



Service Description

Cisco Success Tracks

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

Cisco Success Track offers two levels that can be purchased with any Product. This document provides a description of the levels and the features included within each level.

1.1 CX Cloud

Access to the CX Cloud, a centralized, web-based portal, is included with a Product purchase. CX Cloud is a personalized connection to Cisco for accessing support, knowledge, insights, and recommendations from Cisco experts to maximize the value of Cisco assets. CX Cloud connects You with Cisco's global user base to share Your expertise, exchange ideas, and discuss best practices.

1.2 Level 1

Cisco provides resources that support running and maintaining Products. You will have access to “Ask the Experts” knowledge sessions. These sessions are led by solution specialists who teach best practices for operating Products. Access to CX Centers will be available 24x7 to help resolve Product issues with Solution Support; this access streamlines case management for solutions comprised of Cisco and Solution Support Alliance Partner products. In addition, You will have access to case information, up-to-date install base views, and e-learning courses.

1.3 Level 2

Cisco will accelerate Your journey to realize Your desired outcomes through 1-on-1 personalized coaching engagements. Solution Support streamlines case management for solutions comprised of Cisco and Solution Support Alliance Partner products. Proactive features help prevent unplanned outages and save You time and costs, while You can also boost productivity and retain talent through hands-on learning labs and certification preparation materials.

2. Expert Resources

Expert Resources provide guidance, best practices, and proven methodologies focused on industry-wide solutions to guide You through every stage of Your lifecycle journey. Access to engagements and/or sessions is based on purchase entitlement and technology availability. Unused engagements and/or sessions will not carry over to the next contract year.

2.1 Key Features

(A) Success Tracks Communities

Success Tracks Communities refers to a set of Cisco-moderated communities where, in addition to peer-to-peer conversation, Cisco experts answer FAQs, hold expert-led Q&A forums, and provide Product and Service recommendations aligned to specific uses and lifecycle stages.

(B) Ask the Experts

Ask the Experts (“ATX”) sessions are live, use-case driven sessions tailored to Your lifecycle stages where experts share experiences and best practices on a Cisco technology with a Q&A section at the end. In these sessions, You can learn best practices to move through the various stages of the lifecycle for solutions.

(C) Accelerators



Accelerators provide use-case driven 1-on-1 personalized coaching engagements covering topics tailored to Your lifecycle stages and business outcomes across all Products and Services. In these sessions, You can learn how to move through the various stages of the lifecycle for complex solutions based on Your specific needs.

3. Trusted Support

Trusted Support provides Product support services including technical assistance (TAC), Return Material Authorization (RMA) for Hardware, Software Updates, and Solution Support to expedite issue resolution.

3.1 Key Features

(A) Technical Support

Access to CX Centers 24 hours per day, 7 days per week to assist with Product use, configuration and troubleshooting issues by telephone, web case submission, and online tools. Cisco's initial response time will be as follows:

Response Time	Level 1	Level 2
Severity 1	30 minutes	30 minutes
Severity 2	30 minutes	30 minutes
Severity 3*	1 hour	1 hour
Severity 4*	1 hour	1 hour

*For Severity 3 and Severity 4 calls received outside of Business Hours, Cisco will respond within the Next Business Day (NBD).

(B) Software Updates

Cisco will provide work-around solutions or patches for reported Software problems (when available) and You will have access to Software Releases, as applicable. Supporting documentation is available via Cisco Software Central.

(C) Returns Material Authorization (RMA)

Cisco provides the following Hardware replacement services where available. Advance Replacement services are subject to geographic and weight restrictions. You may check availability by accessing [Cisco's Service Availability Matrix](#).

