Business Critical Services
FY'21- 22

Create Resilient, Adaptive, and Transformative IT

Services Proposal for Cognizant

Cognizant

July 2021

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This proposal is valid for a period of ninety (90) days from the date of this proposal's submission.

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Executive Summary

What You Need: Resilient, Adaptive, and Transformative IT

This past year has been a year of non-stop change. Organizations across every industry have been under relentless pressure to recover and shift into growth to meet business needs. In fact, 65% of organizations are **accelerating digital business transformation to drive growth**.[1] Yet, even the most digitally savvy organizations are faced with daunting challenges, and these challenges are reshaping CIO priorities. For example:

- **Disruptive forces are compelling companies to rethink security**: Organizations have seen a 400%[1] increase in brute force attacks on remote workers, and a 600% rise in cloud cyberattacks.[2]

- **Intensifying skills gap with the pandemic**: 86% of CIOs still can't find the key talent they need, particularly in areas like cybersecurity, cloud, and data security.[3]

- **Legacy IT challenges continue to hamper transformation efforts**: 89% of business leaders say technology silos are hindering digital transformation efforts.[4]

In the face of these challenges, a paradigm shift is needed to successfully accelerate agility and growth and maintain a competitive advantage, specifically one that instills resilience against a backdrop of challenges buffeting IT teams today.

You must become *resilient*, *adaptive*, and *transformative* to be able to address the unprecedented change and evolving business priorities occurring in in the world so that you can thrive in the current market. But planning and integrating technology can be complex. Plus, outcomes need to be clearly defined every step of the way. Are you ready to adjust your strategy quickly enough to transform your business every time there's a change? Do you have the in-house expertise and skillsets?

You need a solution that helps you stay current on the latest technologies, deal with a growing IT skills gap, keep the lights on, and still deliver the massive transformation needed to stay ahead.

We can help.

Cisco Business Critical Services

Cisco® Business Critical Services is a multi-architecture, tiered subscription service that provides trusted expertise—powered by our proprietary analytics, insights, and automation—to help you reimagine IT for growth, agility, and innovation. Available as a 12-month or greater (either in monthly or annual increments) subscription from Cisco our operational model helps you build resilient, adaptive, and transformative IT, at every step of your lifecycle journey, so your organization is optimized to run better, safer, and faster.

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[1] Gartner Group, 2020

[2] Forbes, Sep. 2020

[3] Chief Executive Magazine, Sep. 2020

[4] ZDNet Week, Dec. 2020

Resilient, Adaptive, Transformative IT

How do Business Critical Services help you gain the resiliency, adaptability, and transformation your IT needs to succeed? We work to make you more:

- **Resilient.** Optimize performance and de-risk IT to increase capacity and availability, no matter where you work. Research shows that 3 out of 4 IT organizations that have real-time visibility into critical assets, processes, and automation are more confident about managing emerging risks and cyber resilience.[5].

- **Adaptive.** Engineer an agile workforce with the right technical expertise to address your changing priorities. Adaptive organizations have the right talent and skillsets to execute for competitive advantage, even during uncertain times, for 3x faster revenue growth than the competition.[6]

- **Transformative.** Empower roles across your IT landscape with access to expertise, analytics, and automation to help them react quickly to change and drive innovation and growth. With innovation at their core, transformative IT organizations are better equipped to capitalize on technology-fueled innovation and can deliver 4x the growth of their peers.[7]

Together, our lifecycle services and business resiliency operating model offer a powerful and differentiated approach to building resilient, adaptive, and transformative IT for growth, agility, and innovation.

Fundamental Pillars

Our foundational services are built upon three pillars that are essential to ensuring the highest quality of service is delivered when, where, and how you need it to achieve the outcomes you want.

Guidance throughout the Technology Lifecycle

Optimize and de-risk IT with guidance throughout the technology lifecycle. Leveraging best practices at every step—from evaluation through transformation—our experts provide guidance throughout the lifecycle of your Cisco technology, so you get the most out of your investments. No matter where you are in the decision-making process, our subject-matter experts possess 35+ years of Cisco intellectual capital and industry best practices at their fingertips to help you address even the most complex IT challenges.

