Cisco Services Q&A for Cisco newScale Products

Contents

Introduction

This document provides answers to some of the most common questions regarding service offerings and technical support for Cisco® newScale services now that newScale is a part of Cisco.

Cisco Services for newScale Services

Q. What are the former newScale Maintenance and Professional Services being mapped to within Cisco?

A. Cisco offers robust technical services (maintenance) and a variety of advanced services (professional services) consistent with the newScale Service offers. Refer to the table below.

Table 1. Advanced Services

Cisco Services Name	newScale Professional Services Name
Cisco Cloud Portal Plan and Build Service	newScale Educate Mentor Lead for request fulfillment – Data Center service
Cisco Workplace Portal Plan and Build Service	newScale Educate Mentor Lead for request fulfillment – Workplace service
Cisco Demand Center Plan and Build Service	newScale Educate Mentor Lead service Portfolio Management

Table 2. Technical Services

Cisco Services Name	newScale Maintenance Services Name
Cisco Software Application Support plus Upgrades (SASU)	newScale Standard Support
Cisco Software Application Support plus Upgrades (SASU)	newScale Premium Support
Cisco Service Provider Software Application Support plus Upgrades (SP-SASU)*	newScale Standard Support

*SP-SASU is a version of the SASU offer for Cisco's Service Provider customers

Table 3. Training Services

Cisco Training Service Name	Original newScale Training Services Name
Cisco Portal Manager Design Training	Service Portal Designer Training
Demand Center Advanced Reporting Training	PortfolioCenter/DemandCenter Advanced Reporting Training
Demand Center Project Team Essentials Training	DemandCenter Project Team Essentials Training
Request Center Advanced Form Design Training	RequestCenter Advanced Form Design Training
Request Center Advanced Reporting Training	RequestCenter Advanced Reporting Training
Request Center Interactive Service Forms Training	RequestCenter ISF (Interactive Service Forms) Training
Request Center Project Team Essentials Training	RequestCenter/LifecycleCenter Project Team Essentials Training
Request Center Service Link Adapter Development Kit Training	ServiceLink ADK (Adapter Development Kit) Training
Request Center Service Link Training	RequestCenter ServiceLink Training
Request Center Service Manager Training	RequestCenter ServiceManager Training
Request Center Standard Reports Training	Reports & KPIs Training (Standard Reporting)
Request Center Catalog Deployer Training Demand Center Catalog Deployer Training	CatalogDeployer Training
Request Center Site Administration Training Demand Center Site Administration Training	Site Administration Training
Request Center System Administration Training Demand Center System Administration Training	System Administration Training
Request Center and Portal Manager Training Partner Bootcamp	Partner Bootcamp

For more information about Data Center Management and Automation Services, visit www.cisco.com/en/US/products/ps11168/serv_home.html.

Q. Can I expect the same service coverage?

A. Unless otherwise noted, we have made every effort to seamlessly integrate offers so that the customer experience remains the same.

Q. How will support contract renewal notifications be handled?

A. You can renew your current support agreements directly with newScale through August 31, even if the renewal date falls after August 31. As of September 1, channel partners (unless you have an agreement to purchase directly from Cisco) will be able to provide you with renewal quotes for your newScale services, which will be managed by Cisco under Software Application Support plus Upgrades (SASU) service agreements.

Q. How will the YES! program be mapped into Cisco Services?

A. The former newScale YES! Program is being retired, and will be replaced at some point in the future by a Cisco program. Cisco will honor a customer's current YES service. Individual pieces of the program will be available as follows:

- The newScale methodology documents have been migrated to their new home in the Cisco Technical Knowledge Library (TKL) available at http://tools.cisco.com/AS-IT/tkl.

- The Cisco TKL group will also answer queries for the consulting support portion of the program via email at yes-program@cisco.com, and if required, with telephone follow up.

Q. How will Cisco honor the support pricing which has been outlined for my previous software purchases from newScale?

A. Cisco is in the process of extracting the go-forward service pricing data and documenting that in a formal Pricing Letter. You will be able to share this letter with the channel partner who is managing your service agreement and renewals, and they will quote and price services on these legacy purchases accordingly.

Q. How will Cisco transition my legacy newScale software purchases over to Cisco to make sure I receive the proper support?

A. Cisco is creating new product packages to be sold within Cisco's portfolio which bring together elements of legacy newScale software to enable two unique portal solutions around Workplace and Cloud, in addition to supporting additional products for reporting and analytics. Information on the mapping of the legacy newScale products to the two new Cisco packages can be obtained from your Cisco/newScale sales team.

