



Service Description: Advanced Services – Fixed Price

Cisco HyperFlex Converged Infrastructure Accelerated Deployment Service (ASF-ULT2-HPF-ADS)

This document describes Advanced Services Fixed Price: Cisco HyperFlex Converged Infrastructure Accelerated Deployment Service.

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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Cisco HyperFlex - Accelerated Deployment Service

Service Summary

Services are provided during Standard Business Hours, unless stated otherwise.

Cisco HyperFlex – Accelerated Deployment Service

Cisco will configure up to:

- One (1) data center, up to two (2) fabric interconnects.
- Up to two (2) eight-node HyperFlex clusters or One (1) sixteen-node HyperFlex cluster. Each node consists of compute and storage resources.
- Up to four (4) additional compute only nodes.
- Migration of up to five (5) existing Virtual Workloads. Actual number of migrations may vary due to size and method use to migrate the Virtual Workload.

This service includes the consulting support on Customer's installation of VMware ESXi 6.x or Microsoft Hyper-V on the HyperFlex nodes.

Any additional features including Stretch Cluster deployment is not included.

Deliverables:

- Implementation of one (1) UCS domain.
- Implementation of the HyperFlex cluster(s).
- Migration of Virtual Workloads.
- Knowledge transfer (4 hours).
- UCS As-build (RunBook) document.

Location of Services

Services are provided as Remote and/or On Site services at the Customer location as specified in the Quote for Services. All work will be performed in consecutive days (i.e., Monday through Thursday unless otherwise agreed upon.).

The service includes no more than two (2) on site visits over the course of the Service. Each visit will be for a duration of up to four (4) Business Days. In addition, Services include remote support for up to eight (8) hours per week for two (2) consecutive weeks.

Cisco Responsibilities

Cisco will provide technical assistance in the form of general advice and guidance to Customer specifically for its

installation and initial configuration of the Cisco HyperFlex Cluster(s).

Cisco will provide upto eight (8) days of On Site consulting services and two (2) day remote support for the Cisco HyperFlex Cluster(s) implementation.

This service includes the migration of up to five (5) virtual workloads. Cisco will work with the customer on the process that will be used to migrate these virtual workloads. Due to data size and method used to migrate these virtual servers the actual number may vary. Cisco services recommends using some type of storage migration method. This method would require the Customer to temporarily expose their existing storage platform to the HyperFlex servers.

Services will focus on the following activities:

- Contact Customer to determine the location of the HyperFlex infrastructure at the Customer site, the condition and status of the facilities to enable Cisco to locate the specified equipment and complete the HyperFlex Configuration Development Questionnaire (Cisco HF-CDQ).
- Review HyperFlex Configuration Development Questionnaire (Cisco HF-CDQ) and configuration template information with Customer to determine installation status (e.g. rack space, power, cooling).
- Work with Customer regarding the time frame of the installation and the schedule of Services.
- Provide configuration support in the form of guidance and assistance to Customer with regards to the Cisco HyperFlex Software and feature sets.
- Provide migration support in the form of guidance and assistance to the Customer with regards to the migration of the virtual workloads.
- Provide Cisco HyperFlex knowledge transfer and mentoring of operational best practices.
- Provide the Customer with a AS-Built (RunBook) document containing the configuration values of the customer's HyperFlex environment.

Customer Responsibilities

- Ensuring Customer's site is meeting all requirements in accordance with the site readiness criteria provided by Cisco prior to the commencement of the Services. Customer shall confirm in writing to Cisco when all requirements have been met.
- Provide Cisco with up-to-date documentation and information as listed below, at least five (5) Business Days prior to the commencement of the Services:
 - server architecture;
 - LAN/WAN architecture – including layer 2/3 security policies;

- operational processes for infrastructure and application deployment;
- existing LAN and virtual server configurations;
- future LAN and virtual server configurations;
- Storage configurations.