You can expect more with Business Critical Services:

- Get exclusive access to the global network of **Cisco experts you can trust**

- Drive operational efficiencies through increased visibility into your system using **Cisco's AI and proprietary set of modern workflow management tools**

- Get to your business outcomes faster with a tailored program designed for you and built on **best practices to serve every stage of the lifecycle**

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[5] PWC Global Digital Trust, 2021

[6] Forrester Research, 2019

[7] Forrester Research, 2019

Continuous Engagement

Drive business agility with continuous engagement. Each of our services are driven by consistent, proactive recommendations powered by data-driven insights to help your team achieve its technology objectives. Our risk-based, prioritized recommendations are curated using a broad range of methodologies, insights, tools, and resources to ensure that every team can optimize performance and speed transformation. Our experts share insights, combined with their knowledge of your environment, to help you predict operational risk, improve operational performance, and accelerate technology transitions.

Value across the IT Landscape

Ignite innovation with value across the IT landscape. With Business Critical Services tiers, IT teams gain access to the relevant expertise, analytics, insights, and automation they need to assess the health of their environment, architect the right strategy, engineer for changing business needs, maintain an always-on secure network, improve their security posture, and speed applications and services to market.

- **Architecture**: De-risk, speed, and seamlessly execute next-generation strategy to enable 50% more successful transformations.[8]

- **Engineering**: Design and deploy for changing business needs for results including 70% faster upgrades.[8]

- **NetOps**: Predict and resolve issues and increase performance to see 74% less downtime.[9]

- **SecOps**: Improve security posture to proactively protect and defend to realize as much as a 99% reduction in monetary loss from cyberattacks.[8]

- **DevOps**: Deploy and automate testing for apps and services for 66% faster time to market.[9]

Business Critical Services cover the full IT lifecycle, from the moment you begin evaluating a Cisco solution to the day you evolve to the next technology transition. All along the way, we'll be there to support your teams and help drive innovation.

Services Benefits

Business Critical Services help you create:

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[8] Cisco internal analysis, 2018
[9] IDC Value Study, 2017

Expertise Powered by Analytics, Insights, and Automation

Behind every team of trusted Cisco experts, we employ analytics, automation, and remediation technology to deliver sharper insights and better results. Our proprietary analytics, algorithm patents, massive data sets, and machine learning (ML) work to increase performance and uptime—securely, automatically, and intelligently.

TELEMETRY, DATA, AND BENCHMARKING

- Secure and intelligent routing
- Always-on data conditioning
- Global industry benchmarking

AI AND ML INSIGHTS

- Patented algorithms and machine learning
- Prioritized remediation recommendations
- Prediction and prevention of downtime

AUTOMATION AND REMEDIATION

- Streamlined routine tasks
- Accelerated testing with less risk
- Analytics-driven recommendations

- **Resilient IT:**

  - Predict and resolve incidents more quickly by combining human intelligence and expertise with AI, machine learning, telemetry, automation, and insights

  - Identify availability, capacity, and operational process improvements and optimize collaboration through design, configuration, and monitoring workshops

  - Strengthen your security posture with a mix of proactive and reactive services to identify risks and problems and proactively protect and defend against attacks

- **Adaptive IT:**

  - Identify capabilities and deliverables to address changing priorities, speed adoption, support cross-architecture projects, and accelerate transformation.

  - Augment your workforce with industry-leading expertise in strategy, design, implementation, operations, and optimization

  - Accelerate complex problem resolution through 1:1 expert coaching based on specific use cases and insight reviews

- **Transformative IT:**

  - Architect the right strategy, roadmap, and vision with high-touch, consultative guidance and an adaptive workforce to speed transformation

  - Create adaptive and innovative designs for improved performance by applying AI and data-driven insights

  - Deploy new services and applications faster to revolutionize customer experiences and fortify security in real time

What Level of Support Do You Get with BCS?

With the Business Critical Services, you get *flexible support* and continuous engagements for all of our services. So you gain access to Cisco expertise, analytics, insights, and automation you need—where, when, and how you need it.

- **Operational Insights Review**
- **Change Window Support**
- **Expert Review Workshops**
- **Ask the Experts**

Why Cisco Business-Critical-Services?

The combination of our expertise, analytics, insights, and automation plus Cisco innovation and intellectual capital—developed and delivered by Cisco and our partner experts—make Business Critical Services a unique and differentiated offer within our business and across the industry. We have created a flexible engagement model that can help you confidently build resilient, adaptive, and transformative IT by providing the ongoing expert guidance you need, when you need it, so you can be ready for whatever comes next.

