



Service Description: Advanced Services – Fixed Price

Cisco Interactive Experience Workshop Service (ASF-ESG-G-IEXP-WKS)

This document describes Advanced Services Fixed Price: Cisco Interactive Experience Workshop 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 Interactive Experience Workshop Service

Service Summary

The Cisco Interactive Experience Workshop Service is an interactive working session to define project scope, develop use cases and to construct an implementation plan. The Workshop Service session will include the following topics and activities: industry trends, problem definition, Customer requirements, challenges, capabilities, platform architecture and solution and services approach ("Services").

Deliverables

- Customer Requirements Document
- Executive Summary PowerPoint Slide Deck

Location of Services

Services are delivered as a combination of remote and on site to Customer.

Cisco Interactive Experience Workshop Service

Cisco Responsibilities

- Conduct a pre-workshop conference call with Customer to coordinate workshop session scheduling, facilities and facility requirements, providing a requirements questionnaire for Customer to complete.
- Provide one (1) Interactive Services Workshop session onsite for two (2) Business Days.
- Gather Customer's Interactive Services requirements, including:
 - conducting interviews with Customer's key personnel;
 - gathering information in the Customer-completed requirements questionnaire;
 - performing a site survey and inventorying monitor brands and audio visual systems.
- Review the following Customer provided information:
 - business, technical and operational requirements documents;
 - technology plan documentation;
 - Network and video design/topology documents.
- Work with Customer to create the Customer Requirements Document (CRD) from information gathered.
- Review the CRD with Customer, incorporating Customer comments into the CRD before it is formally completed and released.

- Prepare an executive summary (in PowerPoint format) slide deck for presentation to the Customer's key stakeholders.
- Review with Customer the Executive Summary slide deck, incorporating Customer's comments into the Executive Summary before the presentation to Customer.
- Present the Executive Summary to Customer key stakeholders in an onsite presentation meeting conducted by Cisco.

Customer Responsibilities

- Designate Customer personnel responsible for providing discovery information and feedback during the pre-workshop conference call.
- Participate in pre-workshop conference call to provide discovery information and to review the agenda for workshop.
- Work with Cisco to schedule the site survey.
- Ensure that Customer key personnel participate in the workshop session to represent each technology discipline.
- Review with Cisco the Customer Requirements Document providing comments before it is formally completed and released.
- Review with Cisco the Executive Summary PowerPoint slide deck, providing comments before the presentation to Customer key stakeholders.
- Schedule Customer key stakeholders to attend the Executive Summary Presentation meeting.

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.
- 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 Authorized Channel. 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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