



Service Description: Advanced Services – Fixed Price

Nexus Design Service for up to 2 Cisco Nexus 7000 Switches (ASF-DCV1-NEX-PD-A)

This document describes Advanced Services Fixed Price Nexus Design Service for up to two (2) Cisco Nexus 7000 Switches.

Related Documents: This document should be read in conjunction with the following documents also posted at 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.

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Nexus Design Service for up to 2 Cisco Nexus 7000 Switches

Service Summary

The Nexus Design Service provides planning and design for Cisco Nexus basic L2/L3 features. The service provides a design document that includes customer requirements, high level design (HLD) and low level design (LLD). This service is for the customer with small data center footprint, including a data center with a limited number of Nexus equipment and accelerated time lines ("Services").

Cisco Nexus Devices

The Services will include the following for only one (1) single customer location for one (1) data center:

- Up to two (2) Cisco Nexus 7000 Data Center switches, used as either or both of Core and/or Aggregation devices
- Up to eight (8) Cisco Nexus 5000 Data Center Access switches
- Up to thirty-two (32) Cisco Nexus 2000 Fabric Extenders (FEX)

Cisco Nexus Design Features Excluded

The Services will exclude the following design features:

- Overlay Transport Virtualization (OTV)
- Fiber Channel over Ethernet (FCoE)
- Layer 2 Multi-Pathing (L2MP)
- IPv6
- TRILL
- Fiber Channel over Ethernet (FCoE)
- Multiple (greater than one) data centers
- Data center interconnect
- Multi-tenancy
- SAN integration
- Firewall and load balancing design and/or integration
- Third party (non Cisco) devices in the design

The Services are comprised of the following:

- Project Management
- Detailed Design Development

Deliverables

- Project Plan
- High Level Design Document
- Low Level Design Document

Location of Services

Services are delivered onsite and remotely to Customer.

Project Management

Project management will be provided in conjunction with and is limited to the management of the Services and Deliverables as described herein.

Cisco Responsibilities

- Conduct a project kick-off meeting with Customer at the inception of the Services.
- Identify project team members.
- Define the communication flow with the project sponsor and key stakeholders and document it in the project plan ("Project Plan").
- Designate a single point of contact, the Project Manager, to whom communications in regards to the Services may be addressed and who has the authority to act on all aspects of the Services; shall be available during Standard Business Hours; and shall designate a backup contact for when the primary contact is not available.
- Review with Customer the project schedule, objectives, critical success factors and roles and responsibilities of Cisco and Customer project team members.
- Manage the project to the agreed upon Project Plan.
- Ensure completion of the Services and Deliverables as described under this service.
- Participate in weekly scheduled project review meetings or conference calls as required.
- Provide the Project Plan.

Customer Responsibilities

- Provide Single point of contact of the overall project
- Provide facility, including whiteboard and projector, to host the Project Kick-off meeting.
- Ensure project stakeholders are in attendance.
- Communicate to Cisco project manager with any changes in project scheduling in a timely fashion.
- Provide written feedback/acknowledgements when requested during Services.

Detailed Design Development

Cisco Responsibilities

- Conduct a discovery session, working with Customer to understand customer requirements, including data center vision, goals, business priorities and strategy.
- Analyze Customer's detailed design requirements, including the current IT services, applications and systems hosted in the data center.
- Analyze Customer's current intra-data center connectivity, network sizing, and key application requirements.
- Create the high level design (HLD) and low level design (LLD) which may include the following:
 - design recommendations based on Cisco best practices;
 - caveats and best practices for the proposed detailed design;
 - network logical and physical topology;
 - documented IP addressing and VLAN scheme;
 - vPC, spanning tree parameters and L2 configurations;
 - routing topology for L3 connectivity for the core and aggregation network;
 - software recommendation report for the Nexus platform;
 - recommendations based on Cisco best practices for logging, SNMP and other device alarms and traps for critical events such as redundancy and failover.
- Determine any risks in the design and provide recommendations for making changes to the detailed design to mitigate risks.
- Review with Customer the elements of the detailed design, including design requirements, HLD, LLD, and any recommended changes, and reach agreement with Customer on all elements of the detailed design.
- Document all elements of the agreed upon detailed design, including customer requirements, HLD and LLD, in the Design Document.
- Provide to Customer the Design Document for review and comment.

Customer Responsibilities

- Participate in the discovery session, ensuring network design engineers and application owners are present to work with Cisco.

- Provide Cisco with design requirements, including existing network diagram, configuration, and company and/or industry specific standards.
- Provide any requested written feedback and/or acknowledgements within five (5) business days of Cisco's request.
- Work with Cisco to coordinate and schedule remote review meetings with Customer stakeholders responsible for the related network and/or application areas, as requested by Cisco.
- Review with Cisco all elements of the detailed design, including design requirements, HLD, LLD, and any recommended changes, and reach agreement with Cisco on all elements of the detailed design.
- Review with Cisco the Design Document, providing comment.

General Customer Responsibilities

- 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 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 Authorized Channel. 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.