



Service Description: Advanced Services – Fixed Price

Cisco WLAN Assessment Service (ASF-CORE-WLAN-WLNA)

This document describes Advanced Services Fixed Price: Cisco WLAN Assessment 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 WLAN Assessment Service

Service Summary

The Cisco WLAN Assessment Service assesses the architecture, performance, operational status, infrastructure

and client security posture of the existing wireless infrastructure, providing recommendations for configuration changes with respect to best practices for Cisco Unified Wireless LAN Network ("Services").

Services provide an assessment for up to ten (10) Wireless LAN controllers which are of the same mobility group.

Services do not support Cisco IOS based controllers.

Deliverables

Wireless LAN Network Assessment Report

Location of Services

Services are delivered remotely to Customer.

Cisco WLAN Assessment Service

Cisco Responsibilities

- Conduct one (1) project kickoff conference call to discuss the Wireless Local Area Network (WLAN) Network Assessment goals, process, network environment and requirements.
- Provide the Wireless LAN Network Assessment questionnaire to be completed by Customer.
- Collect technical documentation, network diagrams topologies, and network device configurations from Customer.
- Collect information from the existing wireless LAN infrastructure using Cisco Wireless LAN Network Assessment tools and techniques.
- Install (remotely) the Cisco data collector (Data Collection Tool) to gather and validate information about the Customer's network including architecture, topologies, usage requirements, design goals, and security policy.
- Perform a remote Wireless LAN Network Assessment on up to ten (10) Wireless LAN Controllers located within a single site to include assessment of the architecture, performance, operational status, and infrastructure and client security posture of the existing wireless infrastructure focusing on the following areas:
 - review wireless infrastructure device configurations based on Cisco leading practice recommendations;
 - analyze the security vulnerabilities of the Wireless LAN infrastructure;
 - identify potential radio frequency (RF) coverage, interference or contention issues based on information collected from the Cisco WLAN controllers;

- assess the Cisco Wireless LAN Controller deployment for redundancy.
- validate the consistency in configuration among controllers which are part of the same mobility group.
- Develop a Wireless LAN Network Assessment Report to include:
 - executive summary;
 - assessment findings;
 - comparison of the Customer's wireless configuration against industry and Cisco leading practices;
 - any recommendations for changing network configuration(s).
- Review with Customer the Wireless LAN Network Assessment Report.

- 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.
- Customer acknowledges that completion of Services is dependent upon Cisco's use of a Data Collection Tool.
- 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.

Customer Responsibilities

- Attend project kickoff conference call to discuss the Wireless Local Area Network (WLAN) Network Assessment goals, process, network environment and requirements.
- Provide a single point of contact for communication and follow-up.
- Complete the Wireless LAN Network Assessment questionnaire and submit to Cisco for analysis.
- Provide technical documentation, network diagrams topologies, and network device configurations within five (5) Business Days after project kickoff conference call.
- Make the network available for installation of the Cisco Data Collection Tool including providing: a secure area with limited physical access; secure installation behind the Customer's firewall; access to all devices on the network.
- Return immediately Data Collection Tool to Cisco, as instructed by Cisco, upon the earlier of: (i) completion of Services; or (ii) Cisco's request to Customer that the Data Collection Tool(s) be returned to Cisco.
- Make any required modifications to firewall rules and/or access-lists required to enable Cisco Data Collection Tool to access all devices on the network.
- Review with Cisco the Wireless LAN Network Assessment Report.

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

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General Customer Responsibilities