



Service Description: Advanced Services – Fixed Price OT Insights Industrial Asset Discovery Assessment (ASF-CORE-OTI-IAD)

This document describes Advanced Services Fixed Price: Operational Technology (“OT”) Insights Industrial Asset Discovery Assessment.

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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OT Insights Industrial Asset Discovery Assessments

Service Summary

Cisco Advanced Services team will provide an asset discovery and inventory solution, which consists of hardware and software required for OT Insights Asset Discovery Assessment.

Cisco Advanced Services team will install and configure the OT Insights solution, and provide an Asset Discovery Assessment Report.

A minimum of 14 days of data will be collected in preparation for Asset Report Generation. The data collection duration shall not exceed 60 days.

Deliverables

- Project Plan
- Industrial Asset Discovery Report

Report Highlights

Asset Discovery Assessment Report will provide a list of discovered devices including make, model, IP Address, additional detail for some devices such as operating system type and version, as well as current known vulnerabilities at date of report generation.

Location of Services

Services are delivered on site to Customer. Asset range will be 100 up to 1000 industrial devices and onsite service duration of up to (1) week.

OT Insights Asset Discovery Device Installation and Development

Cisco Responsibilities

- Work with Customer to understand Customer’s industrial environment and achieve a common understanding of Customer’s requirements.
- Provide OT Insights site survey and questionnaire which specifies business and technical requirements to be completed by Customer.
- Determining the tapping point for OT Insights server connectivity and verify the Industrial vendors switch SPAN (Mirroring) port support, provide recommendations and proposed changes to help mitigate risks, if any.
- Review OT Insights supported industrial vendors and protocols with Customer for comment and approval before it is formally completed and released.

Customer Responsibilities

- Complete the site survey and questionnaire for OT Insights.
- Designate key Customer contacts including network architects and personnel who shall be available for ongoing information gathering and feedback during the Services.
- Provide all information as requested by Cisco to be documented in the OT Insights questionnaire/site survey to include Customer network information five (5) Business Days following receipt of the documents from Cisco.
- Provide physical and logical network schematics for Customer's existing network.
- Provide full details of current Industrial network topology, including access, distribution, and core layers, types of switches and routers in each layer, Internet Protocol (IP) addressing and sub-netting for each layer, and features and services that have been enabled on the network.
- Review the tapping point (mirror port) with Cisco, providing comment and approval before it is formally completed and released.

OT Insights Operation

Cisco Responsibilities

- Conduct WebEx or telephone interviews with designated contact Customer covering the design of the Industrial Network.
- Create and provide a connectivity and configuration document which may include some or all of the following:
 - a). OT Insights infrastructure requirements like connectivity, tapping point (up to 3 tapping points), SMTP, 3rd party VPN access; b). device and system configurations;
- Conduct one week onsite duration for asset discovery to capture information required for the report.
- Analyze the following information:
 - Industrial device vendors and protocols
 - Industrial switches tapping points;
 - Reports and data collection requirements;
- Remove the information from Cisco OT Insights kit.

Customer Responsibilities

- Ensure that Customer's key networking personnel are available to participate in WebEx/telephone interview sessions as required to enable Cisco to understand Customer's business and technical requirements for the network.
- Define IP addressing for Industrial network devices and OT Insights kit.
- Provide a high-level architectural drawing showing the type of Hardware, Software, and application, and where they are physically located (for example, geographical location or location within the Network).
- Provide details of Industrial devices, vendors, Industrial switches model and protocols that will be included.
- Provide Connectivity (both Internet and Intranet) to OT Insights kit.

- Provide all information as requested by Cisco to be documented in the Design Pre-requisite Template to include Customer network information within ten (10) Business Days following receipt of the Pre-requisite Template from Cisco. This document shall include the following information: a). Physical and logical network schematics for existing data and voice network where applicable; b). Information and other details containing: (i) Documentation that defines the current network topology, including access, distribution, and core layers, types of switches and routers in each layer, IP addressing and sub-netting for each layer, and features/services that have been enabled on the network; and ii). Complete VLAN details with respect to OT Insights kit solution for deployment of OT Insights; and iii). information about placement of OT Insights kit servers and Switches; Review the Detailed Design with Cisco, providing comment and approval before it is formally completed and released.
- Provide all required logistics to connect the OT Insights kit to industrial network and disconnect.

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.
- Ensure that Data Collection Tools or scripts are under lock and-key and with access restricted to those Customer employee(s) or contractor(s) who have a need to access them and/or a need to know the contents of the output of Data Collection Tools.
- In the event the Data Collection Tool provided by Cisco is Software, Customer agrees to provide network-connected VM that meets or exceeds system requirements for premise-based Cisco Data Collection Tools.
- Data Collection Tools are provided until the earlier of: (i) the expiration or termination of the Service; (ii) Cisco's removal of the Data Collection Tools, or (iii) Cisco's request to Customer that the Data Collection Tool(s) be returned to Cisco.
- Remain responsible for any damage to or loss or theft of the Data Collection Tools while in Customer's custody.
- Customer acknowledges that Cisco retains full right, title, access and interest to the Data Collection Tools.

- 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.
- Customer shall verify the Asset Discovery Assessment Report against the devices on site to confirm the solution has discovered known devices.

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.