Hardware Service Option	8x5xNext Business Day1	8x7xNext Calendar Day1	24x7x4	24x7x4 hours On-Site	8x5 Next Business Day Onsite1	8x7 Next Calendar Day Onsite1	24x7x2	24x7x2 hours On Site1
Advanced replacement of HW	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
RMA Service Level (onsite or HW only)	NBD	NCD	4HR	4HR	NBD	NCD	2HR	2HR
RMA Installation	Self	Self	Self	Cisco Tech	Cisco Tech	Cisco Tech	Self	Cisco Tech
HW replacement	Business Days Business Hours	7 days a week Business Hours	7 days a week 24 hours per day	7 days a week 24 hours per day	Business Days Business Hours	7 days a week Business Hours	7 days a week 24 hours per day	7 days a week 24 hours per day



Service Availability includes Local Observed Holidays	No	Yes	Yes	Yes	No	Yes	Yes	Yes
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Onsite Support Option: You can also opt to schedule the Field Engineer (“FE”) arrival. Please consult the [Onsite Field Engineer Duties](#) for further details.

- With 2HR and 4HR service levels; You can schedule FE arrivals any hour of the day/week.
- With NCD and NBD service levels; FE arrival times are limited from 9:00 AM (earliest arrival time) to 5:00 PM (latest arrival time) and scheduling is only available the day(s) after the part arrival.

¹For Next Calendar Day and Next Business Day delivery, the RMA request must be created by 3:00 PM Local Depot Time for delivery on the Next Calendar Day or Business Day. Exception: For United States and Canada, the RMA request must be created by 6:00 PM Eastern Standard Time. In countries where Next Calendar Day and Next Business Day services are not available, Cisco will ship the RMA as a Same Day Shipment.

Onsite with Troubleshooting option: Where available, for Onsite Troubleshooting options, at the sole discretion of Cisco TAC, Cisco may dispatch a kit of “troubleshooting parts” with the FE or TAC may dispatch a FE early in the troubleshooting process to provide “eyes on the ground” feedback to diagnose the root cause of the Your issue.

(D) Solution Support

Solution Support delivers centralized expertise and issue management across a solution of Cisco and Cisco approved third-party provider (“Solution Support Alliance Partner”) products. Solution Support applies to solutions comprised of Cisco and Cisco approved Solution Support Alliance Partners products, where You maintain: (1) Cisco Solution Support on all Cisco Products (where available) and (2) an appropriate level of technical support on all Solution Support Alliance products used in the solution.

Features and benefits include:

- Access to a team of solution experts who act as a primary point of contact.
- Primary point of contact will either resolve or actively manage the issue to resolution by Cisco Product experts or, to the extent allowed by Solution Support Alliance Partners, coordinate Your actions to drive issue resolution.

4. Insights and Analytics

Insights and Analytics provide installed based insights to You to enable better forecasting and planning, help avoid outages, and maximize performance of existing and new technology environment. Access to engagements and/or sessions is based on purchase entitlement and technology availability. Specific information (e.g., serial number, Field Notices) may be dependent on its applicability to certain Cisco Products. Insights and Analytics features are dependent on You enabling data sharing capabilities, when available, and data availability.

4.1 Key Features

(A) Adoption View

Adoption View provides an up-to-date view of all Cisco Software licenses purchased, activated, and utilized and Your corresponding expiration dates. Adoption View also shows information about software-enabled features such as feature activation, adoption, and utilization, to enable proper product configuration.

(B) Asset and License View

Asset and License View helps You understand and manage Your Cisco technology environment by showing an up-to-date list of Products that have been purchased or deployed. You will see information, such as model and serial number, licenses and contract term information, latest OS version, installed-at



location, and support contract details. Specific assets can be found using built-in filters or keyword search.

