Service Description

Insights for Internet and Cloud Visibility- Enterprise Networking Digital Experience

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 Insights for Internet and Cloud Visibility (IICV) service for for Enterprise Networking Digital Experience (AS-Fixed SKU: ASF-EN1-G-CIIS-WAN) aims to help the Customer to consume and interpret ThousandEyes data, dashboard and reports. Cisco Insights for Internet and Cloud Visibility (IICV) aims to help the Customer to gain insights by:

- Measuring the availability, performance, latency, and QoS of the WAN Underlay and Overlay to ensure business operations.
- Accelerating ability to identify and isolate potential issue root causes over the network, Internet, legacy WAN, SD-WAN and Cloud Networking.
- Understanding the impact of infrastructure outages on Customer Operations.

1.1 The Service covers the following:

- Project Management.
- Solution Requirement Development
- Implementation Plan Development
- Implementation and Assessment - Insights and Recommendations.
- Knowledge Transfer.

1.2 Document Deliverables are:

- Project Plan.
- Solution Requirement Document.
- Implementation Plan.
- Insights and Recommendations report.

If a Service or a specific Document Deliverable is listed for review, approval and signoff in the Services Description below, the parties will use the Completion and Acknowledgement process documented in Services Guide.

1.3 Location of Services:

- All services are delivered remotely.

1.4 Invoicing:

- Services will be invoiced upon completion of the Services

2. Scope

This Service is available for every customer with a minimum of 7,200 K-Units. Within these Product PIDs, the Service will provide insights and recommendations as per the scope listed in the table below:

Scope	Limited to
Number of ThousandEyes Cloud and Enterprise Agents	Up to 3 Agents
Key metrics (Network health, DNS/SaaS availability, Network performance)	Up to 2
Number of Synthetic Test/ Transaction Tests	Up to 4
Number of Alerts and Dashboards	Up to 2
1 Insights and recommendations	Up to 1
1 Service baselining or resiliency assessment	Up to 1
1 Pro-active or root cause analysis	Up to 1

3. Project Management

Cisco will:	Customer will:
• Provide a Project Schedule which will highlight deliverables, corresponding milestones, planned project events, resourcing, and timescales.	

4. Solution Requirements Development

Cisco will:	Customer will:
Gather information from Customer for the purposes of drafting the Solution Requirements Document by: • Conducting a half a Business Day remote Solution Requirements Development workshop to review requirements of the proposed solution gathered from the Customer and if required (to be determined at Cisco's discretion) perform a gap analysis against the current architectural design(s) the results of which will be included in the Solution Requirement Document • Conducting interviews (the number and frequency of such interviews to be at Cisco's discretion) with key Customer's stakeholders. • Documented Customer's solution requirements limited to the scope defined in table 1.	Provide Cisco with input into the Solution Requirement Document by: • Providing the specific requirements and required documentation including relevant documentation related to the Customer's current and planned architectural design(s). • Participating in the Solution Requirements Development workshop. • Participating in interviews.
Provide the Solution Requirement Document for review and approval.	Review and approve the Solution Requirement Document

5. Implementation Plan Development

Cisco will:	Customer will:
Gather and review information from Customer for the purposes of drafting the Implementation Plan document by: • Reviewing the Customer provided ThousandEyes solution design and other Customer specific requirements and required documentation. • Conducting an Implementation Plan Development workshop to discuss the high-level strategy and review and finalize all implementation and use cases based on the input from the Customer. • Conducting interviews with key Customer's stakeholders.	Provide the following information upon request by Cisco: • Usernames, email addresses. • Single sign-on provider. • Business groups or team structures. • Desired agent locations. • Test type specific endpoint URLs or IP addresses. • Test type specific use cases. • Alert rule use cases or SLAs. • Dashboard and/or reporting uses cases. Provide Cisco with input into the Implementation Plan document by: • Providing the specific requirements and required documentation. • Participating in the Implementation Plan Development workshop. • Participating in interviews. • Providing Cisco with the Customer's existing ThousandEyes solution design and configuration.
Draft the Implementation Plan. The Implementation Plan may include the following: • Alerting dashboard and Report optimization • Understanding the high-level network architecture. • Collecting data from a number of ThousandEyes Enterprise Agents. • Creating or optimizing specific tests. • Creating or optimizing Custom dashboards to collect the data. • Defining and recording the baseline.	
Provide the Implementation Plan for review and approval.	Review and approve the Implementation Plan.

6. Implementation and Assessment – Insights and Recommendations

Cisco will:	Customer will:
Implement the ThousandEyes platform tuning in accordance with the approved Implementation Plan.	Manage the delivery, installation, and configuration of equipment not provided by Cisco that is required to work with, or act as, part of the Cisco-provided equipment.

Conduct an Insights Assessment for up to 30 consecutive calendar days from the end of the completion implementation, which includes: • Insights and recommendations based on Dashboards and reports. • Service baselining or resiliency assessment based on Dashboards and reports • Pro-active or root cause analysis based on Dashboards and reports	Provide access to ThousandEyes Dashboards and reports.
Upon completion of the Insights Assessment, document the results of the Insight Assessment in the Insights and Recommendation report.	
Provide the Insights and Recommendations Report.	Provide signoff for Insights and Recommendations Report Document.

7. Knowledge Transfer

Cisco will	Customer will:
Within two (2) Business Days following completion of Insights and Recommendations Report, reach agreement on the commencement date of the Knowledge Transfer workshop.	Within two (2) Business Days following completion of Insights and Recommendations Report reach agreement with Cisco on the commencement date of the Knowledge Transfer workshop.
Cisco will determine an appropriate format and delivery method for the Knowledge Transfer workshop, which will be conducted in English.	Provide Cisco with the names and basic profiles of personnel attending the Knowledge Transfer workshop at least two (2) Business Days before commencement of the workshop.
Conduct 1 remote Knowledge Transfer workshop by providing: • Summary of the implemented Solution. • Readout of the Insights and Recommendations delivered during the project. The Knowledge Transfer Sessions do not replace product training related to the solution. The workshop will be held for a maximum of 2 hours, for up to a maximum of 10 participants.	
Knowledge Transfer Services will be deemed complete on delivery of all the Knowledge Transfer workshop.	