



Service Description

Cisco ThousandEyes Implementation Service for Insights

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 Cisco ThousandEyes Implementation Service for Insights (AS-Fixed SKU ASF-CORE-TE-INSGHT) provides Customer with plan and implementation of ThousandEyes (Product PID: TE-INSIGHTS), which helps Customer to monitor the availability and performance of applications and services, and to gain visibility into Public networks.

The Service covers the following areas:

1. Project Management
2. Planning and Data collection
3. Deployment
4. Knowledge Transfer

Deliverables are:

1. Project Management Plan.
2. Implementation Plan.
3. As-Built document.
4. Knowledge Transfer.

Location of Services:

1. All services are delivered remotely.

2. Service Scope

This Service is limited to one ThousandEyes subscription Product PID, the Service will implement the scope listed in the table below:

Table 1. [Scope](#)



Deliverables	Limited to
Catalog configuration	All
Alert rules	Up to 10 Rules
Dashboards	Up to 2 Dashboards
Reports	Up to 2 Reports

3. Project Management

Table 2. Project Management

Cisco will provide the following:	Customer will provide the following:
Provide a mutually agreed Project Management Plan (“PMP”). The PMP is a baseline document from which the Cisco PM can manage deliverables, assess progress, and manage change management issues and any ongoing questions.	Review and approve the Project Management Plan.

4. Planning and Data collection

Table 3. Planning and Data collection

Cisco will provide the following:	Customer will provide the following:
<p>Gather and review information from Customer for the purposes of drafting the Implementation Plan by:</p> <ul style="list-style-type: none"> Review Customer provided information. Conduct an Implementation Plan Development workshop to discuss the high-level implementation strategy and review and finalize all implementation scenarios based on the input from the Customer. Conduct interviews with key Customer’s stakeholders. Review Solution Design Document (if provided). 	Provide Cisco with the existing solution design, configuration, company and/or industry specific standards.



<p>Draft the Implementation Plan based on the Solution Design Document. The Implementation Plan may include:</p> <ul style="list-style-type: none"> • Organizational Instrumentation • Catalog Settings • Alerting Instrumentation • Dashboard Instrumentation • Report Instrumentation 	
<p>Provide the Implementation Plan for review and approval.</p>	<p>Review and approve the Implementation Plan.</p>

5. Deployment

Table 4. Deployment

Cisco will provide the following:	Customer will provide the following:
	<p>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.</p>
<p>Configuration of organizational settings, which may include:</p> <ul style="list-style-type: none"> • Configuration of account groups and settings • Configuration of roles • Configuration of user objects • Configuration help for Single Sign-On 	
<p>Configuration of package and catalog settings.</p>	
<p>Alert rule instrumentation, which may include:</p> <p>Configuration of alert rules for internet insights</p>	
<ul style="list-style-type: none"> • Configuration of dashboard(s) 	
<ul style="list-style-type: none"> • Configuration of report(s). 	

6. Knowledge Transfer and Post Implementation



Table 5. Knowledge Transfer and Post Implementation

Cisco will provide the following:	Customer will provide the following:
Update the As-Built Document to include implemented components, devices and applications to reflect the final “as-built” design.	Provide signoff for As-Built Document Development Services.
Within five (5) Business Days following completion of Implementation Execution, reach agreement on the location and the commencement date of the Knowledge Transfer workshop .	Within five (5) Business Days following completion of Implementation Execution reach agreement with Cisco on the actual location and the commencement date of the Knowledge Transfer workshop.
Provide information to Customer regarding any course pre-requisites for Customer personnel nominated to attend the Knowledge Transfer workshop. Cisco will determine an appropriate format and delivery method for the Knowledge Transfer workshop , which will be conducted in English.	
<p>Conduct 1 remote Knowledge Transfer workshop on topics relevant to the Cisco products and technologies deployed in Customer’s production network and will include an explanation of the implementation.</p> <p>The Knowledge Transfer Sessions do not replace product training related to the solution. Each workshop will be held for 0.25 consecutive Business Day, for up to a maximum of 10 participants.</p>	Provide Cisco with the names and basic profiles of personnel attending the Knowledge Transfer workshop at least five (5) Business Days before commencement of the workshop.
Knowledge Transfer Services will be deemed complete on delivery of all the Knowledge Transfer workshop.	Ensure that Customer’s personnel attending the Knowledge Transfer workshop meet all course pre-requisites identified by Cisco.