- (C) Rapid Problem Resolution
Rapid Problem Resolution automates data collection and diagnostics when a support case is opened, allowing Cisco experts to diagnose problems faster and recommend the best course of action to address the problem.
- (D) Security Advisories
Security Advisories help You monitor and identify infrastructure-wide exposures and issues with Product Security Incident Response Team (PSIRT) notifications, reports, and corrective recommendations to prioritize and mitigate outages, performance degradation, support, or security incidents.
- (E) Field Notices
Field Notices provide analysis and reporting, across Hardware and Software, that identify, and track Cisco Products affected by a published Cisco Field Notice and potential risks.
- (F) Priority Bugs
Priority Bugs diagnose and detail product and software vulnerabilities to ensure You can manage risk and resolve issues throughout Your maintenance, operation, and upgrades.
- (G) Case Management
Case Management shows information about support cases opened with Cisco, including reports showing number of open cases opened and closed, new cases opened in the last month, RMA cases, and support cases by Severity Level. You can also open support cases and search cases using keywords and filters.
- (H) Case Management KPIs
Case Management KPIs use support operations data to monitor and track Key Performance Indicators (KPI). By viewing case management KPIs, You can monitor key operational performance measures, identify service request performance trends, and measure problem management operational efficiency.
- (I) Optimal Software Versions
Optimal Software Versions help You select the appropriate Software version when updating Software. From the CX Cloud, You will see suggested Software update versions for Your environment. Each suggested version shows the applicable bugs, PSIRTS, and Field Notices that are resolved or introduced in the version.
- (J) Automated Fault Management
Automated Fault Management monitors the Your technology environment for faults by examining logs and can also open a service request with Cisco when a fault is detected.
- (K) Regulatory Compliance Checks
Regulatory Compliance Checks provide on-demand and system-scheduled checks to help identify device or Product configurations that may be out of compliance with common industry standards such as PCI and HIPAA.
- (L) Risk Mitigation Checks
Risk Mitigation Checks monitor the technology environment and identifies Products that present conditions associated with increased risk. Once Products are identified as at-risk, a remediation plan can be created to reduce risk.
- (M) Value Enhancements
Cisco continuously invests in enhancements and new features for the CX Cloud, planning up to four targeted releases per year to enable additional Insights, Analytics, and related capabilities. The pricing applicable to a Service level will not change as a result of these value enhancements during active



Services Term (including for multi-year agreements); however, as Cisco continues to innovate and deliver incremental value, list price may increase at renewal and any discounts applied during an initial term may no longer apply.

5. Contextual Learning

Contextual Learning provides learning content designed to expand Your workforce technical skillset and capacity to achieve business outcomes faster and more efficiently. Access to feature-based number of user seats and/or sessions may be limited based on purchase entitlement and technology availability. Unused seats and/or sessions will not carry over to the next contract year.

6.1 Key Features

(A) e-Learning

On-demand courses and best practices on Cisco technologies structured into multiple learning modules and lessons. The courses and content may include proprietary content like design, deployment and implementation guides, test procedures, infrastructure readiness, and deployment checklists developed by Cisco experts based on project experiences. Cisco provides access to premium learning content on current and new Products.

(B) Remote Practice Labs

Online access to learning labs and lab guides includes instructions for lab practice assignments. You can access Hardware and Software, not simulations, with latest versions and a build-your-own-labs environment to test out network configurations. Access must be reserved in advance.

(C) Certification Preparation

On-demand access to full-featured training courses, best practices, and challenge questions for Cisco career and specialist certifications. Practice questions help with preparations for Cisco certification exams. Cisco provides access to certification preparation materials relevant to the Cisco technology.

6. Specialized Expertise for Success Tracks

Specialized Expertise for Success Tracks is available for purchase in Level 2 as independent optional additions that augment the Success Tracks and CX Cloud digital experience. These additions provide deep analytics expertise and critical knowledge to support a broad range of technology solutions. The two Key Features outlined below may be purchased together or independently.

6.1 Key Features

(A) Scrum Services

Scrum Services provide architectural skills to support Your projects and proactively address top initiatives through Your lifecycle with flexible expert engagements. This engagement offers architectural planning, engineering design, and security management. In addition, You will receive cloud assessment, analysis, implementation, and testing.

