



Service Description

Cisco Training Bootcamps

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

This service provides Customer with Knowledge Transfer and Recommendations over a period of eight (8) weeks.

2. Service Delivery Model

There are two types of Bootcamps: Closed Enrollment and Open Enrollment. Closed Enrollment Bootcamps are offered to a single customer and tailored for that customer's needs. Open Enrollment Bootcamps may contain students from a number of different customers, and the content is not tailored to specific customers.

For Closed Enrollment Bootcamps, Cisco will begin the Service delivery by assigning a named Program Manager (PM). The PM will coordinate interviews and questionnaires (as determined by Cisco) with the Customer team and Cisco Subject Matter Experts (SME) to gather Customer's business and technical requirements. Based on the findings, Cisco will provide Customer a knowledge transfer plan.

For Open Enrollment Training Bootcamps, Cisco will formulate a fixed training content plan for each of the Cisco Training Bootcamp technology tracks.

In alignment with the knowledge transfer plan or the fixed training content plan, Cisco will deliver up to nine (9) days of direct engagement (instructor-led knowledge transfer, expert-led sessions) and up to six (6) hours of instructor led review sessions with sixty (60) hours maximum live knowledge transfer.

3. Service Deliverables

Depending on the needs of Customer and as defined in the program Documentation, Cisco may provide the following Deliverables as part of the Service:

- Recordings of knowledge transfer kick-off calls as requested ahead of time by client (Closed Enrollment only).
- Training materials made available to registered named students by Cisco through a secure web-based interface. Intellectual property remains with Cisco.
- Knowledge transfer and recommendations based on knowledge transfer plan (Closed Enrollment only).
- Knowledge transfer on technologies listed on: <https://www.cisco.com/go/bootcamp>

4. Out of Scope

The following are excluded from the scope of this Service:

- Implementation advice or hands-on deployment support including, but not limited to, application(s) integration or configuration. If you need additional support, please contact your Cisco account team.
- Recordings of the knowledge transfer sessions beyond the kick-off.
- Knowledge transfer on technologies NOT listed on: <https://www.cisco.com/go/bootcamp>

5. Location of Services

Closed Enrollment Bootcamp services are delivered Onsite and/or Remote to Customer which will be determined with Customer after Customer interviews. The location of Open Enrollment Bootcamp services will be determined by the Delivery Manager at the time of scheduling.

6. Completion

Cisco will begin the Services within thirty (30) days of invoicing Customer, and the Services will be complete in no later than ninety (90) days after invoicing.