

Statement of Work - Arista Professional Services - CI Pipeline Deployment (CIP)

This document forms the “Statement of Work” (SoW) for the Arista Professional Services (PS) “CI Pipeline (CIP)” service. It provides clear transparency of the scope of the service, the method of engagement and the assumptions, conditions & exclusions.

All Professional Services are covered by the standard Arista Master Services Agreement (MSA), unless a custom MSA is in place. The standard Master Services Agreement is at:

<https://www.arista.com/assets/data/pdf/MasterServicesAgreement.pdf>

The Arista Professional Services CI Pipeline (CIP) is a deliverable-based service for the remote configuration of a CI pipeline that leverages AVD (Architect, Validate, Design) to build, deploy and document Arista networks.

The service is built on a mandatory foundation, the CI Pipeline Base Service (**SVE-S-PF-CIP-BASE-Rx**), which can be expanded with optional "add-on" components based on customer requirements. CloudVision is mandatory with this service.

The Region denoted at the end of the SKU by the **Rx** (**R1**, **R2** or **R3**), indicates the location the activities or support is to be provided in. The current Region definitions are located in table 2 of the [Arista Professional Services Scoping Framework](#) document.

Migration and post-deployment “Day 2” support services are outside the scope of this SoW and can be additionally custom scoped as required.

1. Terms of CI Pipeline Deployment (CIP) Fixed Deliverable SoW

- The “CI Pipeline Deployment (CIP) Fixed Deliverable” is considered a Deliverable PS service (under the terms of the MSA) and this document definition forms the Arista PS Statement of Work (SoW).
- It is the Customer’s responsibility to ensure this service is fit for the expected requirements prior to the start of service. The Customer is recommended to seek the guidance of Arista Sales if not completely clear on the suitability of this service.
- The Effective date of this SoW is defined as the date of Arista’s acceptance of the Purchase Order (PO) of the mandatory service (**SVE-S-PF-CIP-BASE-Rx**) and the required add-on options.
- After the Effective date, no more service add-ons or quantity changes will be allowed into this Arista PS engagement, except at the sole discretion of Arista PS.
- The Start date of this SoW is the date agreed with all parties to initiate activities and the completion of the remote Project kick off meeting.
- Unless terminated earlier as per the Agreement, the Services outlined in this SoW will conclude twelve (12) months from the Effective Date, with no refunds provided. Any extensions or alterations to this date are at the sole discretion of the Arista PS team.

- This SoW may only be terminated for material breach by either party upon thirty (30) days prior written notice.
 - o In the event the Customer terminates for Arista's material breach, Customer will be entitled to a prorated refund of unused pre-paid fees.
 - o If Arista terminates for Customer's material breach, Customer will not be entitled to a refund.
- Multiple Arista networks can be supported within a single order and managed by a single instance of CloudVision (CVaaS or On-Prem) and CI Pipeline, subject to applicable product scaling restrictions. This service explicitly includes the setup of one repository and one CI Pipeline instance; any requirement for an additional repository necessitates a separate order of the **SVE-S-PF-CIP-BASE-Rx** SKU.
- Upon PO booking, invoicing will be 100% up front for the service (**SVE-S-PF-CIP-BASE-Rx**) with any remaining add-on service (SKU's) offerings (as stated in the CIP package service details) invoiced at 100% upon project completion & formal acceptance by the customer.
- Solution component sizing and validation is outside the scope of this service and should be confirmed with Arista sales before booking of these services.
- The Services stated in this document will be performed 100% remotely during normal Customer business hours. The Customer is expected to provide remote access to enable the delivery of these services.
- Arista switches and CloudVision licenses must be purchased separately. All Arista switches in scope must be plugged in, cabled as required and reachable before the start of the CloudVision & CI Pipeline Deployment.
- Services will only be delivered in the same region as per the booked service SKU's.
- Anything not specifically detailed within this SoW is considered out of scope, unless at the sole discretion of the Arista PS team.
- Periods between active deliverable engagements will not receive Arista PDL or Engineering support.

2. CIP package service details, SKU's and size/scale

The scope of all activities is restricted to only those "CI Pipeline" service SKU's/components included within the initiating order, with changes at the sole discretion of Arista PS.

The following mandatory and additional services (as purchased) are considered in scope for this engagement:

2.1. CI Pipeline Base Service - Mandatory

- (Mandatory) CI Pipeline Base (CIP) - Remote CIP Service for CI Pipeline that leverages Arista AVD to build, deploy and document network configurations.
 - o **SVE-S-PF-CIP-BASE-Rx** = CIP CI Pipeline Base Service.