(B) Expert-as-a-Service

You will have access to expert resources for Your use case. You will have access to (1) a Solution Architect to guide your architecture vision, strategy, and development, (2) a Consulting Engineer to guide engineering designs, implementation, and operations, or (3) a Project Manager to lead and manage project plans, schedules, and resource utilization.

7. Limitations

The following limitations apply to all Services:

2.1 On-site Services

On-site Services are subject to availability. If a party reasonably believes necessary according to applicable law, the parties will work together to document the reasons and justifications for on-site Services prior to the on-site Services being performed and such Service will be limited by those reasons and justifications. Unless otherwise agreed by Cisco, trips will be within the Location of Services specified in the Quote. On-site Services are not



available and will be substituted with remote Services if Cisco believes providing the on-site Services may pose a health or safety risk or if Cisco is prevented from providing on-site Services based on applicable law or regulation.

2.2 U.S. Federal Customers and Other Government Customers

Cisco recognizes that U.S. Federal Government customers, other US Government agencies, and governmental customers from outside the US, may have certain regulatory or government-specific requirements or limitations. Aspects of this service addressing such requirements will be provided to the Federal Government as they become available. Please contact your Cisco account team for further information regarding when certain features may become available.

Future service offerings are subject to change and availability is not guaranteed.

Cisco Success Track Enrollments

This Enrollment Description lists the available and applicable CX Cloud features across the Success Track enrollments and program levels that might be available to You (may be Hardware or Software specific).

Refer to these tables for updates made to each enrollment availability of Service Capabilities and Features.

Enrollment	Service Capabilities	Features	Level 1	Level 2
Campus Network	Expert Resources	Success Tracks Communities	•	•
		Ask the Experts	•	•
		Accelerators		•
	Trusted Support	Software Updates	•	•
		Hardware OS Software Updates	•	•
		24x7 Technical Support	•	•
		Hardware RMA	•	•
		Solution Support	•	•
		Adoption View	•	•
	Insights and Analytics	Asset and License View	•	•
		Rapid Problem Resolution	•	•
		Security Advisories	•	•
		Field Notices	•	•
		Priority Bugs	•	•
		Case Management	•	•
		Case Management KPI's		•
		Optimal Software Versions		•
		Automated Fault Management		•
		Regulatory Compliance Checks		•
		Risk Mitigation Checks		•
	Contextual Learning	e-Learning	•	•
		Remote Practice Labs		•
		Certification Preparation		•
	Specialized Expertise for Success Tracks	Scrum Services		Add-on
		Expert-as-a-Service		Add-on



Enrollment	Service Capabilities	Features	Level 1	Level 2
Data Center Networking	Expert Resources	Success Tracks Communities	•	•
		Ask the Experts	•	•
		Accelerators		•
	Trusted Support	Software Updates	•	•
		Hardware OS Software Updates	•	•
		24x7 Technical Support	•	•
		Hardware RMA	•	•
		Solution Support	•	•
	Insights and Analytics	Adoption View		
		Asset and License View	•	•
		Rapid Problem Resolution	•	•
		Security Advisories	•	•
		Field Notices	•	•
		Priority Bugs		
		Case Management	•	•
		Case Management KPI's		•
		Optimal Software Versions		•
		Automated Fault Management		
		Regulatory Compliance Checks		•
	Contextual Learning	e-Learning	•	•
Remote Practice Labs			•	
Certification Preparation			•	
Specialized Expertise for Success Tracks	Scrum Services		Add-on	
	Expert-as-a-Service		Add-on	

Enrollment	Service Capabilities	Features	Level 1	Level 2
Data Center Compute	Expert Resources	Success Tracks Communities	•	•
		Ask the Experts	•	•
		Accelerators		•
	Trusted Support	Software Updates	•	•
		Hardware OS Software Updates	•	•
		24x7 Technical Support	•	•
		Hardware RMA	•	•
		Solution Support	•	•
	Insights and Analytics	Adoption View		
		Asset and License View	•	•
		Rapid Problem Resolution		
		Security Advisories	•	•
		Field Notices	•	•
		Priority Bugs		
		Case Management	•	•
		Case Management KPI's		•
		Optimal Software Versions		
		Automated Fault Management		



