



Service Description: Advanced Services – Fixed Price

Cisco Collaborative Professional Services - Unified Communications Development Service (ASF-CPSA-UCD)

This document describes Advanced Services Fixed Price: Cisco Collaborative Professional Services Unified Communications Development Service available under the Collaborative Professional Services Program (“Program”).

Direct Sale from Cisco to Authorized Channel. If you have purchased these Services directly from Cisco, this document is incorporated into your Collaborative Professional Services Agreement (“Agreement”), Collaborative Professional Services – General Service Terms under the Cisco Services Partner Program, a services exhibit that addresses transaction advanced services (“AS-T”) or an equivalent agreement executed between you and Cisco which authorizes your participation in the Program. In the event of a conflict between this Service Description and your Agreement or equivalent services exhibit or agreement, this Service Description shall govern. For purposes of an AS-T exhibit executed between Cisco and Authorized Channel, this Service Description shall be deemed as a Statement of Work (“SOW”).

Cisco shall provide a Quote for Services (“Quote”) setting out the appropriate fee that shall be paid by Authorized Channel for the services selected. Cisco shall provide the Unified Communications Development Service described below as detailed on Purchase Order that references the purchaser’s email address, Deal ID, Services Part No and Service Fee as defined in the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

Cisco Collaborative Professional Services Unified Communications Development Service

Service Summary

The Cisco Collaborative Professional Services (“CPS”) Unified Communications (“UC”) Development Services provides remote planning and design assistance (the “Services”) to Authorized Channel for the deployment of End User’s UC System which includes a High-Level Design, Detailed Design, Migration Plan, Network Implementation Plan and UC System Acceptance Test Plan.

Location of Services

Services are delivered remotely to Authorized Channel.

High Level Design Development

Analyze the prerequisite End User’s information provided by Authorized Channel in order to develop a High Level Design (HLD) that will consider the End User’s network future growth requirements and Cisco Unified Communications leading practices.

Cisco Responsibilities

- Work with Authorized Channel to understand End User’s UC environment and achieve a common understanding of End User’s requirements.
- Provide the HLD Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User.
- Create and provide the HLD which will include the following: a). comparing solution level requirements with Cisco Unified Communications solutions and architectures; b). performing a gap analysis on the provided documentation and developing recommendations to resolve gaps, as required; c). identifying change recommendations to the bill of materials, as required; and d). determining any risks of the design and providing design recommendations and proposed changes to help mitigate risks.
- Review with Authorized Channel the HLD for comment and approval before it is formally completed and released

Authorized Channel Responsibilities

- Designate key Authorized Channel contacts including architects and network personnel who shall be available for ongoing information gathering and feedback during the service.
- Provide all the information as requested by Cisco to be documented in the Pre-requisite Template to include End User network information five (5) Business Days following receipt of the Pre-requisite Template from Cisco including but not limited to: a). features and services, route plans, addressing schema, call/data flow, dial plans, security policies, network management, operational processes and high level network architecture design specifications; b).

Unified Communications solution design objectives (for example, details concerning scalability, resilience and number of phones); c). requirements and features planned (for example, emergency services/E911, Music on Hold, analog phone / fax / modem integration and extension mobility; d). types of applications impacted by the network design objectives (for example, voice mail/Unity, Unified Messaging); and e). future growth requirements and network build out time frames.

- Provide physical and logical network schematics for End User's existing network where applicable.
- Provide full details of current network topology including access, distribution and core layers, types of switches and routers in each layer, Internet Protocol (IP) addressing and sub-netting for each layer and features and services that have been enabled on the network.
- Review with Cisco the HLD for comment and approval before it is formally completed and released.

Detailed Design Development

The detailed design component focuses on activities for design of UC services and applications. The detailed design does not include configurations for any third party applications.

Cisco Responsibilities

- Conduct telephone interviews with designated Authorized Channel covering the design of UC services.
- Create and provide the Detailed Design document including the design of the following:
 - Voice over IP infrastructure:
 - Defining IP addressing for voice network devices;
 - recommendations for local area network/wide area network (LAN/WAN) configuration to accommodate IP Communications Manager servers, IP Phones, and voice gateways;
 - providing sample configuration for quality of service (QoS) configuration for LAN/WAN;
 - defining related network services;
 - defining power and environment requirements;
 - Call Control system:
 - Unified Communications Manager cluster sizing and design options;
 - design options to provide Call Admission Control (CAC);
 - recommendations regarding Lightweight Directory Access Protocol (LDAP) directory integration or directory access;
 - dial plan architecture and emergency call routing;
 - analog, fax and modem requirements;
 - analog phone requirements;
 - conferencing/transcoding/Music on Hold (MoH) features;
 - security features around IP Communications system components;
 - voice gateways and gatekeepers;