You will see in your Cisco service agreement the corresponding Cisco Cloud and/or Workplace Portal package(s) which correspond to the software product(s) you previously purchased from newScale under either the FrontOffice Suite for Workplace and/or the Data Center (now to be known as Cloud). In addition, you will separately see any software you have purchased for reporting and analytics (Demand Center/Request Center). You will be able to receive support for any of the Cisco Cloud and/or Workplace Portal elements contained within these packages, regardless of what elements of the Portal software you previously purchased. Thus, even though you will not see the specific legacy newScale FrontOffice suite software listed on your service agreements, be assured that you will be able to receive support for all software you have previously purchased and have covered under an active support agreement, in addition to any other Cisco Cloud and/or Workplace Portal software included in the package that you wish to access and enable.

Q. How can I simplify my support renewal process with Cisco?

A. The most important accelerator will be to make sure that you have identified a Channel Partner to manage your support agreement going forward. You can then act on this in one of two ways IN ADVANCE for your renewal cycle:

If you have an existing SASU agreement with Cisco which this partner is managing, you can migrate the installed base lines for your newScale products onto this existing agreement. These lines will then become part of your next renewal cycle for this agreement, and end dates can be co-terminated at that time.

If you would like to continue to manage the SASU support agreement for your newScale products independent of your other Cisco products under SASU, or if you do not have any other Cisco products on a SASU agreement, then you may assign this agreement to your selected partner by having your selected partner submit a case with the Cisco Service Support Center (SSC) to associate your support agreements to your selected partner. In the event that you work through a reseller who purchases through a distributor, you may provide your reseller with your contract information and the reseller will work with the distributor to grant your reseller access to your support agreements via the Cisco SMS3 tool.

Cisco newScale Portals

Q. Will I still have access to the newScale customer portals?

A. Yes, Cisco will be moving most of the content from the portals over to Cisco.com at the following URLs:

Portal	newScale URL	Cisco URL
Partner Portal	portal.newscale.com/partners	communities.cisco.com/community/partner/datacenter
Training	portal.newscale.com/training	tools.cisco.com/AS-IT/tkl
Methodology	portal.newscale.com/methodology	tools.cisco.com/AS-IT/tkl
Project	portal.newscale.com/projects	The Project section of the newScale Portal has been retired and will not be replaced.
NCCS (formerly YES, both partners/customers)	portal.newscale.com/nccs	supportforums.cisco.com/community/netpro/data-center
Content libraries	portal.newscale.com/documents	www.cisco.com/cisco/software/navigator.html?mdfid=268439477

Q. What are the differences between the newScale portals and the Cisco portals?

A. The main differences are highlighted in the table below. The content will be handled in one of these specific manners:

1. There will be a direct link within the Cisco website (for example, the training portal).

2. Information that was once consolidated within a single portal may now be accessed through different locations within the Cisco website.

3. Nonutilized or supporting content will be retired.

Portal	Difference between newScale and Cisco portals
Partner Portal	The partner portal content will be split up and placed in various areas. Datasheets and white papers will be in the usual locations on Cisco.com, some of the content will live in the Cloud Communities site at communities.cisco.com/community/partner/crossarc/clouds, and, additionally some of the other content "sections" are listed below.
Training	All Training participant materials and instructor materials formerly available in the newScale portal are now available in the Cisco Technical Knowledge Library (TKL)
Methodology	All Methodology documents formerly available in the newScale portal are now available in the Cisco Technical Knowledge Library (TKL). Additionally, several documents are available on the Cloud Communities website listed above as well.
Project	The Project section of the newScale Portal has been retired and will not be replaced.
NCCS (formerly YES, both partners/customers)	The Customer and Partner Collaboration section (NCCS) of the newScale portal is still active. It will be migrated to a new collaboration site within Cisco. More details will be provided as they become available. There will be the same opportunities to post discussion and topical information related to intelligent automation and data center networks; however, there will be no formal tracking by Cisco of the discussion threads.
Content libraries	Standard support for the legacy content libraries will be available through the Cisco support forums, or by opening a support case using your SASU service agreement. Any support for customizations of these libraries or additional development on them in support of future software releases will need to be managed through an Advanced Services engagement.

Q. How will support for my newScale content libraries be managed?

A. As part of the newScale transition to Cisco, the 9.3 release of the service libraries marks the final release of these libraries, and they will be made generally available to all users of the newScale software through Cisco's software center.