	Regulatory Compliance Checks		
	Risk Mitigation Checks		
	e-Learning	•	•
	Remote Practice Labs		•
	Certification Preparation		•
	Scrum Services		Add-on
	Expert-as-a-Service		Add-on

Enrollment	Service Capabilities	Features	Level 1	Level 2
Integrated Secure Operations (ISO)	Expert Resources	Success Tracks Communities	•	•
		Ask the Experts	•	•
		Accelerators		•
	Trusted Support	Software Updates	•	•
		Hardware OS Software Updates		
		24x7 Technical Support	•	•
		Hardware RMA		
		Solution Support	•	•
	Insights and Analytics	Adoption View	•	•
		Asset and License View	•	•
		Rapid Problem Resolution		
		Security Advisories		
		Field Notices		
		Priority Bugs		
		Case Management	•	•
		Case Management KPI's		
		Optimal Software Versions		
		Automated Fault Management		
	Contextual Learning	e-Learning	•	
Remote Practice Labs			•	
Certification Preparation			•	
Specialized Expertise for Success Tracks	Scrum Services		Add-on	
	Expert-as-a-Service		Add-on	

Enrollment	Service Capabilities	Features	Level 1	Level 2
Collaboration	Expert Resources	Success Tracks Communities	•	
		Ask the Experts	•	
		Accelerators		
	Trusted Support	Software Updates		
		Hardware OS Software Updates	•	
		24x7 Technical Support	•	
		Hardware RMA	NBD 8x5 only	
		Solution Support	•	
Insights and Analytics	Adoption View	•		



		Asset and License View	•	
		Rapid Problem Resolution		
		Security Advisories	•	
		Field Notices	•	
		Priority Bugs		
		Case Management	•	
		Case Management KPI's		
		Optimal Software Versions		
		Automated Fault Management		
		Regulatory Compliance Checks		
		Risk Mitigation Checks		
		Contextual Learning	e-Learning	•
		Remote Practice Labs		
		Certification Preparation		
	Specialized Expertise for Success Tracks	Scrum Services		
	Expert-as-a-Service			

Enrollment	Service Capabilities	Features	Level 1	Level 2
Wide Area Network (WAN)	Expert Resources	Success Track Communities	•	
		Ask the Experts	•	
		Accelerators		
	Trusted Support	Software Updates	•	
		Hardware OS Software Updates	•	
		24x7 Technical Support	•	
		Hardware RMA	•	
		Solution Support	•	
		Adoption View	•	
	Insights and Analytics	Asset and License View	•	
		Rapid Problem Resolution		
		Security Advisories	•	
		Field Notices	•	
		Priority Bugs		
		Case Management	•	
		Case Management KPI's		
		Optimal Software Versions		
		Automated Fault Management		
		Regulatory Compliance Checks		
	Risk Mitigation Checks			
	Contextual Learning	e-Learning	•	
		Remote Practice Labs		
		Certification Preparation		
Specialized Expertise for Success Tracks	Scrum Services			
	Expert-as-a-Service			



Appendix A: Offer Specialized Expertise for Success Tracks

8. Specialized Expertise for Success Tracks

Optional add-on purchases of Specialized Expertise for Success Tracks include but not limited to Expert-as-a-Service and Scrum Services, will be made available in addition to Your Level 2 purchase.