- **Educated**: We hold more than 1,500 CCIE® certifications.

- **Experienced**: Our delivery specialists average 10 years of experience and have helped to set up the world's largest networks.

- **Innovative**: Cisco Services employees hold more than 560 patents.

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- **Connected**: Besides our top-of-the-line technologies, we're supported by more than 2,400 world-class specialists, and we have direct access to software and hardware developers. Our Plus Partners have 280,000 employees and hold more than 84,000 certifications and 22,000 specializations. Wherever you are, we're connected with what you need.

Throughout our history, Cisco has navigated every industry change to remain a leader in IT, and we're ready to share our expertise. For more than 35 years, we've been helping customers like you confidently address daunting challenges and navigate through change with the right technology, expertise, and services to drive innovation. And we can help you, too.

Cisco Business Critical Services - Offer Details

BCS Summary Scope (2021-22)

Duration: 12 months

1. **BASE** (*BAU services for Cognizant India Corporate IT inventory in scope -Campus switches, SDA fabric switches , firewalls and DC switches for the IB/Platforms covered under the scope*)

• Operational Insights Review
    ◦ Software Lifecycle Management
    ◦ Software Analysis and Release Standards -PSRR
    ◦ Configuration Best Practices
    ◦ Field Notices
    ◦ Hardware Lifecycle Milestones
    ◦ Product Security Advisory & Customer Impact -PSIRT
    ◦ Syslog Analysis
    ◦ Risk Mitigation

• Change Window Support – Limited to 6/Qtr, Total 24 CWs supported per year
• Expert Review Workshops- Limited to 2/Qtr, Total 8 workshops per year
• Remote Knowledge Transfer sessions (Ask the Expert and Accelerator Sessions)

2. **SCRUM** (*Architecture Focus*)	
• LAN	SDA: Support 20k User onboarding on existing fabric (spill over from previous year scope FY'20-21)
	SDA/ NAC .1x Implementation (Total 15k users)

Service Components

BASE Services: (BAU Scope)

1. Operational Insights Review

Operational Analytics assists Cognizant with analysis, insights and recommendations into system, Software, and operational gaps that must be addressed to optimize performance, availability, and security of the Cisco Network and application architecture. Scope includes Cognizant Network.

During these sessions, our experts assist in the prioritization and implementation of actionable, data-driven recommendations into the decisions and actions needed to align with your objectives for availability, performance, and minimized risk. Available reports are described below.

o **Configuration Best Practice Report**

Reduce configuration complexity, misconfigurations, and inconsistent configurations for similar features across Cisco network elements. We also validate that your network aligns with Cisco best practices and industry standards by analyzing your Cisco device configurations to ensure they meet our configuration best-practice guidelines.

Activities:

- Gather data consisting of device configuration information from Cognizant using a combination of structured questionnaires, worksheets, and/or Cisco data collection tool.

- Review Cognizant's device configurations to help analyze the configuration against Cisco best-practice and industry guidelines.

- Identify deficiencies and potential risks that should be resolved to optimize availability, stability, and performance of Cognizant's Cisco infrastructure.

- Provide Cognizant with configuration recommendations consistent with Cisco and industry best-practice guidelines.

Deliverables: Configuration Best Practice Report

o **Syslog Analysis Report**

Identify the potential risks and service impact to your Cisco network elements through an analysis of operational and performance syslog data against Cisco's rules-based machine learning algorithms. After analyzing diagnostic information from your Cisco devices, we make industry and Cisco best-practice recommendations for optimizing and improving your network.

Activities:

- Gather data consisting of event messages for all network elements by using syslog input from a Cisco data collection tool or Cognizant-provided syslog server.

- Analyze Cognizant device diagnostic information to identify potential risks and service impact to Cisco network elements through an evaluation of operational and performance syslog data correlated against Cisco's rules-based, machine-learning algorithms.

Deliverables: Syslog Analysis Report

o **Field Notice Report**

Identify and track Cisco network elements affected by a published Cisco Field Notice advisory. We analyze your Cisco hardware inventory to assess exposure and risk against known product advisories, helping you proactively identify and plan for remediation of known hardware risks to prevent unplanned network events.

Activities:

- Gather data consisting of device inventory information from Cognizant using a combination of structured questionnaires, direct data collection, and/or Cisco data collection tool.

- Review Cognizant device inventory to identify equipment that may be affected by published advisories.

