US Department of Veteran Affairs
Cisco Quick Reference Guide

Cisco Enterprise Agreement (CEIAESA)

What Is It?

The Department of Veteran Affairs, signed an agreement, *CEIAESA*. This contract provides the customer access to SmartNet Total Care for all Cisco devices, which provides 24x7 technical support through online and a toll-free telephone call-in service, provides next business day hardware replacement. The prime contract holder, Iron Bow Technologies, is partnered with Cisco to provide all capabilities within this contract.

What Is Included?

SmartNet Total Care

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

Advance Services
Iron Bow will deliver technical services by providing appropriately cleared and qualified engineers.

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 **va-htom@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.

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.
Va-htom@cisco.com

Accessing Technical Support

SmartNet Total Care

Unlimited 24/7/365 Smart Net Total Care (SNTC) support for VA-owned Cisco-branded hardware. 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**
  - Call the HTTS Frontline at 866-748-0639 so an HTTS Representative can open a on your behalf and Transfer you to an HTTS engineer

- **Severity Levels 3 and 4**
  - Open your service request using the online tool: (Secure Case Tracking Portal) at **https://sctp.cisco.com**

- **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 **# 206257318, 206257319, 206259048** 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, please contact your High Touch Operations Manager:
Kimberly Cobb, kicobb@cisco.com, 984-318-1360 and/or va-htom@cisco.com

For weekend, after-hours and holiday support on Severity 1 and 2 cases, please reach out to the On-Call HTOM by emailing:
ggsghtom@epage.cisco.com

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Iron Bow Support

IBT/VA Portal

- For requests leveraging the EA, Iron Bow has created a portal to request assistance on the contract. A new user will need to register with their VA email alias. The portal will include access to:
  - MACD requests
  - Miscellaneous requests
  - Reporting requests
  - Documentation
  - Recorded Trainings
  - Process Documents

- Portal: **https://ironbow.servicenowservices.com/va**

Escalations, Entitlement Operations Assistance

- During normal business hours, please contact your High Touch Operations Manager: **Kimberly Cobb, kicobb@cisco.com, 984-318-1360** and/or **va-htom@cisco.com**

- For weekend, after-hours and holiday support on Severity 1 and 2 cases, please reach out to the On-Call HTOM by emailing: **ggsghtom@epage.cisco.com**

Educational Support:

- **TKL**: Repository of Cisco books, VOD's, Whitepapers, Configuration examples, virtual labs, and media: **www.cisco.com/go/tkl**

  - **Digital Learning Library:** Interactive online classes and technology tracks: **https://digital-learning.cisco.com**
  - Utilize Cisco Learning Credits to take local/online training classes or certifications
  - For access to the Digital Learning Library or Learning Credits contact **Troy Nissen** at **Troy.Nissen@va.gov**

Other tools: Visit the Tools and Resources website to download Cisco software, use the Bug toolkit, the error message decoder, and more: **https://www.cisco.com/c/en/us/support/index.html**

Return Material Authorization (RMA)

- Review RMA status: **https://ibpm.cisco.com/rma/home/?**
- RMA orders approved by the TAC engineer after 3pm local time will be processed during the next business day
- If there are any issues returning a device, please contact **asset-recovery@cisco.com** 800-553-2447, option 4 OR **va-htom@cisco.com**

Opening a Service Request

When opening a service request (by phone or website) ensure you have the following information available:

- Your Cisco.com ID, and the Main VA SFC Contracts **206257318, 206257319 and 206259048**
  - If you need association to the VA contracts or assistance creating a Cisco.com ID, please reach out to **va-htom@cisco.com**

- Your device Serial Number / PAK number (if applicable)
  - Check your SN coverage here: **https://cway.cisco.com/sncheck/**
  - If a SN is not available, please follow these detailed steps : **https://dvagov.sharepoint.com/sites/CISCOESA**

- If you are denied service when opening a case immediately engage: **va-htom@cisco.com**
  - Severity of your service request (using the info provided in this guide.
  - Description of problem you are experiencing and symptoms (business impact, technology)

Please provide the following information to expedite your issue resolution:

- Device node name and software version
- Troubleshooting steps taken and the respective outcome (provide as much detail as possible)
- Output from show tech command or show log, if applicable/available, and all other relevant output