1.1 Scrum Services

Scrum Services are used in combination with Your chosen Level 2 Success Tracks Service to provide additional consultative capabilities that supplement the specific Success Tracks service Services purchased. The project categories that You may purchase include:

- Planning and Architecture
- Design Engineering
- Implementation Planning
- Security and Threat Management
- Testing
- Assessments and Analysis
- Cloud Transformation

The purchased Scrum Services will be as set forth in the Quote. For these projects, activities and Deliverables may include the following:

Project Type	Activities	Deliverables
Planning and Architecture	<ul style="list-style-type: none"> • Architecture Strategy and Planning helps You to develop a strategy or plan to adopt and support Cisco solutions. • Architecture Definition helps You support to create technology adoption roadmaps. • Architecture Management helps You assess and translate business requirements into an architecture management vision and strategy, multi-generation plan and target architecture model. • Strategy and Analysis helps You to develop a strategy for expanding or evolving current infrastructure or defining a strategy for a new Cisco technology solution. • Transformation Management provides support to help Customer to align and prioritize project(s). Support may include Transformation Governance, Alignment and Roadmap Management, Financial Management, Resource Management, Change Management, Process Management. • Architecture Readiness Assessment provides insight into the current infrastructure plan to support additional infrastructure, including Hardware, Software, design, links, and power. • Architecture Development recommends a process for developing an architecture development approach in which business, organizational, and system requirements are defined, analysed, synthesized, implemented, and evolved while applying an agile manner through its full lifecycle. 	<ul style="list-style-type: none"> • Architecture Management Vision and Strategy Document • Target Architecture Document • Multi-Generation Plan • Strategy and Analysis Report • Architecture Readiness Assessment Report • Architecture Solution Document



<p>Design Engineering</p>	<ul style="list-style-type: none"> • Ongoing Design Support helps You with guidance and recommendations in making incremental changes to Your designs. • Design Development provides guidance and assistance in developing or improving Cisco infrastructure designs. • Design Change Support assists with the assessment of the potential feasibility and impact of proposed changes to Your designs. 	<ul style="list-style-type: none"> • Design Document • Design Change Support Recommendations Report
<p>Implementation Planning</p>	<ul style="list-style-type: none"> • Migration Planning and Implementation Support assists Your engineering staff in evaluating Your solution design changes, dependencies, affected processes and Documentation. • Implementation Support focuses on the transition of Your planning and design to implementation or expansion of a design solution. 	<ul style="list-style-type: none"> • Migration Planning and Implementation Recommendation Report • Solution Implementation Recommendation Report
<p>Assessments and Analysis</p>	<ul style="list-style-type: none"> • Technology Assessments identify gaps and assist You with recommendations for optimizing the capacity, reliability, general performance, and/or security of Products. • Resiliency Assessment evaluates the resiliency and availability for enabling secure, reliable, high-quality Network and application services. The assessment focuses on resiliency and availability improvements to the architecture and operations of the Products. • Radio Frequency (RF) Verification Assessment surveys the RF Environment and provides an analysis and recommendations for optimal RF performance and coverage. • WLAN RF Assessment works to identify RF signal propagation and provide recommendations for optimizing wireless access point (AP) placement. • Wireless Security Assessment evaluates the deployment of the Your wireless Environment for vulnerabilities at a Your building. • Network Security Architecture Assessment identifies deviations and security weaknesses in the Network from Cisco's security best practices. • Network Device Security Assessment helps You with analyzing device configurations to help identify security gaps and provide recommendations to remediate gaps in the configurations. 	<ul style="list-style-type: none"> • Technology Assessment Report • Resiliency Assessment Report • RF Verification Document • Site Survey Report • Wireless Security Assessment Report • Network Security Architecture Assessment Report • Network Device Security Assessment Report
<p>Security and Threat Management</p>	<ul style="list-style-type: none"> • Network Penetration Test performs external or internal testing of a single Customer Network to assist You with identifying high-risk and exploitable vulnerabilities, and to provide an opportunity to measure the effectiveness of security investments against a simulated threat. • Cisco Red Team and Cisco Purple Team perform testing to gain access to Customer Network and systems. The adversarial simulation may exercise security monitoring and response capabilities and provides an opportunity to assess how well Your 	<ul style="list-style-type: none"> • Network Penetration Test Document • Cisco Red Team Report • Cisco Purple Team Report • Segmentation Architecture Design Strategy Document • Readiness Assessment Report • Incident Response Plan



