



Service Description

Cisco ThousandEyes Implementation Service for Users

This Service Description is part of the Services Agreement (as defined in the [Services Guide](#)) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

1. Summary

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

The Service covers the following areas:

- Planning and Data Collection
- Deployment
- Knowledge Transfer

Deliverables are:

- Implementation Plan
- As-Built document

Location of Services:

- All services are delivered remotely.

2. Service Scope

This Service is limited to 5 ThousandEyes subscription Product PIDs, and within these 5 Product PIDs, the Service will implement the scope listed in the table below:

**Table 1.** Scope

Deliverables	Limited to
Planning Sessions for End Point Agents Installation	Up to 3 planning sessions to facilitate either deployment of 10 single Endpoint Agents or 1 Bulk End Point Agent Installation.
Labels creation (Agents or tests)	Up to 10 Labels
Test creation (Real User Tests or Synthetic Tests)	Up to 10 Tests
Alert rules	Up to 5 Rules
Dashboards	Up to 2 Dashboards

3. Planning and Data Collection

Table 2. Planning and Data Collection

Cisco will provide the following:	Customer will provide the following:
<p>Gather and review information from Customer for the purposes of drafting the Implementation Plan by:</p> <ul style="list-style-type: none"> Review Customer provided information. 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. Conduct interviews with key Customer's stakeholders. Review Solution Design Document (if provided). 	<p>Provide Cisco with the existing solution design, configuration, company and/or industry specific standards.</p>
<p>Draft the Implementation Plan. The Implementation Plan may include:</p> <ul style="list-style-type: none"> Organizational Instrumentation Agent Instrumentation Test Instrumentation Alerting Instrumentation Dashboard Instrumentation Label Instrumentation 	



Provide the Implementation Plan for review and approval.	Review and approve the Implementation Plan.
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4. Deployment

Table 3. Deployment

Cisco will provide the following:	Customer will provide the following:
Configuration of organizational settings, which may include: <ul style="list-style-type: none"> • Configuration of account groups and settings • Configuration of roles • Configuration of user objects • Configuration help for Single Sign-On 	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.
Endpoint agent instrumentation, which may include: <ul style="list-style-type: none"> • Installation guidance of endpoint agent software • Configuration of endpoint agent settings 	Manage any Customer internal change management procedures. Make any corrections to Customer-provided and/or installed equipment, as required. Installation of Endpoint Agent.
Test instrumentation, which may include: <ul style="list-style-type: none"> • Configuration of endpoint scheduled tests within each account group per planned settings 	
Alert rule instrumentation, which may include: <ul style="list-style-type: none"> • Configuration of alert rules for endpoint agent tests 	
Configuration of dashboard(s)	
Label instrumentation, which may include: <ul style="list-style-type: none"> • Configuration of labels for agents • Configuration of labels for tests 	
Provide an As-Built Document to include implemented components, devices and applications to reflect the final “as-built” design.	



5. Knowledge Transfer

Table 4. Knowledge Transfer

Cisco will provide the following:	Customer will provide the following:
<p>Within five (5) Business Days following completion of Deployment, reach agreement on the location and the commencement date of the Knowledge Transfer workshop.</p>	<p>Within five (5) Business Days following completion of Deployment reach agreement with Cisco on the actual location and the commencement date of the Knowledge Transfer workshop.</p>
<p>Provide information to Customer regarding any course pre-requisites for Customer personnel nominated to attend the Knowledge Transfer workshop. Cisco will determine an appropriate format and delivery method for the Knowledge Transfer workshop, which will be conducted in English.</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>Conduct 1 remote Knowledge Transfer workshop 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>Ensure that Customer's personnel attending the Knowledge Transfer workshop meet all course pre-requisites identified by Cisco.</p>
<p>Knowledge Transfer Services will be deemed complete on delivery of the Knowledge Transfer workshop.</p>	