



Service Description

Cisco AppDynamics Value Realization Service

This Service Description is part of the Services Agreement (as defined in the [Services Guide](#)) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

1. Summary

The Cisco AppDynamics Value Realization Service provides You with up to five (5) consulting days from a Cisco AppDynamics consultant (the "Cisco AppDynamics Specialist") who will assist You with certain agreed to consulting activities ("Consulting Activities").

2. Availability

All Consulting Services will be performed remotely and one (1) day is consumed if the Cisco AppDynamics Specialist performs any Consulting Activities on that day. If not used, all purchased Value Realization Services will expire six (6) months after the date purchased.

3. Consulting Activities

You and Cisco AppDynamics will mutually agree on the Consulting Activities, which may include the following:

- A project kick-off meeting.
- An automated environment and application assessment.
- An improvement strategy workshop.
- Assistance in Your configuration of monitoring for one (1) application. This assistance may include Dashboards, Business Transaction Definition and Tuning, Alerts, Health Rules, and basic ticketing integrations (using HTTP).
- One (1) knowledge transfer session from the Cisco AppDynamics Specialist.

4. Excluded Activities

Consulting Activities will not include any of the following:

- Agent deployment and configuration of deployment automation.
- Custom integrations to other applications.
- Advanced Business IQ use cases.
- Custom Cisco AppDynamics extension configuration/development.
- On premises platform performance tuning and capacity planning.
- Support ticket remediation.
- Custom correlation troubleshooting.
- Formal Cisco AppDynamics education services.
- Work outside of Standard Business Hours.

- Maintenance of the Cisco AppDynamics Software or Cloud Services.
- Any other activities not specifically agreed to between You and Cisco AppDynamics as part of the scope of the Consulting Activities.

5. General Terms

- Consulting Activities will be provided only for the Cisco AppDynamics Software or Cloud Services.
- Cisco AppDynamics reserves the right to change the Cisco AppDynamics Specialist as needed. Any transition time to a replacement Cisco AppDynamics Specialist will be at no charge to You and will not be counted as Consulting Activities.
- When necessary to perform the Consulting Activities, Cisco AppDynamics may substitute any of the Cisco AppDynamics Specialist's time for the time of a consultant that is knowledgeable on a specific product.
- Consulting Activities will be conducted at mutually agreed times and dates.
- The Renewal Value Realization Service is a consulting service and will comprise advice and guidance only to assist You with Your activities.