Service Description

Plan and Design Review Services

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

As part of Plan & Design Review (AS Fixed SKU: ASF-SP1-G-NGN-PDR), Cisco will review proposed network design & technology used, perform gap analysis based on designs proposed, identify missing best practices, and recommend configuration best practices.

2. Deliverables

- Solution Requirements Development (SRD)
- Design Review
- Design Review Presentation

3. Service Scope

The scope of Service delivery is limited per project as follows:
- Up to 2 platform types containing NOT more than 3 supported line card types per platform
- Up to 3 technologies
- Up to 2 trips to Customer site by Cisco engineers
- Only Cisco products

The following activities will be part of the Service:
- Solution Requirement Development (SRD)
- Assessment – Hardware / Configuration / Feature
  o Pre-requisite check list
  o Hardware & software analysis
- Feature, configuration, and scale recommendation
- Future feature check / recommendation
- Software Version and SMU [Software Maintenance Upgrade] referral
- Design review

4. General Project Management

4.1 Cisco Responsibilities:

- Provide a Project Management Plan ("PMP"). The PMP is a baseline document from which the Cisco PM can manage deliverables, assess progress, manage change management issues, and attend to any ongoing questions.

5. Assessment (Hardware and Software Analysis)

5.1 Cisco Responsibilities:

- Conduct assessment workshop to identify current and new Services, growth challenges, network challenges, and Customer's 3-5 years priorities.
- Develop a Solution Requirement Document (SRD) jointly working with the Customer based on the information gathered during the design workshop. The SRD document will be delivered to Customer for review and approval.
- Provide Customer with an Assessment Report.
- Conduct a remote executive presentation (not to exceed three (3) hours) of the Assessment Report for Customer's key stakeholders.

6. Design Review

6.1 Cisco Responsibilities:

- Conduct a design discovery workshop at Customer's premises to gather design and technical requirements; understand current network design and design goals. Typical duration of the workshop is one (1) business day.
- Review the Customer network design from architecture and Service perspective and provide design recommendations that address the Customer's requirements and design goals.
- Provide configuration review, including recommendations on the design configuration gaps and best practices.
- Provide Customer with a design review document that includes design recommendations and related configuration best practices.

6.2 Customer Responsibilities:

- Provide Customer's network design, topology, running configuration, operational documentation, future plans, scale, current issues in network and information that provides a detailed description of Customer's network architecture goals/requirements.

7. Software Version and SMU Referral

7.1 Cisco Responsibilities:

- Provide software referral for up to two (2) platforms listed in the Service Summary.
- Review the features that Customer is planning to implement and provide a software referral with expertise in Cisco best practices including experience gained with other Customers having similar profiles.
- Provide list of recommended SMUs [Software Maintenance Upgrade] to be installed by Customer based on features configured.

- Software referral does not include Customer-specific software risk analysis or a specific software recommendation.

7.2 Customer Responsibilities:

- Provide list of software and hardware features that Customer is planning to implement.
- Provide any long-term feature requirements that may impact software referral.

8. Design Review Report

8.1 Cisco Responsibilities:

- Conduct design review presentation to Customer.

9. Assumptions and Exclusions

- Only product platforms listed as follows will be supported under this Service:
  o ASR 902/903/907 Series
  o ASR 920 Series
  o ASR 1000 Series
  o ASR 9000 Series
  o ASR 9900 Series
  o NCS 520 Series
  o NCS 540 Series
  o NCS 560 Series
  o NCS 1000 Series
  o NCS 4000 Series (No Support for TDM/Optical – Only Support IP/IOS-XR)
  o NCS 4200 Series (No Support for TDM/Optical – Only Support IP/IOS-XE)
  o NCS 5000 Series
  o NCS 5500 Series
  o NCS 6000 Series – Single Chassis
  o Cisco 8000 Series
  o CRS X - Single Chassis
- Only technologies listed as follows will be supported under this Service:
  o Routing
  o QoS
  o MPLS
  o TE
  o MPLS-VPN
  o MCAST
  o SR
  o SR-TE
  o SRv6
  o EVPN
  o VXLAN
  o BFD
  o FRR
  o L3VPN
  o L2VPN