- Software and Hardware code revisions;
- Unified Messaging system:
 - define Unity deployment model;
 - define message store options and sizing;
 - define Unity ports and session sizing;
 - identify the Unity server hardware;
 - define data protection strategies;
 - recommend Unity software licensing options;
 - define Unity integration with Unified Communications Manager;
 - define Unity customization;
 - define methods for securing Unity servers;
 - Conferencing system;
- Network infrastructure to support Cisco Unified Communications design which may include the following:
 - recommendations and/or review of the End User's IP addressing for voice network devices;
 - review of configurations or build-in voice template components to an existing data template for devices such as Cisco Unified Communications Manager, servers, Cisco IP phones, and Cisco voice gateways;
 - recommendations for 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;
 - Security and scheduling parameters;
 - Backup/disaster recovery requirements;
 - Video, data, or groupware integration requirements.
- Review with Authorized Channel the Detailed Design for comment and approval before it is formally completed and released.

Authorized Channel Responsibilities

- Ensure that Authorized Channel key networking personnel are available to participate in telephone interview sessions as required to enable Cisco to understand End User's business and technical requirements for the network.
- Define IP addressing for voice network devices.
- Provide physical and logical network schematics for existing network where applicable.
- Provide complete documentation and/or information for the following: a). Unified Communications solution design; b). security policy, requirements and features already deployed in the End User's current network; c). documentation that defines the 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, and features/services that have been enabled on the network; d). documentation that defines the existing voice traffic flows; e). documentation that defines the existing voice Network topology, including voice mail; and f). Authorized Channel data networking configurations for core routing protocols, LAN/WAN connectivity, QoS and Access Control Lists (ACL).

- Review with Cisco the Detailed Design documentation for comment and approval before it is formally completed and released.

Network Implementation Plan Development

Develop a network implementation plan (NIP) that identifies the processes including Cisco Product necessary to implement and operate the Cisco Unified Communications. The NIP is a guide for the Authorized Channel's implementation engineer to follow. It contains node and site specific implementation requirements information and records the recommended basic tests and actions for implementation. It also provides references to Product documentation, such as administration guides and technical notes.

Cisco Responsibilities

- Create and provide the Network Implementation Plan. The NIP document provides Authorized Channel the information necessary for the Authorized Channel to carry out the implementation of the equipment at the End User location and to verify basic operation and ready-for-service configuration. Ready-for-service means that the network, or a sub-set of it, is functioning as per the specifications documented in the NIP.
- Review with Authorized Channel the NIP for comment and approval before it is formally completed and released.

Authorized Channel Responsibilities

- Provide End User building layout, including the floor plan, cabling and power location for applicable site prior to Cisco finalizing the NIP.
- Provide and verify interface specifications and requirements. For example, cabling standards and specifications for interconnect of Cisco and End User equipment prior to Cisco finalizing the NIP.
- Provide information on distance and interference limitations of interface cables to be used at installation prior to Cisco finalizing the NIP.
- Provide Cisco with the test plan and interconnect process required by any third parties including but not limited to in country carrier/telco prior to NIP completion.
- Provide Cisco with required documentation which may include the following: a). site specific implementation requirements; b). site contacts, location and considerations; c). site specific installation requirements; and d). site specific information from Bill of Materials.
- Review with Cisco the NIP for comment and approval before it is formally completed and released.

UC System Acceptance Test Plan Development

The UC system acceptance test (SAT) plan should be used following completion of implementation to verify

that the Unified Communications system as designed meets system requirements.

Cisco Responsibilities

- Create and provide the UC SAT Plan document. The UC SAT Plan document defines and records the specific set of procedures and/or tests developed by Cisco and agreed to by the Authorized Channel that are necessary to test the Cisco product and to declare that it is ready for use. The UC SAT Plan may include the following: a). identifying facility and infrastructure requirements for testing; b). identifying tools required for executing the test cases; c). if required, developing test case priorities, test lab topology, role and responsibilities, testing processes, and severity levels; and d). developing the test cases to include test case objectives, procedure (step-by-step), expected result, and pass/fail criteria.
- Review with Authorized Channel the UC System Acceptance Test Plan for comment and approval before it is formally completed and released.