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- Identify affected hardware that may be at risk and provide additional information for workarounds, remediation, or replacement.

- Provide Cognizant with recommendations consistent with Cisco advisories and guidance aligned with Cognizant-specific hardware deployment.

Deliverables: Field Notice Report

o Hardware Lifecycle Milestone Report

Identify and track Cisco network elements affected by a published Cisco Product Lifecycle Milestone, such as end-of-sale (EOS), software maintenance support, or end-of-life (EOL). This service provides analysis of your Cisco hardware inventory to evaluate its alignment with upcoming and historical hardware milestones. This may include helping identify aging hardware to plan for technology migration, future milestones to proactively plan budgetary and migration strategies, or instances of unsupported hardware.

Activities:

- Gather data consisting of device inventory information from Cognizant using a combination of structured questionnaires, direct data collection, and/or Cisco data collection tool.

- Analyze Cognizant hardware inventory.

- Identify currently affected and future hardware EOL announcements.

Deliverables: Hardware Lifecycle Milestone Report

o Product Security Advisory Impact Assessment

Identify Cisco network elements affected by a published Cisco Product Security Advisory with a "Critical" or "High" impact rating and gain expert recommendations for how to address the advisory. Our service provides proactive identification of security risks and exposure plus expert consultative guidance to determine an appropriate response.

Activities:

- Gather data using a combination of structured questionnaires, direct data collection and entry, and/or Cisco data collection tool; data collected consists of device inventory, software versions, and software features implemented.

- Review Cognizant-collected data to identify exposure and risk against announced Cisco Security Advisories PSIRTS

- Identify affected devices that may be at risk and provide additional information for workarounds, remediation, or other corrective actions.

Deliverables: PSIRT Product Security Advisory Impact Assessment Report

o Software Management Strategy Report

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Create or update one software management process and procedure document to address aspects of software strategy, lifecycle management, upgrade planning, and triggers such as software advisories, deferrals, EOS, EOL, and Field Notices. For any identified gaps, we recommend a plan for action that considers your business requirements, priorities, ease of implementation, and costs.

Activities:

- Collect hardware and software information remotely using Cisco data collection tools or other methods.

- Collect device hardware, software, configuration, and diagnostics information through interviews, meetings, and/or workshops, as required.

- Provide Cognizant with a report containing findings and summary tables illustrating the gap analysis and recommendations unique to Cognizant's environment, including:

  - Feature requirements and objectives.

  - Upgrade planning and migration triggers, such as software advisories, software deferrals, software lifecycle, and Field Notices.

  - Basis for software compliance KPIs.

Deliverables: Software Management Strategy Report

o   Software Analysis and Release Standard Report

Gain Cisco analysis of your software release, plus our expert evaluation of software version risks and recommendations for the software version that is right for you. Cisco engineers correlate devices to known issues found within the Cisco knowledge base and provide you with a report and software recommendations to help reduce risk and maintain service availability.

Activities:

- Gather data remotely using a Cisco data collection tool or other processes; data consists of device hardware, software, configuration, and diagnostics information.

- Create a profile for software analysis considering hardware platform, targeted software release, and feature matrix.

- Use criteria for grouping devices and software releases.

- Correlate devices to known issues found within the Cisco knowledge base.

- Provide Cognizant with reports and software recommendations to reduce service availability risk, including:

  - Recommended software version(s).

  - Prioritized list of identified software defects.

  - Guidance for workarounds, if available, for defects.

Deliverables: Software Analysis and Release Standard Report

o   Risk Mitigation Report

Get information on crash risk factors for the top 10 impacted Cisco network elements, grouped by "clusters" to compare those in a high-risk cluster with those in low-risk clusters. We identify Cisco network elements with a Global Risk factor for device crash based on Cisco advanced machine learning algorithms and data analysis.

Activities:

- Gather data remotely using Cisco proprietary data collection tools.

- Collect device hardware, software, configuration, and diagnostics information through interviews, meetings, and/or workshops, as required.

- Use Cisco's advanced machine learning algorithms and data analysis to correlate Cognizant device data with Cisco's intellectual capital in order to assign a Global Risk factors for device crash.

- Provide Cognizant with a report showing devices with a Global Risk factor for device crash.