Support for these existing 9.3 or earlier libraries can be obtained either through the Cisco support forums at supportforums.cisco.com/community/netpro/data-center, or by opening a case with the TAC using your standard newScale support entitlements.

Note that support for customized content or future development on these libraries will need to be obtained through an engagement with the newScale specialists in Cisco's Advanced Services organization. Contact your Cisco sales representative to initiate this engagement.

Partners

Q. How can I find a Cisco authorized partner?

A. If you need to identify a Cisco Channel Partner, there are two options for locating a Partner. Each type of partner is uniquely suited to collaborate with you on your cloud infrastructure, services, and management needs. The two partner locators are sorted by Cisco's affiliated storage partners so it is helpful for you to know the storage brand that your company uses in order to determine which locator to use. These partners are Cisco's most cloud-savvy partners and have been teaming with Cisco for several years in bringing cloud-ready data centers to our customers. They carry the most cloud-centric certifications and are not only certified by Cisco, but also by their associated storage vendor (EMC or NetApp), as well as VMware.

- If you prefer/use EMC storage in your IT environment, select a partner from the Virtual Computing Environment Company (VCE) Partner Locator: www.vce.com/partners.
- If you prefer/use NetApp storage in your IT environment, select a partner from the NetApp "Imagine Virtually Anything" Partner Locator: www.imaginevirtuallyanything.com/us/iva-how-to-buy.html.
- If you use another brand of storage, feel free to select a partner from either list – they can assist regardless of your storage infrastructure.

Q. What is the partner's role in the ordering and delivery of services?

A. Partners will be responsible for ordering products and services on behalf of the customers, as well as overall contract management and administration. All support cases will be handled directly by Cisco. Customers should contact Cisco accordingly.

Intelligent Automation and newScale

Q. How does newScale compliment the intelligent automation product family?

A. The newScale solution enables Cisco to offer a rapidly deployable self-service portal tailored to virtualization and cloud computing needs. This will allow end users to initiate the provisioning of their own systems and infrastructure on an as-needed basis.

newScale's software will interface with Cisco's existing infrastructure automation, orchestration and network management capabilities and enable accelerated end-customer deployment of Cisco computing and networking architectures.

newScale's self-service portal will complement and expand existing Cisco and partner software offerings in IT and cloud management. Cisco remains committed to supporting flexibility and customer choice in management through a broad ecosystem of technology partners.

Q. Are all intelligent automation products and services available globally?

A. Currently the products and services are available everywhere except Japan. We do expect that by December 2011 we will have these products and services available in Japan also.

Q. Who should I contact with specific questions on the functionality of and/or how to order newScale software?

A. If you have questions you may send an email to newscale-sales-questions@cisco.com.

Cisco Software Application Support plus Upgrades

Q. What is Cisco Software Application Support plus Upgrades (SASU)?

A. As part of the Cisco Technical Support Services portfolio, the Cisco SASU program provides all of the same features as Software Application Support (SAS), which provides maintenance and minor updates, access to online resources and TAC support services, plus major software application upgrades. Upgrades provide a richer feature set and improved performance and efficiency.

Q. What is included with Software Application Support plus Upgrades for Cisco newScale products?

A. Software Application Support plus Upgrades includes:

- Software updates, including maintenance, minor, and major releases (not including feature upgrades)
- Access to the Cisco Technical Assistance Center (TAC) 24 hours a day, 7 days a week
- Online repository of application tools and technical documents
- Collaborative learning through several online activities and collaborative environments
- Registered access to Cisco.com, for easy access to online technical information and service request management

For more information about SASU, download the datasheet and service description at www.cisco.com/en/US/services/ps2827/ps2993/services_data_sheet0900aecd803f3d93.pdf or www.cisco.com/legal/Cisco_SAS-SASU.pdf.

Q. How are users notified of new software releases under the SASU contract?

A. New releases are announced in product bulletins posted on Cisco.com under the Product Alert Tool (tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en).

Q. How does a customer obtain software for SASU support?

A. Cisco software updates are available for download from the Cisco.com Software Center at www.cisco.com/en/US/support/index.html for registered customers linked to a SASU contract or can be requested by contacting Cisco TAC support.

Q. What is the Cisco Lifecycle Services approach for data center and IT managers?

A. The unique Cisco Lifecycle Services approach to services defines the requisite activities at each phase of the network lifecycle to help make sure of service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve best results.

