	100	\$ 14,000	\$ 182,000	CON-ROSF-FN2-100	Group 2 - 100 Device Standard Service License
\$ 120	200	\$ 24,000	\$ 312,000	CON-ROSF-FN2-200	Group 2 - 200 Device Standard Service License
\$ 110	400	\$ 44,000	\$ 572,000	CON-ROSF-FN2-400	Group 2 - 400 Device Standard Service License
\$ 100	800	\$ 80,000	\$ 1,040,000	CON-ROSF-FN2-800	Group 2 - 800 Device Standard Service License
\$ 95	1600	\$ 152,000	\$ 1,976,000	CON-ROSF-FN2-1600	Group 2 - 1600 Device Standard Service License
Group 3					
List Price / Mo / Instance	# of Instances	List / Month	Annual List Price	ROS Fixed SKU	ROS SKU Service Description
\$ 200	10	\$ 2,000	\$ 26,000	CON-ROSF-FN3-10	Group 3 - 10 Device Standard Service License
\$ 185	50	\$ 9,250	\$ 120,250	CON-ROSF-FN3-50	Group 3 - 50 Device Standard Service License
\$ 160	200	\$ 32,000	\$ 416,000	CON-ROSF-FN3-200	Group 3 - 200 Device Standard Service License
\$ 150	400	\$ 60,000	\$ 780,000	CON-ROSF-FN3-400	Group 3 - 400 Device Standard Service License
\$ 140	800	\$ 112,000	\$ 1,456,000	CON-ROSF-FN3-800	Group 3 - 800 Device Standard Service License



Cisco Remote Operations Services (ROS)

Foundation Technology Sales Guide

Elective Services hours are priced separately from the Standard Services outlined above, and are included in the table below. Guidelines for Elective Service hours can be determined based on customer responses to questions posed earlier in this document. Fundamentally, hours can be determined based on how many man-hours per month the customer requires to supplement their staff or the complexity of the network implementation. Elective hours may be added at a later date if it is determined that initial levels are not sufficient for the customer.

Note: Elective Hours SKUs and prices are included in the IPT Remote Management section of the ROS Price File tab in the [Services Pricing Spreadsheet](#).

Elective Hours					
List Price / Mo / Hour	# of Hours	List / Month	Annual List Price	ROS Fixed SKU	ROS SKU Service Description
\$ 400	25	\$ 10,000	\$ 120,000	CON-ROSF-25ESVCHR	25 Monthly Elective Engineering Service Hours
\$ 390	50	\$ 19,500	\$ 234,000	CON-ROSF-50ESVCHR	50 Monthly Elective Engineering Service Hours
\$ 335	100	\$ 33,500	\$ 402,000	CON-ROSF-100ESVCHR	100 Monthly Elective Engineering Service Hours
\$ 310	200	\$ 62,000	\$ 744,000	CON-ROSF-200ESVCHR	200 Monthly Elective Engineering Service Hours
\$ 300	300	\$ 90,000	\$ 1,080,000	CON-ROSF-300ESVCHR	300 Monthly Elective Engineering Service Hours
\$ 290	500	\$ 145,000	\$ 1,740,000	CON-ROSF-500ESVCHR	500 Monthly Elective Engineering Service Hours

Pricing Examples

Example 1:

Customer purchases the following devices from Group 1: 50 Cisco 2500 Series Routers; 50 Cisco 3000 Series Routers; 50 Catalyst 3550 Switches; and 50 Catalyst 2950 Switches. In Group 2, they purchase 25 Cisco 2800 Integrated Services Routers and 25 Cisco 2800 Cisco Series Routers. From Group 3, there are 5 each 6500 Catalyst Switches and 7600 Series Routers. The customer also elects to purchase 50 hours of Elective Services per month. The customer has a standard discount of 25%.

