



## Service Description: Advanced Services – Fixed Price

### Mentored Install (MINT) of Cisco DNA Center Advise and Implement Service (ASF-EN1-G-NW-DNAC)

This document describes **Mentored Install of Cisco DNA Center Advise and Implement Service** available under **Collaborative Professional Services (CPS)**.

**Incorporation by Reference:** This document should be read in conjunction with the documents posted under “Related Documents” at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/), including End User Obligations, Glossary of Terms, List of Services Not Covered, and Severity and Escalation Guidelines.

If you purchased the Services directly from Cisco, your Master Agreement (as defined in the Glossary of Terms identified above) is also incorporated by reference. If there is a conflict between this Service Description and any of the documents listed above, this Service Description governs such conflict.

#### Mentored Install of Cisco DNA Center Advise and Implement Service Offering

#### Service Summary

Mentored Install of Cisco DNA Center represents an individual (1 person) day of labor (8 hours) of guidance and training for the installation of Cisco DNA Center performed for a Cisco Authorized Channel Partner (“Partner”).

Cisco will provide one or more of the services described below during the purchased individual day of labor as agreed upon with the Partner.

The purpose of this Service is to guide the Partner with the deployment of Cisco DNA Center, while training the Cisco Authorized Channel Partner to conduct future deployments without guidance by Cisco or a third party.

#### Location of Services

Services are delivered as a combination of Remote and On Site.

#### Project Management

Project management services will be provided for the duration of the project.

#### Service Description

Cisco will provide the Partner with guidance and training to help enable Partner to complete the following:

Proof-of-Value	Demonstrate the value of Cisco DNA Center’s Fast Start Use Cases to solve an End User’s business and technological problems.
Plan	Identify business objectives and technological requirements for the solution and gather information about the network environment. Define and agree project schedule.
Design	Conduct a network assessment including network devices, network services (such as AD, NTP, DHCP, FTP, etc.), and security policies. Create and review a High-Level Design (HLD) document and Low-Level Design (LLD)
Install	Install Cisco DNA-Center, including setting up the hardware, installing and upgrading the software to latest version, and verifying all network connectivity. Define a recommended topology for the integration with Cisco Identity Services Engine (ISE)
Configure	Complete a network discovery through the Cisco DNA Center Appliance. Complete a network device inventory through the Cisco DNA Center Appliance. Verify that network devices and clients are being monitored by the Assurance engine. Integrate ISE with End User’s AD and/or LDAP server. Integrate ISE with the Cisco DNA Center Appliance. Secure the network with macro segmentation and micro segmentation policy using Virtual Network ID (VNID) and Scalable Group Tag (SGT), respectively.
Test	Document the tests to be performed after the configuration and the test results.
Solution Documentation	Detail the solution based on functional and technical requirements, along with configuration performed onsite.
Knowledge Transfer	Deliver Knowledge Transfer: How to navigate DNA Center; How to use DNA Center Assurance to monitor network devices/clients; How to troubleshoot and resolve network and end-point connectivity issues. Complete a hand-off of the DNA Center to the End User (or partner’s) IT operations team.

### Service Assumptions and Exclusions

- The scope of the engagement is determined with the Partner to define the level of efforts (LoE) in a multiple of an individual (one (1) person) days (8 hours) of mentoring that will be required.
- Plan and dates of Service delivery will be agreed to between Cisco and the Partner. This plan is documented and is used to manage deliverables.
- Guidance and training regarding feature configuration and hardware implementation is limited to those features necessary to provide the capabilities described above. Configuration of other features or hardware not part of Cisco DNA Center environment are out of scope.
- No Cisco Product, including hardware or licenses or test equipment, is being provided, sold or licensed under this contract.
- All Document Deliverables will be provided to the Partner in electronic format and in the English language. If Document Deliverables are required to be provided in another language, such translation costs will be Partner's responsibility. In the event of a conflict between any English and any non-English Document Deliverable, the English version shall prevail.
- **This Service provides advice and guidance only.** Partner is solely responsible for the determination and implementation of their End User's network, design, business, or other requirements. Cisco shall not be responsible for the failure of Services to meet End User's network, design, business, or other requirements.

### Partner Obligations

- Partner will provide relevant information that is up-to-date and valid for the End User's current environment. Partner

acknowledges that such information will be relied on to provide the Services.

- Partner will ensure Partner'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.
- Partner acknowledges that the completion of Services is dependent upon Partner meeting its responsibilities as indicated herein, including appropriate documentation, dedicated personnel, and timely communication.
- Partner must provide the resources and personnel necessary to complete the Services within (90) calendar days after Cisco receives the Purchase Order for the Services.

### Invoicing and Completion

#### Invoicing

Services will be invoiced upon completion of the Services.

#### Completion of Services

The Partner will be provided with a written notification upon completion of the Services. The Partner shall, within five (5) Business Days of receipt of such notification, provide written acknowledgement of completion of the Services. Partner'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 Partner's acceptance of completion of the Services in accordance with this Service Description.