Q. Why is there a mandatory attach of Cisco SASU to the purchase of newScale products?

A. In order to make sure of stability of business critical software in the customer's environment, we require a mandatory attach of Cisco SASU support service to Cisco newScale products. With a Cisco SASU contract, a customer can:

- Boost the availability and performance of core applications
- Improve your competitive advantage by implementing new applications and major software application upgrades
- Maintain the performance and efficient operation of critical business applications
- Lower total cost of ownership through instant access to new software application updates and upgrades
- Augment your staff with Cisco expertise and automated troubleshooting tools

Cisco Technical Assistance Center Support

Q. What is the Cisco Technical Assistance Center?

A. The Cisco Technical Assistance Center (TAC) provides technical support for Cisco data center and automation products.

Q. What service does the Cisco TAC offer?

A. The Cisco TAC provides service contract holders with:

- **Expert assistance:** To complement your in-house resources, the Cisco TAC employs a highly skilled staff, including a dedicated team of professionals familiar with newScale products, who offers you years of experience, including many customer support engineers with networking and CCIE$^®$ certifications, as well as research and development engineers. Cisco engineers hold more than 800 U.S.-issued patents, are often asked to speak at technical conferences, and have authored numerous industry white papers and books.
- **Fast problem resolution:** The Cisco TAC provides constant measurement of customer satisfaction and time-to-resolution tracking.
- **High level of knowledge:** The Cisco TAC offers depth and breadth of expertise with Cisco devices and operating system software, as well as a broad range of networking environments (such as voice, video, and data communications) and technologies (such as data center management and automation, access dial, Cisco IP telephony, LAN switching, optical networking, security, content delivery networks [CDNs], storage area networks [SANs], IP routing, and wireless). Cisco TAC engineers have a minimum of five years of industry experience, and Cisco provides continuous training to try to help make sure our technical staff stays current with the latest technologies.
- **Support 24 hours a day, 365 days a year in multiple languages:** By web, email or telephone, the Cisco TAC is there when you need it. In addition, to support the TAC, Cisco uses a powerful virtual lab, equipped with all Cisco devices and Cisco software versions, as an invaluable engineering resource and knowledge base for training, product information, and testing of network problems.

Q. How does a customer or partner open a case with Cisco TAC?

A. Customers or partners with a SASU service contract can open a case through Cisco.com (www.cisco.com/en/US/support/index.html). Customers or partners must have their Cisco service contract number and a Cisco.com user ID when opening a case using the web.

SASU customers with severity (priority) 1 or 2 cases, or customers covered by warranty only, must call TAC at 800 553-2447 or 408 526-7209 in the United States. For more information on opening a technical support case and for regional TAC telephone numbers, refer to www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html.

Customers can also open technical support cases by sending an email to tac@cisco.com.

Q. How does the Cisco TAC prioritize support service requests?

A. Cisco processes allow for customers to designate the severity of every service request reported. Priorities are based on the assigned severity levels.

Q. What support is provided through Cisco.com?

A. Cisco.com includes interactive consulting tools, a database, and knowledge transfer resources. It also includes product documentation.

Online troubleshooting tools and support resources include:

- Software Advisor: Features information and compatibility assistance
- TAC Case Collection: Identifies and troubleshoots common problems
- My Tech Support: Offers personalized webpage with customized links
- Output Interpreter: Provides problem resolution recommendations
- Peer-to-peer online forums: Enable sharing with others in your industry
- Technical Support Newsletter: Keeps you up-to-date and informed

These and other help tools and resources are available on the Technical Support and Document website at www.cisco.com/techsupport.

Q. What are the problem severity levels and associated responses?

A. To help make sure that all service requests are reported in a standard format, Cisco has established service request severity definitions as indicated below. These severity levels might not be applicable across all market segments and technologies. Severity levels and escalation guidelines might also vary based on the existing applicable agreement.

- **Severity 1 (S1):** Network is "down," or there is a critical impact to business operations. Customer and Cisco will commit all necessary resources around the clock to resolve the situation.
- **Severity 2 (S2):** Operation of an existing network is severely degraded, or significant aspects of business operation are negatively affected by inadequate performance of Cisco products. Customer and Cisco will commit full-time resources during normal business hours to resolve the situation.
- **Severity 3 (S3):** Operational performance of the network is impaired, although most business operations remain functional. Customer and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.
- **Severity 4 (S4):** Customer requires information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on business operations.
- **For S1 or S2 service requests:** if the customer's production network is down or severely degraded, the customer must contact the Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep the customer's business operations running smoothly.