	<p>defenses can prevent or detect modern threats. You are responsible for providing authorizations and consents necessary to permit performance of such tests.</p> <ul style="list-style-type: none"> • Security Segmentation develops an enterprise network security segmentation strategy architecture. The strategy and architecture will define a set of segmented security design templates, or security enclaves, including required technical control capabilities and a logical implementation diagram for each segment. • Incident Response Planning focuses on cyber incident readiness planning to help You prepare for and reduce likelihood and impact of a security incident 	<ul style="list-style-type: none"> • Incident Response Playbook
Testing	<ul style="list-style-type: none"> • Test Strategy and Plan Review assists You with evaluating Customer business and operational testing requirements and constraints, analyzing priority areas for review or improvement. • Testing and Lab Validation Assessment evaluates Customer's current test validation practices and principles for consistency and automation improvements of test plan design, development, and deployment. 	<ul style="list-style-type: none"> • Testing and Lab Strategy • Test Plan
Cloud Transformation	<ul style="list-style-type: none"> • Cloud Advisory helps You align strategies based on corporate visions, with each business objective further decomposed into IT objectives to complete assessment and alignment for activation of required cloud capabilities. 	<ul style="list-style-type: none"> • Cloud Advisory Report

A. Cisco Responsibilities

- Work with the You to identify the mutually agreed-upon projects and activities within the scope of this Service Description and to the extent identified in the Quote.
- The specific projects and activities for the Scrum Services will be reviewed at the engagement kickoff meeting. During the engagement kickoff meeting, the format of written requests and responses will be mutually agreed upon.
- Create a quarterly report that will include:
 - Status of projects
 - Activities performed
 - Deliverables provided
 - Amount of work left on project
 - Amount of Scrum Service delivered and how much of the Scrum Service is remaining in the current Service Term
- Cisco will respond to Your written requests within three (3) Business Days of when request was made.

B. Customer Responsibilities

- Work with Cisco to identify the mutually agreed-upon projects and activities within the scope of this Service Description.
- The specific projects and activities for the Scrum Services will be reviewed at the engagement kickoff meeting.
- Schedule an optional quarterly meeting to review the quarterly report from Cisco.



- Submit requests to Cisco Project Manager in writing, using the format as mutually agreed-upon in the engagement kickoff meeting. If You do not receive a response within three (3) Business Days, You will document for resolution in quarterly meeting.

C. Requirements

- The Scrum Services must be used with at least one Level 2 Success Tracks Service. The Scrum Services will have the same Service Term stop dates as the associated Success Tracks Service. Scrum Services are available only as an Add-On to the Level 2 Success Tracks Service and not as an hourly or time and materials offering.
- Cisco remains responsible for assigning, supervising, and directing the specific individuals delivering this Service, and 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 on the agreed-upon Deliverables.
- Scrum Services will utilize the purchased Level 2 Success Tracks Services as well as tools and personnel made available by You. Cisco may recommend Cisco or third-party tools or products that may benefit a specific project. You are responsible for the evaluation and, if desired, the purchase of these additional items. The Scrum Services will not be responsible for providing equipment, tools, products, or services not otherwise purchased or provided by You.
- The Scrum Services may be delivered either remotely or on-site (at locations where Cisco makes such Services available and as permitted by applicable law) as specified in the Quote.
- This Service may not be used for any project in which there may be or may appear to be a governmental Organizational Conflict of Interest or similar conflict.
- All Services will be conducted during Business Hours unless otherwise agreed to in advance by Cisco and You.
- This Service is related to Cisco infrastructure only. Cisco will collaborate with You-provided third-party technology and equipment providers as Cisco deems required and practical. Cisco will not be responsible for outcomes related to third-party devices nor will Cisco perform activities directly on third-party equipment.
- This Service is provided solely as described in this Service Description. Cisco will use commercially reasonable efforts to complete activities agreed to in the Services kickoff meeting and subsequent plans. However, Cisco does not guarantee that a project will be successfully completed by a scheduled project end-date or by the end of the Service Term. All Scrum Service delivery will stop and be considered complete on the last Business Day of the Service Term.

