



## Service Description: Advanced Services – Fixed Price

### Software Risk Analysis and Recommendation Service (ASF-SP1-G-NGN-SWR)

This document describes Advanced Services Fixed Price: Software Risk Analysis and Recommendation Service.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/): (1) Glossary of Terms; (2) List of Services Not Covered. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

**Direct Sale from Cisco.** If you have purchased these Services directly from Cisco for your own internal use, this document is incorporated into your Master Services Agreement, Advanced Services Agreement, or other services agreement covering the purchase of Advanced Services-based services with Cisco ("Master Agreement") If no such Master Agreement exists, then this Service Description will be governed by the terms and conditions set forth in the Terms & Conditions Agreement posted at [http://www.cisco.com/web/about/doing\\_business/legal/terms\\_conditions.html](http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html). If you have purchased these Services directly from Cisco for resale purposes, this document is incorporated into your System Integrator Agreement or other services agreement covering the resale of Advanced Services ("Master Resale Agreement"). If the Master Resale Agreement does not contain the terms for the Purchase and Resale of Cisco Advanced Services or equivalent terms and conditions, then this Service Description will be governed by the terms and conditions of the Master Resale Agreement and those terms and conditions set forth in the SOW Resale Terms & Conditions Agreement posted at: [http://www.cisco.com/web/about/doing\\_business/legal/terms\\_conditions.html](http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html). For purposes of the SOW Resale Terms and Conditions this Service Description shall be deemed as a Statement of Work ("SOW"). In the event of a conflict between this Service Description and the Master Agreement or equivalent services exhibit or agreement, this Service Description shall govern.

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#### Software Risk Analysis and Recommendation Service

### Service Summary

Cisco shall provide the Software Risk Analysis and Recommendation Service ("Services") to Customer during Standard Business Hours for up to one Cisco-selected software release on one (1) product platform (one (1) unit of SKU per chassis), limited to one of the following products in the Customer infrastructure:

- Cisco CRS Single-Shelf System
- Cisco 12000
- Cisco NCS 5000
- Cisco NCS 5500
- Cisco NCS 6008 Single-Shelf System
- Cisco ASR 1000
- Cisco ASR 9000

### Services

The Services will include the following:

- Software Risk Analysis and Recommendation

### Deliverables

Cisco shall provide the following Deliverables:

- One (1) Software Risk Analysis and Recommendation Report

### Location of Services

Services are delivered remotely to Customer.

### Duration of Services

Customer must provide the resources and personnel described in the Customer Responsibilities sections herein to enable Cisco to (a) perform the Services within a period not to exceed three (3) weeks, which, at the discretion of Cisco, may not be consecutive weeks, and (b) complete the Services within (90

calendar days after Cisco receives the Purchase Order for the Services.

- Participate in the conference call to review with Cisco, providing comment and approval of the Software Risk Analysis and Recommendation Report.

### **Software Risk Analysis and Recommendation**

The Services identify and provide a detailed list of known software defects in a particular software release applicable to hardware, software features and technologies specific to the Customer environment categorizing risks as related to Severity 1 (S1), Severity 2 (S2), and Severity 3 (S3) bugs. The list of known software defects relevant to the production environment is provided and ranked so that the potential level of risk may be understood. Recommended actions and/or workarounds may be provided to mitigate any risks related to the specific software for the product platform. The risk analysis report includes Cisco's software recommendation, unresolved bugs, and any applicable workarounds for a software release for the product platform as delineated in the Service Summary.

#### **Cisco Responsibilities**

- Review Customer-provided information such as network topology, hardware profile, current software release, software features, technologies, configurations, and any known issues in preparation for the software risk analysis.
- Review the current features, configuration, and new features that customer is deploying and provide software release recommendation for the platform included in the scope. Cisco will provide a software recommendation based on the Customer's feature requirements and/or Cisco's experience with other customers with similar profiles.
- Conduct detailed Customer-specific software risk analysis on the recommended software release and provide a list of known software defects and any applicable recommended actions and/or workarounds for risk mitigation of Severity 1 (S1), Severity 2 (S2) and Severity 3 (S3) bugs only.
- Provide the Software Risk Analysis and Recommendation Report to the Customer.
- Review with Customer via conference call the Software Risk Analysis and Recommendation Report for Customer's comment and approval.

#### **Customer Responsibilities**

- Identify a single point of contact for requested information and approval of the software risk analysis report and recommendation prepared by Cisco.
- Provide all the necessary information such as network topology, hardware, current software release, software features requirements, technologies, configurations, and any known issues as requested by Cisco.
- Provide any long-term feature requirements that may impact the software recommendation.

#### **General Customer Responsibilities**

- All information requested by Cisco will be provided by the Customer to Cisco within five (5) Business Days of receipt of the request. All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's current environment. Cisco Services are based upon information provided to Cisco by Customer at the time of the Services.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Identify Customer'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 Customer'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.
- Support services provided by Cisco comprise technical advice, assistance and guidance only.
- Customer expressly understands and agrees that the Services shall not exceed three (3) weeks from the start of the service and that the Services shall take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.

#### **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 Customer. The Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Customer's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Customer's acceptance of completion of the Services in accordance with this Service Description.