Service	List Price / Mo / Instance	# of Instances	List / Month	Net @ 25% Discount	Annual List Price	Annual Net @ 25% Discount
Group 1	\$ 100	200	\$ 20,000	\$ 15,000	\$ 260,000	\$ 195,000
Group 2	\$ 140	100	\$ 14,000	\$ 10,500	\$ 182,000	\$ 136,500
Group 3	\$ 200	10	\$ 2,000	\$ 1,500	\$ 26,000	\$ 19,500
Elective Hours	\$ 390	50	\$ 19,500	\$ 14,625	\$ 234,000	\$ 190,125
Total			\$ 55,500	\$ 41,625	\$ 702,000	\$ 541,125



Cisco Remote Operations Services (ROS)

Foundation Technology Sales Guide

Example 2:

Customer purchases 400 Cisco Wireless Access Points (WAP), plus 200 Wireless LAN Controllers. They have sufficient engineering resources in-house, so elect to not purchase Elective Services. The customer has a standard discount of 25% and receives an additional 4% for purchasing a two-year contract up front.

Service	List Price / Mo / Instance	# of Instances	List / Month	Net @ 25% Discount	Annual List Price	Annual Net @ 25% Discount	2-Year Contract Discount @ 4%
Group 1	\$ 85	400	\$ 34,000	\$ 25,500	\$ 442,000	\$ 331,500	\$ 318,240
Group 2	\$ 120	200	\$ 24,000	\$ 18,000	\$ 312,000	\$ 234,000	\$ 224,640
Group 3	\$ 200	0	\$ -	\$ -	\$ -	\$ -	\$ -
Elective Hours		0					
Total			\$ 58,000	\$ 43,500	\$ 754,000	\$ 565,500	\$ 542,880

Ordering the Services

ROS Services are orderable in select "services only" ordering systems:

Interim Quoting Tool (IQT) – Cisco Internal

http://sj-ent01/nt_web/projects/citrix/prod/app.htm (click on the desired IQT application link)

Service Contract Center (SCC)

<http://www.cisco.com/public/scc/>

Cisco Service Contract Center (CSCC)

<http://wwwin.cisco.com/CustAdv/globalops/wwwso/service.shtml>

If you do not have access to any of the above tools, or require assistance in using them, please contact the Service Support Center (SSC):

<http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php>

For assistance in placing your ROS order, contact your SSR or ROS Sales Support at ros_orderdesk@cisco.com.

To complete your order in IQT or SCC, please remove all ROS Services from any Product and TS order, and place a separate order—in a Services ordering system—for the desired ROS Services (e.g. place order for Product + TS, and then place a separate order for ROS Services).

Contact your SSR or ROS Sales Support and have them book a quote in IQT.

Once the quote is complete, the SSR/ROS Sales Support will submit a request with applicable information to have Customer Service (CS) convert the quote to an order.



Cisco Remote Operations Services (ROS)

Foundation Technology Sales Guide

Fixed-price ROS SKUs are available for pricing and ordering Foundation Technology Remote Management Services. The fixed-price ROSF service level SKUs should be used to order all standard services in all theatres. .

For a list of ROS SKUs, see the ROS Price File tab in the [Services Pricing Spreadsheet](#).

ROSA is a dollar-adjustable ROS Service Level that is used for sales to create “custom” services quotes (to cover additional devices, customer roll-out or ramp schedules, etc.). In order to purchase the ROSA service level a custom quote from the ROS Sales Support Team is required. To request a quote for the ROSA Service Level, contact the ROS Sales Support Team at ros_orderdesk@cisco.com. A ROS representative will contact you within one business day with a quoting template. Prices quoted are in US Dollars. Once a quote is booked in IQT, SCC, or CSCC, the proper currency conversion can be made.

Sales Tools / Collateral

Resources posted on CEC – link.....

