DISA

Cisco Software EA | Quick Reference Guide

Please ensure that your Cisco Connection Online (CCO) ID is associated to
Cisco Contract # 204862535
Base year contract end date is 20 June 2023.
Please contact disahtom@cisco.com for assistance.
This document was updated: **28 July 2022**

Cisco Software Enterprise Agreement

What Is It?

The Cisco Software EA is a modernized support contract that expands DISA'S access to technical services and enables them to consume unlimited software and licenses for Cisco routing, switching, and wireless technology.
Cisco is partnered with the prime contract holder Iron Bow Technologies. Combined they will be providing support over the life of the contract.

What Is Included?

Software
Cisco Commercial off-the-shelf (COTS) Networking Enterprise Agreement. See software details to the right for further information.

Support
Cisco SmartNet Total Care (SNTC) support and Cisco Software Support (SWSS). See support details to the right for further information.

Advance Services
Cisco Advance Services (AS) delivered by appropriately cleared Cisco operations managers and network engineers. See Cisco AS details below.

Cisco Digital Learning - CDL
Cisco Digital Learning all-inclusive subscriptions include Cisco's complete portfolio of online product, technology, and certification training, for a full year. Request CDL at disahtom@cisco.com

CLC (Cisco Learning Credits)
Cisco Learning Credits (CLC's) are prepaid training vouchers redeemed directly with Cisco that can be used for Instructor Led Trainings, exam vouchers, Cisco Live passes, Training Bootcamps, and Study Groups.

On-Demand Access

The Cisco enterprise agreement gives DISA the ability to consume unlimited Cisco software for the following technologies

Software Covered

DNA Advantage for Routing
Includes traditional features that are being used today in addition to Software Defined functionality.

DNA Advantage for Switching
Includes traditional features while adding software defined access, automation, and provisioning, enhanced security, and analytics.

DNA Advantage for Wireless
Location based services, automated on-boarding, secure access.

SPNA Advantage
Covers Port based Right To Use (RTU) Licensing comprised of IOS-XR software feature licensing and support for Cisco IOS XR Platforms

Network Management
Access to centralized software for management and automation.

Downloading Software

To access software, a user must have a cisco.com account registered with their .mil email address. All software can be consumed through software.cisco.com.

For entitlement, a customer must associate their cisco.com account with the correct contract number. This can be done by contacting disahtom@cisco.com

*** Software works best when accompanied by DNA Center**

Advanced Services

High Touch Technical Support (HTTS)
Personalized, high touch support, expedited routing and call-handling with limited after-hours on-call support,. Ability to transmit and receive classified information via SIPR and VOSIP. Note: Most technologies are supported 8:00 a.m.– 8:00 p.m. (Eastern).

High Touch Operations Management (HTOM)
Cisco single point of contact for all support assistance, prioritization and management within this contract.

Advanced Service Resources
Cisco resources are assigned to provided dedicated support to design, implementation, delivery and management of the Cisco environment.

Asset Manager
Cisco resources to create, maintain, and document Cisco hardware, software and all license requirements.
disaassetmgr@cisco.com

Support

SmartNet Total Care

Unlimited 24/7/365 SmartNet Total Care (SNTC)

Technical Support (SmartNet Total Care)
Unlimited 24/7/365 Smart Net Total Care (SNTC) support for all DISA-owned Cisco-branded hardware and software.

Up to ten percent of the install base must be specified to be covered with a 4-hour hardware replacement windows.

See next page for detail on how to access licensing and technical support.

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Accessing Licensing

Request Process

Existing Product Purchases

For existing products that require licenses leveraging the EA, users will need to request the licenses via **DISA Portal**. Upon request a user will need to provide the following information:

Portal**:** https://ironbow.servicenowservices.com/disa

1. Hardware Product Model
2. Directorate and sub-organization for smart account provisioning domain
3. Quantity of licenses requested
4. For SDWAN routing licenses, include bandwidth tier (15M, 100M, 1GB, 10GB)

New Product Purchases

New Cisco hardware platforms come bundled with software licenses and support. At the time of purchase, to remove the cost of these items, procurements must be associated with the correct smart account. To take advantage of the EA, you will need to provide contracting with the following information:

1. Smart Account Name: Defense Information System Agency
2. Smart Account Domain: disa.mil
3. Virtual Account: Directorate and sub-organization
4. Is this to replace EOL products or net new purchase
5. For EOL devices, provide the previous devices S/N

Accessing Licenses

To access software licenses, customers must have their cisco.com account associated with the "Defense Information Systems Agency 188065" smart account and appropriate virtual account. Customers can gain access to the smart account by:

1. Logging into software.cisco.com using a .mil email
2. Navigate to the Manage Licensing hyperlink

If you do not have a Virtual Account under Defense Information Systems Agency, submit a request via **DISA Portal**:

Portal**:** https://ironbow.servicenowservices.com/disa

The account domain identifier will be "disa.mil" and in the "Reason for Request" box, users will need to provide:

- Cisco.com userID
- DISA

For additional assistance please contact Licensing specialist by email to: gemss-ciscoswea@ironbow.com

>> More in-depth details can be found at Global Enterprise Modernization Software and Support - DISA website.

Accessing Technical Support

SmartNet Total Care

Unlimited 24/7/365 Smart Net Total Care (SNTC) support for all of DISA-owned Cisco-branded hardware and software. Use this as the first option for any existing Cisco product or service issues.

How to Open Service Requests with Cisco TAC

Severity Levels 1 and 2
1. Call the Technical Assistance Center at 800-553-2447, Option 1
2. Live Customer Hand-off to a Cisco engineer

Severity Levels 3 and 4
Open your service request using the online tool:
mycase.cloudapps.cisco.com/case

Information Needed to Open a Service Request
1. Your Cisco.com ID and contact information (full name)
2. Severity of your service request (see Severity Levels listed below)
3. Preferred contact method (email, phone number)
4. Contract **# 204862535** and device serial number
5. Description of your issue (symptoms, business impact, technology)
6. Site information (for verification purposes)
7. Details on troubleshooting steps you have taken

Severity Levels
Severity 1 (S1): Network or environment is down or there is a critical impact to your business operations. You and Cisco both will commit full-time resources to resolve the situation.
Severity 2 (S2): Operation of an existing network or environment is severely degraded. You and Cisco both will commit full-time resources during standard business hours to resolve the situation.
Severity 3 (S3): Operational performance of your network or environment is impaired. You and Cisco both commit resources during standard business hours to resolve.
Severity 4 (S4): Information is required on Cisco product capabilities, installation, or configuration. There is little or no impact on your business operations.

Case Escalation Procedure

If a case is not progressing adequately or the quality of service is not satisfactory, we encourage you to escalate the case by following the process below:

During normal business hours (Eastern): Contact Cisco TAC at 1-800-553-2447 and request your service request be raised to Severity Level 1 or 2. If at any time you need assistance during this process, please contact your HTOM directly (via phone) or the HTOM Team at disahtom@cisco.com

After normal business hours (Eastern) including weekends/holidays: Contact Cisco TAC at 1-800-553-2447 and request your service request be raised to Severity Level 1 or 2. The on-shift TAC Duty Manager can also be engaged at this time. Outside of 8:00 a.m. – 6:00 p.m. on normal business days, advanced support is available by engaging the on-call U.S. Public Sector HTOM by email to ggsghtom@epage.cisco.com

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