Deliverables: Risk Mitigation Report

o Technology Review Call

Enjoy regular monthly meetings with a Cisco expert to review the pre-selected Operational Insights Reports described above. After working with our team to determine the reports to review during each meeting, the Cisco project manager will schedule a regular cadence of review calls with you to meet and discuss the selected report(s). You gain the benefit of not only the data from the reports but also the analysis of the data from a Cisco expert

Activities:

- Collaborate with Cognizant to determine which Operational Insight Reports to review during each meeting.

- Schedule a regular cadence of review calls with Cognizant.

- Meet with Cognizant to review and discuss the selected Operational Insight Report(s).

2. Change Window Support

With this service, you benefit from the expertise of a Cisco consulting engineer in support of a scheduled change window addressing hardware, configuration and software changes. For each scheduled change—across architectures—we will conduct a review before and during your change window, as well as review your Method of Procedures (MOP) document and test results for implementing Cisco's recommendations. You also get reports with our recommendations plus real-time, remote guidance from our experts during change execution, so you can feel more confident when making changes to your network.

Up to four times per year, a Cisco expert working remotely provides real-time consultation to help you during change planning and execution. You get recommendations to address issues in change

configuration and implementation and identify areas of improvement to your change process to proactively avoid the risk of rework.

ACTIVITIES

- Provide a remote Cisco expert to deliver oversight and guidance before and during planned change windows addressing address software/hardware/configuration changes in Cognizant's environment.

- Provide Cognizant with procedures for how to engage the Cisco Consulting Engineer in support of Cognizant's scheduled change window.

- Gather and evaluate change request documentation per Cognizant's change management process, including:

  - Change/maintenance window goals.

  - Change implementation plan, schedule, checkpoints, and rollback plans.

  - Any existing change risk-impact analysis.

  - Change control process and schedules.

  - MOP documentation.

- Conduct a review of the change prior to and during Cognizant's scheduled change window:

  - Review Cognizant's MOP Document and test results for implementing Cisco's recommendations and provide guidance to Cognizant during an agreed-upon scheduled change window.

  - Review planned configuration changes, software updates, and activities, and assess technical dependencies, impacts, and best-practice risk mitigation steps in support of the planned change.

  - Analyze requirements, risks, constraints, schedules, rollback planning, and contingency.

- Collaborate with Cognizant to plan the scheduled change, including a review of the best-practice configuration changes, software updates, and activities in support of the planned change.

- Provide recommendations on configuration and software change planning, change window implementation, and support processes.

- Provide de-risking recommendations on planning prioritization, impact analysis, and possible changes to MOPs and risk planning.

- Remotely support Cognizant's implementation of Cisco-recommended configuration changes and software updates during Cognizant's scheduled change window.

Note: The change window duration typically spans a week to allow for change management processes and post-change follow-up activity.

3. Expert Review Workshops

This service helps enhance your team's technical knowledge and skills by providing flexible access to the Cisco Expert Review Workshops described below.

  o Configuration Review

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Gain expert guidance for software feature planning decisions, new software feature configuration, and industry-leading deployment with our help to identify conformance trends of Cisco network devices that adhere to your policy configuration templates. In each workshop, you get one Configuration Review Report with recommendations for one platform and up to two software features.

ACTIVITIES

- Review and make recommendations on Cognizant's engineering and architectural practices, design blueprints, and configurations, based on Cognizant's pace of change:
  - Provide advice on implementation requirements.
  - Assess technical dependencies, impact, and risk mitigation steps.
  - Deliver guidance on prioritization, sequence, and implementation schedule.

o Testing Review

Get expert Cisco review of your ready-for-use test plans for new software features and configuration changes in your environment, plus our guidance in the development of success criteria based on your existing test plan. In each workshop, you receive one Testing Review Report that includes our recommendations for one Cisco platform and up to two software features.

ACTIVITIES

- Assess Cognizant-provided testing documentation, including RFU test specifications; conduct additional data gathering activities with subject matter experts.
- Review existing environment and provide recommendations for best practices.
- Review Cognizant's test methodology and plan and provide recommendations for improvement.

o Implementation Review

Take advantage of Cisco expert advice and guidance related to your plan for implementing new software features and configuration changes. In each workshop, you get one Implementation Review Report, including our recommendations for one Cisco platform and up to two software features.

ACTIVITIES

- Review and make recommendations on implementation plan, transition requirements, and phases for implementation based on Cognizant's pace of change:
  - Provide advice on implementation requirements.
  - Assess technical dependencies, impact, and risk mitigation steps.
  - Deliver guidance on prioritization, sequence, and implementation schedule.

o Architecture Review

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Translate your business requirements into an architecture management vision, multi-generation plan, and target architecture model that aligns with your business and technology objectives. In each workshop, you get one Architecture Review Report with our expert recommendations.