At-A-Glance sales reference (internal)

Foundation Technology Remote Management Service Description

Data Sheet (external)

Customer sales presentation (external)

Proposal Template – Proposal Experts (coming in November 2008)



Appendix I Device Support List

Group 1	Group 2	Group 3
Cisco 800 Series	Cisco 1600 Series Routers	7000 Series
Cisco 1000 Series	Cisco 1700 Series Routers	7100 Series
Cisco 1400 Series	Cisco 1800 Series Integrated Service Routers (Fixed)	7200 Series
Cisco 2000 Series Routers	Cisco 1800 Series Integrated Services Routers (Modular)	7300 Series
Cisco 2500 Series Routers	Cisco 2600 Series Routers	7400 Series
Cisco 3000 Series Routers	Cisco 4000 Series (4000/4500/4700/4000-M /4500-M/4700-M)	7500 Series
Catalyst 1200 Series Switch	Cisco 2800 Series Integrated Services Routers	7600 Series
Catalyst 1600 Token Ring Switch	Cisco 3600 Series Routers	Cisco Catalyst 6500 Series Switches
Catalyst 1700 Series Switch	Cisco 3700 Series Routers	ASR1XXX
Catalyst 1800 Token Ring Switch	Cisco 3800 Series Integrated Services Routers	Catalyst 8500 Series Multi Service Switch Routers
Catalyst 1900 Switches	Cisco 4000 Series Routers	Cisco Lightstream ATM Switches
Catalyst 2100 Series Switch	Cisco Catalyst 4000/4500 Series Switches	Cisco IGX 8400 Series Switches
Catalyst 2600 Series Switch	Server + OS Management (Windows Server & LINUX)	Cisco BPX 8600 Series Switches
Catalyst 2800 Series Switch	WLC 5XX	Cisco MGX 8950 Software
Cisco Catalyst 3750 Metro Series Switches	WLC 20XX	Cisco MGX 8900 Series Switches
Cisco Catalyst 3750 Series Switches	WLC 21XX	Cisco MGX 8880 Media Gateways
Cisco Catalyst 3750-E Series Switches	WLC 44XX	Cisco MGX 8850 Software
Cisco Catalyst 3560 Series Switches	WiSMs	Cisco MGX 8800 Series Switches
Cisco Catalyst 3560-E Series Switches	WLSEs	Cisco MGX 8250 Software
Cisco Catalyst 3550 Series Switches	Cisco ME 4900 Series Ethernet Switch	Cisco MGX 8230 Software
Cisco Catalyst 2960 Series Switches	Cisco ME 3400 Series Ethernet Access Switches	Cisco MGX 8200 Series Edge Concentrators
Cisco Catalyst 2955 Series Switches	Cisco ME 2400 Series Ethernet Access Switches	Cisco BPX/IGX/IPX WAN Software
Cisco Catalyst 2950 Series Switches		Cisco IPX-IGX WAN Software
Cisco Catalyst 2940 Series Switches		Cisco MGX 8880 Media Gateways
Cisco Catalyst 2918 Series Switches		Cisco TransPath MS Card Firmware
Cisco Catalyst Express 520 Series		Cisco TransPath MS Switching
Cisco Catalyst Express 500 Series Switches		Cisco TransPath Multiservice Software
Cisco Redundant Power Systems		Cisco Voice Interworking Service Module Software
Cisco ME 6500 Series Ethernet Switches		Cisco WAN Q Interface Signalling Protocol (QSIG) Software
Cisco ME 4900 Series Ethernet Switch		Cisco ME 6500 Series Ethernet Switches
Cisco ME 3400 Series Ethernet Access Switches		
Cisco ME 2400 Series Ethernet Access Switches		
Cisco Catalyst 4900 Series Switches		
Wireless Access Points (WAPs)		

ADBU	Custom
WAAS/WAFS/WAEs	Cisco XR12000
ACNS	Cisco CRS1
ACE appliance	Cisco ONS 15XXX
ACE network module	Cisco Nexus 5000
AXG	Cisco Nexus 7000
GSS	Cisco 10K
	Cisco Nexus 1000v

Note: The devices highlighted in red should be submitted via ICB.