

## Cisco ThousandEyes Implementation Service for Insights

This document must be read in conjunction with the [How Cisco Provides Services](#) document, which is incorporated into this document by reference.

### Service Summary:

This Cisco ThousandEyes Implementation Service for Insights (AS-Fixed SKU ASF-CORE-TE-INSGHT) provides Customer with plan and implementation of ThousandEyes (Product PID: TE-INSIGHTS), which helps Customer to monitor the availability and performance of applications and services, and to gain visibility into Public networks.

The Service covers the following areas:

1. Project Management
2. Planning and Data collection
3. Deployment
4. Knowledge Transfer

Deliverables are:

1. Project Management Plan.
2. Implementation Plan.
3. As-Built document.
4. Knowledge Transfer.

Location of Services:

1. All services are delivered remotely.

### Service Scope

This Service is limited to one ThousandEyes subscription Product PID, the Service will implement the scope listed in the table below:

**Table 1.** Scope

| Deliverables          | Limited to         |
|-----------------------|--------------------|
| Catalog configuration | All                |
| Alert rules           | Up to 10 Rules     |
| Dashboards            | Up to 2 Dashboards |
| Reports               | Up to 2 Reports    |

## Project Management

**Table 2.** Project Management

| Cisco will provide the following:  | Customer will provide the following:            |
|--|---|
| Provide a mutually agreed <a href="#">Project Management Plan</a> (“PMP”). The PMP is a baseline document from which the Cisco PM can manage deliverables, assess progress, and manage change management issues and any ongoing questions. | Review and approve the Project Management Plan. |

## Planning and Data collection

**Table 3.** Planning and Data collection

| Cisco will provide the following:   | Customer will provide the following:  |
|---|---|
| <p><a href="#">Gather and review information from Customer</a> for the purposes of drafting the Implementation Plan by:</p> <ul style="list-style-type: none"> <li>Review Customer provided information.</li> <li>Conduct an Implementation Plan Development workshop to discuss the high-level implementation strategy and review and finalize all implementation scenarios based on the input from the Customer.</li> <li>Conduct interviews with key Customer’s stakeholders.</li> <li>Review Solution Design Document (if provided).</li> </ul> | Provide Cisco with the existing solution design, configuration, company and/or industry specific standards. |
| <p><a href="#">Draft the Implementation Plan</a> based on the Solution Design Document. The Implementation Plan may include:</p> <ul style="list-style-type: none"> <li>Organizational Instrumentation</li> <li>Catalog Settings</li> <li>Alerting Instrumentation</li> <li>Dashboard Instrumentation</li> <li>Report Instrumentation</li> </ul>  |   |
| <a href="#">Provide the Implementation Plan</a> for review and approval.  | Review and approve the Implementation Plan.   |

## Deployment

Table 4. Deployment

| Cisco will provide the following:  | Customer will provide the following:  |
|--|---|
|  | Manage the delivery, installation, and configuration of equipment not provided by Cisco that is required to work with, or act as, part of the Cisco-provided equipment. |
| Configuration of <a href="#">organizational settings</a> , which may include: <ul style="list-style-type: none"> <li>• Configuration of account groups and settings</li> <li>• Configuration of roles</li> <li>• Configuration of user objects</li> <li>• Configuration help for <a href="#">Single Sign-On</a></li> </ul> |   |
| <a href="#">Configuration of package and catalog settings.</a>   |   |
| Alert <a href="#">rule</a> instrumentation, which may include:<br>Configuration of alert rules for internet insights   |   |
| <ul style="list-style-type: none"> <li>• Configuration of <a href="#">dashboard(s)</a></li> </ul>  |   |
| <ul style="list-style-type: none"> <li>• Configuration of <a href="#">report(s)</a>.</li> </ul>  |   |

## Knowledge Transfer and Post Implementation

Table 5. Knowledge Transfer and Post Implementation

| Cisco will provide the following:   | Customer will provide the following:   |
|---|--|
| Update the <a href="#">As-Built Document</a> to include implemented components, devices and applications to reflect the final “as-built” design.  | Provide signoff for As-Built Document Development Services.  |
| Within five (5) Business Days following completion of Implementation Execution, reach agreement on the location and the commencement date of the <a href="#">Knowledge Transfer workshop</a> .  | Within five (5) Business Days following completion of Implementation Execution reach agreement with Cisco on the actual location and the commencement date of the Knowledge Transfer workshop. |
| Provide information to Customer regarding any course prerequisites for Customer personnel nominated to attend the Knowledge Transfer workshop. Cisco will determine an appropriate format and delivery method for the <a href="#">Knowledge Transfer workshop</a> , which will be conducted in English. |  |

|  |  |
|--|--|
| <p>Conduct 1 remote <a href="#">Knowledge Transfer workshop</a> on topics relevant to the Cisco products and technologies deployed in Customer's production network and will include an explanation of the implementation.</p> <p>The Knowledge Transfer Sessions do not replace product training related to the solution. Each workshop will be held for 0.25 consecutive Business Day, for up to a maximum of 10 participants.</p> | <p>Provide Cisco with the names and basic profiles of personnel attending the Knowledge Transfer workshop at least five (5) Business Days before commencement of the workshop.</p> |
| <p><a href="#">Knowledge Transfer Services</a> will be deemed complete on delivery of all the Knowledge Transfer workshop.</p>   | <p>Ensure that Customer's personnel attending the Knowledge Transfer workshop meet all course pre-requisites identified by Cisco.</p>  |