Authorized Channel Responsibilities

- Provide input necessary for Cisco to develop the criteria to be used in the UC SAT Plan.
- Agree on the specific set of procedures and/or tests in the UC SAT Plan document developed by Cisco.
- Ensure that all the network, telecom and operations teams are represented in development of test plans and co-ordinate for all meetings.
- Ensure lab manager participates in scheduled review and interview sessions.
- Review with Cisco the UC System Acceptance Test Plan for comment and approval before it is formally completed and released.

Migration Plan Development

The development of the migration plan focuses on activities including migration strategy or planning required for the migration of the existing network to a Cisco Unified Communications platform.

Cisco Responsibilities

- Work with Authorized Channel to understand End User's migration requirements and plan migration steps.
- Work with Authorized Channel to draft the Migration Plan, defining the strategy and detailing the activities, specific steps, as well as the configuration changes that may be required to migrate the End User specified services.
- Review with Authorized Channel the Migration Plan for comment and approval before it is formally released and completed.

Authorized Channel Responsibilities

- Provide the service description data and service migration specification no later than five (5) Business Days following completion of the System Acceptance Test Plan.
- Provide Cisco the available data for each service nominated for UC migration detailed in service definition documentation. The service definition document should capture all required services to be migrated. As a minimum, the documentation should cover: service name, service description, numbers and device types that make up the services, business needs and dependencies, physical interfaces of devices to be migrated from and to, the protocols used for each service, IP address space and ranges, sites where the applications are accessed, maintenance windows and service level agreement applicable to the service.
- Ensure that the migration approach to be agreed with Cisco and documented in the Migration Plan is as per the End User's requirements.
- If requested by Cisco, provide physical and logical network schematics for other network elements not included in the scope of this project.
- Review the Migration Plan with Cisco for comment and approval before it is formally completed and released.

General Authorized Channel Responsibilities

- Authorized Channel shall ensure that, End User understands and agrees i.) that Authorized Channel is providing its own proprietary services together with the Cisco Services herein; and ii) that in connection with Authorized Channel's performance of its own proprietary services, Authorized Channel must provide to Cisco certain End User information, documents and/or other technical data as required for Cisco's subsequent use in connection with Cisco Services.
- All information (such as but not limited to: designs, topologies, requirements) provided by Authorized Channel is assumed to be up-to-date and valid for the End User's current environment. Cisco deliverables are based upon information provided to Cisco by Authorized Channel at the time of the Services.
- Authorized Channel acknowledges that the completion of Service is dependent upon Authorized Channel meeting its responsibilities as indicated herein.
- Authorized Channel is solely responsible for all interactions and communications with End User and the provision of services and deliverables to End User.
- Identify Authorized Channel'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 Authorized Channel'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.

- Services provided by Cisco comprise technical advice, assistance and guidance only. Authorized Channel expressly acknowledges and agrees that its solely responsible for the implementation of End User's network design requirements and implementation of any recommendations provided by Cisco. The information contained in the documentation deliverables are based on the information provided by the Authorized Channel to Cisco, and Authorized Channel shall remain responsible for the accuracy or completeness of the information during the provision of the Services described herein and for the final determination of End User's network design, architecture, implementation, business or other requirements.

License of Deliverables

- Cisco grants to Authorized Channel a limited, revocable, non-exclusive, non-transferable license (a) to use, display, reproduce, modify, and distribute Deliverables; and (b) create, use, reproduce, and distribute derivative works of the Deliverables. The license herein is granted solely for Authorized Channel's support of End Users during the term of the agreement between Cisco and Authorized Channel and solely for use with Cisco products. Authorized Channel may not sublicense, to any persons or entity, any rights to reproduce or distribute the Deliverables. Cisco also may terminate this license upon written or oral notice to Authorized Channel, with or without prior notice.

Limitation

- **AUTHORIZED CHANNEL EXPRESSLY ACKNOWLEDGES AND AGREES THAT IT IS SOLELY RESPONSIBLE FOR THE DETERMINATION AND IMPLEMENTATION OF THEIR END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS. CISCO SHALL NOT BE RESPONSIBLE FOR THE FAILURE OF CISCO'S COLLABORATIVE PROFESSIONAL SERVICES, DELIVERABLES, REPORTS AND/OR RELATED SOFTWARE TO MEET END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS.**

Representation of Cisco Brand

Authorized Channel agrees to comply with the Collaborative Services Branding guidelines located under "Resources" at <http://www.cisco.com/web/partners/services/programs/collaborative/index.html>, which is incorporated herein by reference.

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 Authorized Channel shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Authorized Channel'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 Authorized Channel's acceptance of completion of the Services in accordance with this Service Description