- Provide Customer technical personnel to participate in workshops and meetings in order to gather necessary Customer information. The personnel should be knowledgeable with network and/or server experience in the following:
 - business analysts or systems architects;
 - IT technology groups;
 - Servers;
 - Network;
 - Storage;
 - IT enterprise architects;
 - security;
 - IT service management;
 - IT project management office (PMO).
- Provide the Customer requirements for the overall data center solution, including the Cisco HyperFlex system.
- Provide Cisco with Customer's design of its LAN and storage configurations and connectivity in relation to Cisco HyperFlex, for the DC environment in accordance with the Customer requirements.
- Implement the LAN design during the course of the Services.
- Install the Cisco HyperFlex System during the course of the Services with Cisco's support.
- Provide Cisco with any Cisco HyperFlex system test plans in accordance with the Customer requirements.
- Test the Cisco HyperFlex system (LAN, HyperFlex servers and Storage elements combined) in accordance with Customer's system test plans that were provided to Cisco.
- Provide the HyperFlex servers with temporary access to the existing storage platform to facilitate the migration of the virtual workloads.
- Work with Cisco consultant to perform the migration of the virtual workloads.
- Perform necessary testing to verify the functionality of the migrated virtual workloads.
- Schedule knowledge transfer session with Cisco consultant and verify list of Customer attendees.
- Review provided AS-Built (RunBook) document and provide feedback to Cisco within five (5) business days of receiving the document.

General Responsibilities

- Designate a single point of contact, 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.
- Designate a single point of contact to act as the primary technical interface to the designated Cisco engineer.
- Customer will provide Cisco with such general assistance and access to Customer's sites and/or facilities as Cisco may require to enable Cisco to provide the Services and comply with the Cisco's responsibilities set forth herein.

Examples include but are not limited to:

- i. Provide reasonable access to Customer site(s) and facilities including, where applicable, computer equipment, telecom equipment, facilities and workspace.
 - ii. Provide proper security clearances and/or escorts as required to access the Site.
 - iii. Schedule and provide the necessary Customer facilities (such as: conference rooms, projectors and conference bridges) for On Site meetings as required for the provision of the Services and per the project schedule.
- Customer will provide Cisco with such information, data and documentation as Cisco may require to enable Cisco to provide the Services and comply with Cisco's responsibilities set forth herein including but not limited to: (a) information relating to Customer's network, design, business and other applicable requirements; (b) functional and/or technical documentation relating to such requirements; and (c) topology maps, configuration information and existing and proposed network infrastructure.
 - Unless otherwise agreed to by the parties, Customer shall respond within one (1) Business Day of Cisco's request for any other documentation or information needed to provide the Service.
 - **Installation Prerequisites.** The following is a list of activities or conditions for the implementation of the Cisco HyperFlex cluster that must be completed or understood prior to Cisco's performance of consulting services described herein:
 - All of the Cisco HyperFlex equipment must be racked, stacked and cabled before the Cisco arrives onsite.
 - Customer must have an existing virtual infrastructure up and running in Customer environment to accommodate the HyperFlex OVA installer.
 - The Customer must have an existing VMware vCenter server version 6.x / or Hyper-V server and AD Domain Controller running in their environment. This vCenter (HyperFlex on VMWare) / Hyper-V Manager and Active Directory Domain Controller (for

HyperFlex on Hyper-V) will be used to manage the Cisco HyperFlex Cluster.

- There must be a DHCP scope available on the network that the HyperFlex OVA / HyperFlex VHD installer is connected to so an IP address can be obtained.
- Unless otherwise agreed by Cisco, the vSphere Web Client is solely supported for management and configuration of the Cisco HyperFlex cluster.
- Customer must have space to import a Hyperflex install OVA in existing VMware environment, or
- Need to have space to import a Hyperflex install Virtual Machine in their existing Hyper-V environment.
- Customer must fully complete the install precheck doc and provide to Cisco prior to Cisco arrival.

Assumptions

- Customer is the governing authority of all activities and project directives and retains full responsibility for the leadership, review, and approval of actions taken by Cisco in support of Customer.
- Customer is solely responsible for the determination and successful implementation of its Network, design, business or other requirements.
- Customer acknowledges that Cisco is not providing any deliverables. The Services shall be comprised of general technical assistance and shall be performed under Customer's direction and management and such assistance may not result in some or all of the tasks being completed. Services are provided to assist Customer in support of the initiatives and activities described herein and Cisco shall not assume any cost or schedule liability.
- For services provided within EU, Customer's Site must meet at least the minimum EU-level of employee health and safety specifications.
- Customer shall ensure that all necessary licenses, permits, authorizations and approvals have been secured in order that Services as set forth in this Service Description can proceed.
- Where applicable, Customer shall ensure that Customer's Site shall be ready prior to the date scheduled for Cisco to perform the Services.
- Customer shall supply the workplace policies, conditions and environment in effect at Customer's Site.
- 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 Customer. 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