8.1 Expert-as-a-Service

Expert-as-a-Service is used in combination with Your Level 2 Success Tracks Service to provide additional consultative capabilities that supplement the specific Success Tracks Services purchased. Expert-as-a-Service may include the benefits of resources and skills not otherwise available to You, access to Cisco tools, analytics, software, knowledge resources and systems during the consultative or project management engagement.

(A) The following Expert-as-a-Service roles are available for purchase:

- **Consulting Engineer:** Cisco provides consultative advice and guidance in support of Your objectives for design, implementation, operations and knowledge transfer for a specific technology, architecture, or solution as identified in the Quote.
- **Solution Architect:** Cisco provides consultative advice and guidance in support of Your architecture vision, strategy development, and architecture standards alignment for a specific technology, architecture, or solution as identified in the Quote.
- **Project Manager:** Cisco provides a Project Manager to guide You with the (a) creation of the project plan and schedule; and (b) coordination of Cisco resources, tasks, and Deliverables as



purchased by You in support of Your objectives for the Cisco solutions or technologies identified in the Quote.

(B) Cisco Responsibilities

- Work with You to identify the mutually agreed-upon projects and activities within the scope of this Service Description.
- During the engagement kickoff meeting, the format of written requests and responses will be mutually agreed upon.
- Create a quarterly report that will include:
 - Status of projects.
 - Activities performed.
 - Deliverables provided.
 - Amount of Service delivered, and how much of Service is remaining in the current Service Term.

(2) Respond to Your written requests within three (3) Business Days of when the request was made.

(C) Customer Responsibilities

- Work with Cisco to identify the mutually agreed-upon projects and activities within the scope of this Service and to the extent identified in the Quote.
- Schedule a quarterly meeting to review the quarterly report that Cisco provides.
- Submit requests to a Cisco Project Manager in writing, using the format as mutually agreed-upon in the engagement kickoff meeting. If You do not receive a response within three (3) Business Days, You will document for resolution in quarterly meeting.
- The Expert-as-a-Service must be used together with at least one Level 2 Success Tracks Service. This Service will have the same Service Term stop dates as the associated Success Tracks. Multiple Expert-as-a-Service engagements can be purchased.
- You may not substitute or change the Expert-as-a-Service role type purchased or architecture as identified in the Quote. The Expert-as-a-Service role, and if applicable the architecture role, will be specified in the Quote.
- Cisco remains responsible for assigning, supervising, and directing specific individuals. Cisco may switch individuals at any time to deliver this Service. However, only one (1) person will be available to fulfill the responsibilities of this Service at any single time. The Expert-as-a-Service is only provided as a fixed price add-on to the Level 2 Success Tracks Service and not as an hourly or time and material offering.
- This Service may not be used for any project in which there may be or may appear to be a governmental Organizational Conflict of Interest or similar conflict.
- The Expert-as-a-Service may be delivered either remotely or on-site (at locations where Cisco makes such Services available and as permitted by applicable law) as specified in the Quote.
- Work will be conducted during Business Hours unless otherwise agreed to in advance by Cisco and You.
- This Service is provided solely as described in this Service Description. Cisco will use commercially reasonable efforts to complete activities agreed to in the Services kickoff meeting and subsequent plans. However, Cisco does not guarantee that a project will be successfully completed by a scheduled project end-date or by the end of the Service Term. All Service delivery by this Service will stop and be considered complete on the last Business Day of the Services Term.