



Service Description

Cisco IOT Control Center Design 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 IOT Control Center Solution Design Service provides You with access to a team of Control Center Technical Solution Architects and Engineers (the "IOT Control Center Team") who will provide You with support related to the creation of a High Level Design document for the IOT Control Center Solution (the "Consulting Activities") over the Services Term. The Consulting Activities will be available to You for the number of Business Days over the Services Term as detailed in the Quote.

2. Cisco Responsibilities

- Provide the IOT Control Center Team who will work with You on the Consulting Activities from the list below to be provided during the Services Term.
- Work with You at a Services kick-off meeting to specify and agree on the activities for the Cisco IOT Control Center Design Service.

Consulting area	Activity description
Design Services	<p>Provide advice, guidance and recommendations for the Cisco IOT Control Center Solution as well as supporting the creation of a Cisco High Level design document consistent with Cisco best practice methodologies.</p> <p>Provide advice and guidance to help Your evaluation of proposed design changes, and implementation considerations in alignment with Your technical requirements.</p> <p>Provide advice and guidance related to future Cisco IOT Control Center Testing and Implementation Services that could be the purchased by You including:</p> <ul style="list-style-type: none"> • Recommendations and descriptions of activities that may be covered as a part of Your future Implementation and Testing project and any migration steps if necessary. • Any requirements that may be necessary to complete Your Implementation and Testing project. • What may be out of scope for the Implementation and Testing project and therefore not covered in the High Level Design. • Recommendations for the quantity and duration options of Cisco IOT Control Center Solution Implementation and Testing Services to be purchased to support the scope of the High Level Design.

- Assign, supervise, and direct the individuals delivering this Service. Cisco may switch individuals at any time. Cisco is not obligated to make personnel changes to accommodate workload or work type changes. Cisco will assess what experience is required and assign personnel and resources based upon the agreed-upon activities.
- Use commercially reasonable efforts to complete activities agreed to in the Services kick-off meeting and subsequent plans. However, Cisco does not guarantee that all activities will be successfully completed by the end of the Services Term. All Service delivery will stop and be considered complete on the last Business Day of the Services Term.

3. Customer Responsibilities

- Work with Cisco to identify and agree on the tasks and general activities within the scope of this Service Description for the Cisco IOT Control Center Solution Design Service.
- Remain responsible for all of Your compliance with industry standards.

4. Limitations

- The Cisco IOT Control Center Solution Design Service is a consulting service and will comprise advice and guidance only to assist You with Your activities.
- All Consulting Activities will be performed remotely and a day is consumed if a member of the IOT Control Center Team perform any Consulting Activities on that day.