ACTIVITIES

- Review existing documentation on Cognizant business requirements and operational objectives.
- Document architecture principles, architecture blueprint, design guidelines, and templates
- Review Cognizant's documented plans for projected transformation programs and architecture projects.
- Review and make recommendations on Cognizant's current as-is architecture blueprint, target to-be architecture model, and scenarios for evolution roadmap:
  - Review strategy objectives and dependencies and analyze gaps towards target architecture objectives.
  - Develop converged requirements and determine existing and future architecture requirements.
  - Identify gaps and possible improvements in the architecture evolution roadmap.

o **Design Review**

Gain an expert review of your current-state design to determine whether Cisco best practices are incorporated and aligned with your requirements and objectives related to proposed design changes, deployment model considerations, or capacity and growth fulfillment, so you can get the benefits you expect. In each workshop, you receive one Design Review Report with Cisco recommendations.

ACTIVITIES

- Gather the following as input:
  - Prior or Cognizant's architecture blueprint and design guidelines.
  - Cognizant's design documentation.
  - Cognizant's history of recent deployments and major changes.
  - Output from most recent Policy Variation Analysis Report.
- Review information provided by Cognizant and analyze the impact and risk of new requirements on existing design.
- Develop a future design deployment roadmap optimized for resiliency, availability, security, and scalability
- Assess technical dependencies in different design options, as well as impact and risk mitigation steps.

o **Resiliency Review**

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Identify improvements for availability and resiliency objectives with our expert assessment of your architecture design, configuration changes, and monitoring features. During each workshop, our recommendations are provided to you in one Resiliency Review Report.

ACTIVITIES

- Review prior or Cognizant's own architecture blueprint and design guidelines.

- Review existing Cognizant documentation on network resiliency, design guidelines, and features.

- Review the results of any prior resiliency testing, fire drills, network resiliency assessments, or availability audits.

- Review Cognizant's current design guidelines and estate, and guide them through opportunities for improvement of the overall design blueprint for network resiliency and services availability:

  - Review and advise on possible resiliency gaps, single points of failure, and availability risk blind spots.

  - Assess technical dependencies in the current structure of services and network design, and discuss impact and risk mitigation

    Deliver guidance on prioritization and sequence of resiliency improvements

o **Audit Review**

Let our experts review a targeted area of your environment to determine how certain network elements, technologies, protocols, or solutions are performing to help optimize availability, performance, and security. During each workshop, we provide Cisco best practices and recommendations in one Audit Review Report.

ACTIVITIES

- Review a targeted area of Cognizant's environment to determine how network elements, technology, protocol, or a solution is performing.

- Provide one Audit Review Report containing Cisco best practices and recommendations to help Cognizant optimize availability, performance, and security based on the audit findings.

4. Knowledge Transfer Sessions

ACTIVITIES

- Consult with Cognizant to identify requirements and topics for knowledge transfer in sessions that focus on best practices for operating, tuning, troubleshooting, maintaining, and managing Cisco solutions deployed in Cognizant's environment. Topics will be mutually agreed between Cisco and Cognizant Tower leads / BCS coordinator.

- Webinars and focused KT sessions enable best practices to accelerate time to value while minimizing risk and accelerating technology adoption for successful outcomes.

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BCS BASE – Assumptions (As-Is)

- **NGDC**: BAU scope + Expert review and Recommendations and Custom Scripting Support
    - Limited to scripting use-cases as agreed in FY'20-21
    - DC upgrade and Tetration Support is considered out of scope.
- **Collab UCC:**
    - Part of BCS base scope and is limited to Configuration and design review and share best practice recommendations
    -CUCM
    -VCS
    -TMS
    - WHK Colo Video Infra Network Audit & recommendations
    - CUCM cluster audit and recommendations
    - Support pre-scheduled upgrade windows
    - Target software recommendations (*software risk analysis*)
    - Upgrade Method of Procedure (MOP) review and recommendations
    - Change window support - one change window
    - Cisco recommendation shall limited to guidance and recommendation services. Deployment/ migration/upgrade activities to be owned by Cognizant.
    - Cisco will do the bug scrub and provide 'Proactive Software Recommendation Report' which will address the known issues and software risks
    - Cisco will perform the detail health check of the platform to ensure that the migrations planned are successful.
    - Health check includes– Platform, System capacity, CPU and Memory Utilization and Configuration check.