Q. What is the escalation process?

A. If a customer does not feel that there is adequate forward progress or feels that the quality of Cisco service is not satisfactory, Cisco encourages the customer to escalate the problem ownership to the appropriate level of Cisco management by asking for the TAC duty manager.

Note: Severity 1 and 2 escalation times are measured in calendar hours, 24 hours per day, 7 days per week. Severity 3 and 4 escalation times correspond with standard business hours.

For more information, download the Severity and Escalation Guide at www.cisco.com/web/about/doing_business/legal/service_descriptions/docs/Cisco_Severity_and_Escalation_Guidelines.pdf.

Warranty

Q. What is the Cisco warranty?

A. Warranties are short-term commitments for Cisco to repair and/or replace defects in Cisco products. They are limited in duration and the support they offer. Also, warranties do not include Cisco TAC support, software updates, or any of the additional benefits obtained under a support service contract. It is the responsibility of Cisco to repair and/or replace the Cisco product during the warranty duration.

The Cisco warranty for software guarantees that the physical media are free from defects, or they will be replaced by Cisco. Also, the warranty guarantees that the software generally conforms to the published specifications for the product. The warranty is explicitly "as is," and no new releases are included.

Data center management and automation software products are warranted for 90 days from the date of shipment.

Other Information

Q. Describe the available user manuals and product documentation.

A. User manuals and other product documentation are available on Cisco.com at www.cisco.com/public/support/tac/documentation.html.

Q. How is product "end of life" handled?

A. Products reach the end of their product lifecycle for a number of reasons. These reasons might be due to market demands, technology innovation, and development promoting changes in the product or the products simply maturing over time and being replaced by richer technology functionality. Although this is an established part of the overall product lifecycle, Cisco recognizes that end-of-life milestones prompt companies to review the way in which end-of-sale and end-of-life milestones affect the Cisco products in their networks. With that in mind, we have set out below our end-of-life policy to help customers better manage their end-of-life transition and to understand the role that Cisco can play in helping to migrate to alternative Cisco platforms and technology.

As a general rule, Cisco will provide six months' notice of the affected product's end-of-sale date and/or the last day when the affected product can be ordered. This notice will appear on the Cisco.com site (www.cisco.com/en/US/products/prod_end_of_life.html). Customers are encouraged to visit this site regularly because it contains useful information regarding Cisco's end-of-life program. Sign up to receive notification here: www.cisco.com/cgibin/Support/FieldNoticeTool/field-notice.

Access to Cisco's Technical Assistance Center (TAC) will be available 24 hours a day, seven days a week, for a period of five years from the end-of-sale date for operating system software issues and for a period of three years from the end-of-sale date for application software issues.

Where available, Cisco will provide bug fixes, maintenance releases, workarounds, or patches for critical bugs reported through the TAC or Cisco.com website for a period of five years from the end-of-sale date for operating system software and for a period of three years from the end-of-sale date for application software. Bear in mind that it might be necessary to use a software upgrade release to correct a reported problem.

The customer will need to help make sure that they have a current and fully paid support contract with Cisco. Customers should contact their Cisco support account manager regarding fees payable during the end-of-life period, so that Cisco can provide support right through the end-of-life transition period.

Below are guidelines that should be followed to help make sure that customers receive effective support for the affected products within their network:

- For software that is not covered under a service contract, customers may add the product(s) to a current service contract or purchase a new service contract until 12 months after the last date of sale date.
- Service contracts that have not been renewed or have lapsed after 12 months of the last date of sale date are not renewable.
- Renewal of the customers' service contracts will generally be available until the last year of support, but will not extend beyond the last date of support.

The following bulleted items provide the definitions to some terms related to end of life:

- **End-of-product lifecycle:** Process that guides the final business operations associated with the product lifecycle. The end-of-life process consists of a series of technical and business milestones and activities that, once completed, make a product obsolete. Once obsolete, the product is not sold, manufactured, improved, repaired, maintained, or supported.
- **End-of-sale date:** Last date to order the product through Cisco point-of-sale mechanisms. After this date, the product is no longer for sale.
- **Operating system software:** Cisco operating system software that runs on Cisco hardware.
- **Application software:** Cisco software that requires the presence of some operating system software.
- **Software maintenance support**: Time period that Cisco may release any software maintenance releases or bug fixes to the software product. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software.

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