



Service Description: Advanced Services – Fixed Price

Cisco Security Stealthwatch Deployment Service for Flow Collector 5000 Series (ASF-CORE-SWFC-NT)

This document describes the fixed price Cisco Security Stealthwatch Deployment Service for the Flow Collector 5000 Series (FC5K), providing installation, optimization, and tuning 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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Security Stealthwatch Deployment Service for Flow Collector 5000 Series

Service Summary

The Cisco Security Stealthwatch Deployment Service for the Flow Collector 5000 Series (FC5K) is intended to install and optimize up to three (3) FC5K's in a Customer environment. In addition, the Stealthwatch system will be tuned to ensure optimal system performance and alarm fidelity.

The FC5K installation, optimization, and tuning service includes:

- Analyzing and recommending the method and mode of deploying and interfacing the FC5K for reception of NetFlow that allows for the most efficient visibility of NetFlow without excessive loading and still meeting the visualization and work flow needs of the Customer.
- Installing and configuring up to three (3) FC5K(s)
- Tuning the FC5K for optimal operation matching the FC5K to the Customer's load and performance requirements
- Verifying the Stealthwatch System operation to ensure that flow data is being monitored correctly
- Tuning the Stealthwatch System for flow collection and alarm fidelity
- Knowledge transfer for the FC5K and Stealthwatch System tuning
- Service report highlighting performance of each FC5K

System upgrades and custom development are not included as a part of this service. If the latest version of Stealthwatch System is not installed, other services will need to be purchased.

Location of Services

Services are delivered remotely during Standard Business Hours excluding Cisco holidays, locally recognized country holidays, vacations and training days.

Pre-Deployment

Cisco Responsibilities

- Conduct a remote one-hour, pre-assessment call to discuss current design and readiness and to schedule the engagement.
- Review network architecture and flow data collection design for effective Stealthwatch System operation.
- Provide remote guidance on rack, stack, and addressing of in-scope FC5K as requested by Customer.
- Provide Deployment Profile Report

Customer Responsibilities

- Participate in pre-assessment call with Cisco
- Provide contact information for key, knowledgeable stakeholders who will assist the SME with questions regarding network connectivity and IP addressing.
- Confirm the most recent release of Stealthwatch System is installed, operational, and receiving flow data.
- Configure all the necessary network / security devices for flow data generation and export.
- Rack, stack, and supply power to all in scope FC5K systems.
- Provide topology maps, configuration information and existing and proposed Security infrastructure. Customer shall respond to Cisco's requests within two (2) business days for documentation or information required for the service.
- Provide reasonable remote access to Customer environment to enable service delivery.
- Approve Deployment Profile Report

Deployment

Cisco Responsibilities

- Install and configure up to three (3) FC5K's on the Customer premises (or remotely, as requested by Customer) per the approved Deployment Profile Report, subject to travel limitations specified in this Service Description.
- Configure IP addresses for the in scope FC5K(s).
- Validate flow collection on the FC5K(s).
- Verify flow data collection.
- Verify correct license installation.
- Tune FC5K to meet Customer requirements defined in the Deployment Profile Report.
- Verify Optimal FC5K operation.
- Monitor and balance flow data across in scope Flow Collectors if needed.
- Tune System up to five (5) alarms for fidelity.
- Provide on-the-job instruction for Customer technical staff

Customer Responsibilities

- Provide reasonable remote or physical access to Customer environment to enable service delivery
- Provide knowledgeable staff to participate with assisting the Cisco SME with questions regarding network

connectivity and IP addressing and to enable Cisco to meet Cisco Responsibilities.

Post-Deployment

Cisco Responsibilities

- Provide a remote supplemental optimization tune approximately 30 calendar days post deployment to improve the Flow Collector performance if there are available hours remaining in the service delivery.
- Provide Deployment Summary Report highlighting the performance of each installed FC5K.

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.
- Customer will 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, and project managers.
- Customer will 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.
- Customer will provide forty-eight (48) hour notice in the event of cancellation of a pre-scheduled meeting.
- Customer expressly understands and agrees that 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 and are limited to completion of activities described above or performance of the Services over a period 3 business days, whichever concludes earlier.
- Customer will provide Cisco with access to Customer's site and facilities as required to enable Cisco to complete the services agreed upon schedule, including where applicable, computers, telecom equipment, facilities, workspace and telephone for Cisco's use during the project.
- Customer will provide Cisco with secure VPN remote access for online services activity.
- Customer will provide Cisco employees and/or subcontractors with proper security clearances and/or escorts as required to access the Customer site.

- Customer will provide Cisco with its workplace policies, conditions and environment in effect at the Customer site.

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.

Invoicing and Completion

Invoicing

Services will be invoiced upon completion of the Services.