- **IPCC/ Contact Centre (Cognizant and TMG UCCE)**
  Cisco shall provide following services to Cognizant's Contact Center team under BCS Base "Expert Review and Recommendation Services"
    - Design recommendation for UCCE migration and architecture consolidation
    - Target software recommendations (software risk analysis and Bug scrub)
    - 12.x UCCE Infra Upgrade Method of Procedure (MOP) review and recommendations
    - Change window support - one change window
    - Omni Channel / Cloud Contact Center -360' is considered out of scope

- **WLAN:**

  Cisco shall support the following as a part of BCS BASE deliverables for WLAN architecture. Scope is limited to :
    - Provide advice on Proactive Software Recommendations
    - CBPR – Cisco Best Practice Recommendations for WLAN with ISE
    - Upgrade change window support
    - Recommend software upgrade if any.
    - Analysis of global WLC licensing failover scenarios

  Assumptions:
    - RF Validation and WLC configuration review is out scope
    - WLAN analytics is out of scope
    - Hyper Location access points out of scope (MSE and CMX is out of scope.)
    - Plan, Design and Implementation of WLAN is out of scope
    - RF Survey and heat Map creation is out of scope
    - Architecture / Design review of any other element is out of scope
    - Physical movement, install of AP's, cabling, racking, stacking etc. is out of current scope
    - Managed Services is out of scope

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- o Any Hardware and Software needed as an outcome/recommendation of the survey is out of scope

- **Security: RAVPN Support**

  Cisco shall provide following services as part of ongoing Remote Access VPN (RAVPN) support services with Cisco ISE authentication under BCS base:
  - o Review and make recommendations on Cognizant's RAVPN design and configurations
  - o Provide advice on implementation/ design/ change requirements.
  - o Assess technical dependencies, impact, and risk mitigation steps.
  - o Deliver guidance on prioritization, sequence, and implementation schedule.
  - o Expert review and recommendations for any new design change/MOP review requests related to Cognizant RAVPN solution with relevant ISE use-cases.
  - o Expert change window support to assist cognizant to execute the infra changes on RAVPN solution
  - o Provide a Cisco Remote Expert to deliver oversight and guidance before and during planned critical change windows addressing address software/hardware/configuration changes in Cognizant's RAVPN environment.
  - o Gather and evaluate input from Cognizant, including change/maintenance goals, implementation plan, impact analysis, change control process and schedules, MOP document, and risk mitigation plans.
  - o Recommend enhancements to configuration and software change planning, implementation, and support processes, including recommendations related to planning prioritization, impact analysis, possible changes to MOPs, and risk planning.

  Assumptions:
  - o Scope is limited to As -Is RAVPN set-up and Management VPN. (Configuration , Hardware and Migration scenarios)
  - o Integration recommendations with Azure AD Migration
  - o Vulnerability remediation support for Any-Connect use-cases
  - o Change window support for patch updated
  - o MOP review and Analysis of RAVPN running configurations.
  - o ASA to FTD Migration, Support for NGIPS, AMP, Umbrella, Cloudlock will be out for scope for Cisco
  - o FMC to ISE integration will be out for scope.

- **SDWAN:**

As a part of SDWAN support services under BCS Base, Cisco will support 'Expert Review and recommendation' workshops only for the deployed production SDWAN network. This will be limited to eight (8) review workshops per year and each workshop will be limited up to two (2) business days of engagement.

Expert Review and Recommendation workshops

Activities:
- o Review and make recommendations on Cognizant's SDWAN design or/ and configurations, limited to total #10 devices
- o Provide consulting advice on design/ change requirements.
- o Review templates and provide guidance on technical dependencies, impact and risk mitigation steps.

Assumptions:

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- These "SDWAN Expert review workshops" will be over and above the number of expert review workshops as mentioned in 'Page 6- BCS Scope Summary'.
- New SDWAN site deployment/migration services is out of scope
- Global SDWAN rollout support is out of scope
- Cognizant will be responsible for creating design templates (device as well as site specific), solution deployment/migration and testing.
- No new controllers deployment in scope for Cisco

<u>SCRUM Services:</u> (Architecture Focus)

Services are backed by Cisco's proven approach and a top talent pool with access to cutting-edge intellectual capital, tools, and best practices. You gain access to leading expertise, powered by Cisco analytics, insights, and automation, to help you drive innovation, speed technology transitions, and solve complex problems.

