



## Service Description: Advanced Services – Fixed Price

### Cisco Collaborative Professional Services - Unified Communications on Unified Computing System Development Service (ASF-CPSA-UUD)

This document describes Advanced Services Fixed Price: Cisco Collaborative Professional Services Unified Communications on Unified Computing System 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 Collaborative Professional Services Unified Communications on Unified Computing System Development Service**

#### Service Summary

The Cisco Collaborative Professional Services ("CPS") Unified Communications ("UC") on Unified Computing System ("UCS") Development Service provides remote planning and design assistance to Authorized Channel for the implementation of End User's UC on UCS platform which includes a High Level Design, Detailed Design, Migration Plan, Network Implementation Plan and UC System Acceptance Test Plan ("Services").

#### 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 on UCS 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 may include the following: a). comparing End User requirements with Cisco Unified Communications (UC) on Unified Computing System (UCS) systems architectures; b). performing a gap analysis on the provided documentation and developing any recommendations to resolve gaps; c). identifying any change recommendations to the bill of materials; 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 which may include: 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, 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 UCS 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 development focuses on activities for the Authorized Channel's 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 (UC) and UCS infrastructure:
    - defining IP addressing for voice network devices and UCS components;
    - recommendations for local area network/wide area network (LAN/WAN) configuration to accommodate UCS and IP Communications devices such as Unified Communications Manager applications (recommendations related to latency, bandwidth, delay etc. to support e.g. Clustering over WAN)providing sample configuration for quality of service (QoS) configuration for LAN/WAN to support UC on UCS;
    - defining related network services – NTP, DHCP, DNS, TFTP etc.;
    - defining power and environment requirements for UCS and UC servers and device;
    - Call Control system for UC on UCS;
    - Hardware requirements for UC on UCS support;
  - Design for UCS platform:
    1. configuration of UCS to support necessary network connectivity;
    2. configuration of UCS with respect to UC servers and storage;
    3. recommendation of Hardware and Software required to implement UC on UCS system;
    4. recommendation for UCS systems management;
  - Unified Communications Manager cluster sizing and design options for UC on UCS;
  - design options to provide Call Admission Control (CAC) for UC on UCS;
  - 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 specific to UC on UCS;
- voice gateways and gatekeepers;
- Software and Hardware code revisions for UCS and UC servers and other devices;
- Unified Messaging system for UC on UCS:
  - define Unity deployment model for UC on UCS;
  - define message store options and sizing;
  - define Unity ports and session sizing;
  - recommend Unity software licensing options;
  - define Unity integration with Unified Communications Manager;
  - define Unity customization(basic configuration for AA, CH, DH etc.);
  - 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 and UCS system;
  - review of configurations for devices such as Cisco Unified Communications Manager, servers, Cisco IP phones, and Cisco voice gateways, Nexus 1000, UCS chassis etc.;
  - recommendations for QoS configuration for LAN/WAN as it pertains to voice and UCS;
  - defining network services such as DHCP/DNS/TFTP/NAT related to Cisco Unified Communication solution such that UCS can support UC applications;
  - Security and scheduling parameters for UC on UCS;
  - Backup/disaster recovery requirements for UC on UCS;
  - 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 design; b). security policy, requirements and features already implemented 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 UC on UCS system. The NIP is a guide for the Authorized Channel's implementation engineer to follow for the End User's UC on UCS implementation. 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**

- Gather required documentation which may include:
  - detailed solution requirements and revised High Level Design document to identify the component requirements for the solution at each location;
  - detailed design document;
  - site contacts, location and considerations;
  - site-specific installation requirements;
  - Product documentation, including administration guides and tech notes.
- Cisco will develop detailed a site-specific Implementation plan which will include the following:
  - UCS specific configuration;
  - UCS hardware components;
  - UC on UCS virtual environment specification;
  - UCS to Network and Storage connectivity details;
  - UC configuration to support UC applications running on UCS;
  - UC configuration to meet customer requirements;
  - provisioning of telco circuits on Cisco gateways.
- Review Detailed Design for site-model specific implementation requirements.
- 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.
- Provide rack layout to Cisco.
- 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.

### **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 SAT Plan document. The 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 SAT Plan may include the following: a). identifying facility and infrastructure requirements for testing; b). identifying tools required for executing the test cases; c). developing test case priorities, test lab topology, role and responsibilities, testing processes, and severity levels for UC on UCS solution; and d). design test cases including test case objectives, procedure (step-by-step), expected result, and pass/fail criteria for UC on UCS solution.
- Review with Authorized Channel the UC on UCS SAT 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 SAT Plan.
- Agree on the specific set of procedures and/or tests in the 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 SAT 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 and planning required for the migration of the existing network to a Cisco Unified Communications platform. The migration plan will address only UC application migration from bare metal to UCS or PBX based environment to UC on UCS. This plan does not cater to network infrastructure migration. This assumes that the existing network is either based on Cisco MCS based UC solution or is a traditional PBX based solution. In case of green-field implementation, the migration plan is not required.

### Cisco Responsibilities

- Work with Authorized Channel to understand End User's migration requirements and plan migration steps.
- Work with Authorized Channel to understand the general system migration requirements such as UC on MCS to UC on UCS migration, or PBX to UC on UCS migration.
- 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 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 Cisco the available data for each service nominated for UC on UCS migration as detailed in service definition documentation. The service definition documentation 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.
- Ensure that PBX team and/or existing MCS/Network administrators are available for meeting(s).
- 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: design, 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 it's solely responsible for the implementation of End User's network design requirements and implementation of any recommendations provided by Cisco. The information containing 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

For the avoidance of doubt, Authorized Channel expressly acknowledges and agrees that the terms in the License section of the Agreement with respect to Reports also apply to the deliverables hereunder.

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

## **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