



## Service Description: Advanced Services – Fixed Price Cisco Wireless LAN Subject Matter Expert (SME) Support Service (ASF-CORE-WLAN-SME)

This document describes Advanced Services Fixed Price Wireless LAN SME support service.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://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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### SME Support

#### Service Summary

Provide remote and onsite technical assistance to aid a Customer with verification and deployment Cisco's Wireless LAN products, service and technology. Provide design and troubleshooting support related to deployment and operational aspects.

#### Deliverables

- There are no specific deliverables other than providing technical consulting support.

The services are comprised of the following:

- Forty (40) hours of remote and onsite Wireless LAN Subject Matter Expert Support.

The services align to the following parameters:

- No documentation deliverables and no configurations.
- Consultation onsite and over WebEx.

#### Location of Services

Services are delivered both onsite and remotely to customer.

### SME Support

#### Cisco Responsibilities

- Provide WLAN subject matter expert ("SME") resource for a period of 40 hours cumulatively over a period of 3 months. Services can be delivered both onsite and remotely. Note: Any partial day (less than 8 hours) will be considered a minimum of 8 hours regardless of duration for purposes of decrementing against the total hours.
- The typical skill set or capabilities of the Cisco personnel providing assistance to Customer under this service are as follows:
  - Cisco Certified Wireless Networking Expert ("CWNE"), Cisco Certified Internetwork Expert ("CCIE"), or equivalent skills.
  - Wireless and IP Network Planning, Design, Implementation, Operation, and Optimization for

- Cisco Unified Wireless Network and/or Cloud-Managed Meraki Wireless solutions.
  - Ability to define and/or analyze networking services requirements.
  - 802.11 Radio Frequency (“RF”) Network Design and RF Survey, site planning and spectrum analysis.
  - Configuration, design, and troubleshooting of Wireless 802.1x security.
  - Design and support of Guest Access, Context-Aware Location, and Voice over WLAN Solutions.
  - WLAN network management tools, features, and best practices, including deployment and support of Cisco Prime Infrastructure (“PI”).
  - Analyzing and interpreting Wireless LAN operational data and leveraging Mobility Insight Services (MIS) solutions.
  - Familiarity with advanced wireless use cases including High Density (“HD”) wireless network design, Connected Mobile Experiences (“CMX”), location-based analytics.
  - Converged Wireless Network Design & Optimization.
  - Configuring and troubleshooting 802.11 wireless clients including mobile devices.
  - Cisco software features and functionality.
  - Optimization of 802.11 Unified Wireless and Cloud-Managed Wireless Networks.
  - Configuring Wireless routing and switching devices.
  - Ability to conduct training and one-to-one mentoring concerning Wireless LAN technology.
- Review with Customer any findings or recommendations gathered or discovered during the support period.
  - Cisco will provide technical advice and guidance to the Customer with:
    - Cisco’s WLAN products, service and technology.
    - WLAN design and implementation to support the Customer in meeting their business goals.
    - Conducting training and one to one mentoring on WLAN technology.

#### **Customer Responsibilities**

- Provide a single point of contact (such as a project manager or engineering team lead) for all Wireless LAN related issues.
- Provide physical or remote access to facilities for all areas within the scope of the Wireless LAN deployment and provide remote network access via IPsec VPN.
- Provide Cisco administrator-level access to wireless LAN infrastructure components including access points, wireless LAN controllers, LAN switches, access control servers, network management systems, and related components.
- Identify any changes to Customer’s building/office, equipment installation, wired network design or architecture occurring after the RF design was implemented.

- Provide technical documentation, network diagrams, topologies and network device configurations for all areas within the scope of Wireless LAN deployment.
- Provide Cisco administrator-level access to wireless LAN infrastructure components including access points, wireless LAN controllers, LAN switches, access control servers, network management systems, and related components.
- Review with Cisco the summary of the activities and issues uncovered during the support period.

#### **Project Management**

##### **Cisco Responsibilities**

- Provide Customer with a list of designated Cisco personnel roles and responsibilities.
- Provide a Project Management Plan (“PMP”). PMP is a baseline document from which the Cisco Program Manager (“PM”) can manage deliverables, assess progress, and manage change management issues and any ongoing questions.
- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
- Provide a Project Schedule highlighting deliverables, corresponding milestones, planned project events, resource(s) and timescales.
- Participate in scheduled project review meetings or conference calls, if required.
- Provide Customer with the identity of personnel requiring access to Customer premises, at least five (5) Business Days prior to the scheduled date such personnel requires access.
- Deliver a weekly project status report to the Customer.

##### **Customer Responsibilities**

- Provide the Cisco PM with a list of designated Customer personnel roles and responsibilities.
- Ensure that key Customer personnel (such as architecture design and planning, network engineering, network operations personnel) are available to provide information and to participate in review sessions, workshops and other information gathering activities. The Customer PM will also ensure that Cisco is provided with all information, data and documentation as Cisco reasonably requires to provide Services and comply with Cisco’s responsibilities. This information includes, but is not limited to: (i) information relating to Customer’s network, design, business and other applicable requirements; (ii) functional and/or technical documentation relating to such requirements; and (iii) topology maps, configuration information and existing and proposed network infrastructure.
- Identifying primary and backup Customer authorized site contacts who shall provide necessary information, obtain access clearances and coordinate with other

organizations/third parties with respect to Services at that site.

- Participate in scheduled project review meetings or conference calls, if required.
- Coordinate with any external third parties, such as in country Carrier/Telco activities, deliverables and schedules.
- Ensure that Cisco's request for information or documentation needed for the project is provided within two (2) Business Days of Cisco's request, unless the parties agree to another time period for response.

#### **General Customer Responsibilities**

- Customer will allow Cisco to both use the collected Customer Network Information and related data in connection with performance of the Service described herein, to recommend additional products/services to assist Customer in the execution of related activities and generally for commercial and business purposes to the extent such Customer Network Information cannot be attributable to the Customer. To the extent any Customer Network Information collected is deemed Confidential Information, Cisco will protect the information consistent with the terms of the Agreement between the parties and Cisco's data retention policy.
- 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 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.