You can tap into the right skillsets for Cisco solutions to support focused engagements addressing your top-priority projects or unexpected events throughout the technology lifecycle. Within these parameters, consulting capabilities can be prioritized based on your business needs architecture wise, making it easier for you to quickly pivot to your most strategic or urgent initiatives.

<u>ACTIVITIES</u>

- Work with Cognizant to identify the mutually agreed-upon projects and activities within the scope of this engagement.

- Conduct an engagement kickoff meeting with Cognizant to review the specific projects and activities for Scrum Services specific to architectures. Mutually agree upon the format of written requests and responses. (Deliverable: Solution Requirement Document)

- **Ongoing Design Support**: Provide Expert Review and Recommendations in making incremental changes to Cognizant's designs. (Deliverable: Design Document)

- **Change Support**: Provide expert technical review and recommendations in assessing the potential feasibility and impact of proposed changes to Cognizant designs. (Deliverable: Expert Review and Recommendation Report)

- **Migration Planning Support**: Assist Cognizant's engineering staff in evaluating solution design changes, dependencies, affected processes, and documentation.(Deliverable: Migration Planning and Recommendation Report)

- **Implementation Support**: Focus on the transition of Cognizant's planning and design to implementation or expansion of a design solution. (Deliverable: Solution Implementation Recommendation Report)

- **Test Strategy and Plan Review**: Assist Cognizant with evaluating business and operational testing requirements and constraints, analyzing priority areas for review or improvement.(Deliverable: Test Strategy Review and Recommendation Report)

- Create a **quarterly report (QBR)** that will include, but is not limited to, the status of projects, activities performed, deliverables provided, and the amount of work left on project. (Deliverable: QBR Report)

SCRUM SERVICES : Architecture focus

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LAN/CAMPUS	Scope: NAC .1x / SDA Onboarding (Total 15k users)
	SDA • SDA user onboarding support on the existing deployed fabric • Deployment of new SDA fabric is out of scope • **PLEASE NOTE:** *Cisco will also support the completion of 20k SDA users on-boarding on SDA sites deployed which was part of the previous year scope FY20-21 (as carry forward scope for FY 21-22).* ISE Posturing use-case deployment for non SDA campus. • Use cases are limited to Posturing (RAVPN) + .1x • Cognizant to consider separately the H/w feasibility and appropriate licenses in place (APEX) • The total number of users to be supported on SDA/.1x will be limited to 15,000 for FY 21-22 scope.

Business Critical Services – Program Manager

Designated cisco Project Manager to act as the primary interface with Cognizant for Cisco Business Critical Service. Project management activities as described below are provided as a part of any of the service elements selected under this Service Description.

- Single point of contact for project managing Business Critical Service-related activities.

- Schedule/Coordinate project kick-off meeting (meeting delivered remotely).

- Program governance and kick off presentation

- Arrange monthly review WebEx calls

- Create and review 90-day /QBR activity plan with the Cognizant

- Review the program guidelines, deliverables, expectations and present project schedules and baseline project plan if created.

- Manage Cisco deliverables for as mentioned the SOW

- Establish a Cognizant-specific Cisco email alias to facilitate communication with Cisco Services engineer.

- Provide activities updates on regular interval agreed upon by the Cognizant and Cisco.

- Schedule/Coordinate weekly/bi-weekly / monthly update calls and quarterly conference call meetings with Cognizant to review project status, deliverables and ongoing project planning (remote).

Pricing

All pricing provided herein is stated for budgetary purposes only. This proposal should not be treated as a firm offer ready for acceptance. Cognizant should be aware that the project scope, pricing, and assumptions provided herein may vary. The total budgetary indicative price (exclusive of any taxes, fees, duties, or other applicable amounts) for the offered services is as follows.

Cisco BCS	Price(INR)
Business Critical Services FY 21-22	3,71,52,870.00
Total:	**3,71,52,870.00**

Please Note:
- No T&E is estimated for the above services and in case it is needed during the course of the project, it will be considered on actuals.
- All services should be consumed with in 12 months and services cannot be carry forwarded to next year.
- Any scope change or additions will follow Cisco change management procedure.

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