2.2. CI Pipeline Digital Twin and Validation testing deployment Add-On - Optional

- (Optional) Add-on CI Pipeline Digital Twin and Validation testing (CIP) - Remote CIP Service utilizing Arista AVD to build a digital twin configuration deployed in ACT and validate operational health.

2.3. CI Pipeline Netbox Integration deployment Add-On - Optional

- (Optional) Add-on CI Pipeline Netbox Integration (CIP) - Remote CIP Service integrating Netbox and Arista AVD to build device edge port configurations.

2.4. CI Pipeline Infoblox Integration deployment Add-On - Optional

- (Optional) Add-on CI Pipeline Infoblox Integration (CIP) - Remote CIP Service integrating Infoblox IP Management (IPAM) and Arista AVD.

2.5. CI Pipeline ServiceNow Integration deployment Add-On - Optional

- (Optional) Add-on CI Pipeline ServiceNow Integration (CIP) - Remote CIP Service integrating ServiceNow with the CI Pipeline.

The Customer shall provide the specific AVD version, along with the necessary YAML files and playbooks, required to generate error-free and up-to-date EOS configurations (unless deployed with [SVE-S-PF-UCD-BASE-L3-Rx](#), [SVE-S-PF-UCD-BASE-L2-Rx](#), [SVE-S-PF-UCC-BASE-L3-Rx](#), or [SVE-S-PF-UCC-BASE-L2-Rx](#)). Hence, migration activities, such as standardizing configurations of brownfield deployments, are out of scope and are expected to be covered separately via custom scoping.

3. CIP package project summary

Arista's CI Pipeline Service enables customers to adopt a Network as Code (NaC) approach to efficiently build, validate, and deploy network configurations utilizing Arista's CloudVision automation platform.

This service is designed for customers seeking to adopt Arista's modern operating model, utilizing CI pipelines, AVD and CloudVision for their rollouts.

The CI Pipeline base package is a streamlined solution for fast, efficient CI pipeline deployment. Separate add-ons are available for enhanced capabilities, such as digital twin and automated testing, and/or Netbox and Infoblox integrations.

3.1. CIP Base Service for a CI Pipeline, using AVD and CVP for provisioning. [SVE-S-PF-CIP-BASE-Rx](#)

- The following tasks are applicable for the remote CIP Base Service for a CI Pipeline, using AVD and CVP for provisioning:
 - CIP, In Scope Components
 - SCMs: Actively supported Gitlab or Github.
 - Secret Management: Ansible vaults, Github secrets, Gitlab CI/CD vars.
 - A single repository for each CI pipeline SKU (SVE-S-PF-CIP-BASE-Rx).
 - Pre-deployment pipeline: Lint + Build.
 - Deployment pipeline: Lint + Build + Deploy.
 - Cloudvision: CVaaS or On-prem instances.
 - CIP, Out of Scope Components
 - AVD YAML file generation (unless deployed with [SVE-S-PF-UCD-BASE-L3-Rx](#), [SVE-S-PF-UCD-BASE-L2-Rx](#), [SVE-S-PF-UCC-BASE-L3-Rx](#), or [SVE-S-PF-UCC-BASE-L2-Rx](#) using AVD).
 - AVD optimizations (performance issues, reconfigurations, etc) and AVD version upgrades.
 - The reconciliation of production configurations that have deviated from the initially provided YAML files.
 - Custom workflows or custom integrations.
 - Onsite support.
 - Day 2 activities.
 - CIP service elements:
 - Repository configuration: The goal of this process is to organize the customer-provided AVD YAML files into a new or existing repository, following Arista's recommended practices.
 - Secret Management: This process ensures that sensitive data—such as passwords, hashes, or tokens—are kept out of commits, pull requests, and repository history.
 - Validation and testing: This process ensures that the CI pipeline workflows perform all required tasks correctly.
 - CIP service deliverables:
 - CI Pipeline Solution design: This document serves as a blueprint that outlines the overall architecture, key components, and core design principles of the CI pipeline solution.
 - CI Pipeline deployment: The pipeline will be configured as a series of jobs and stages (or steps), and will include a pre-deployment and deployment workflow.
 - A remotely provided, “Knowledge Transfer Workshop” (KTW), total time up to four (4) hours, to provide a summary of what has been deployed and why, with a high level understanding of how to provision & maintain the network moving forwards.

3.2. CI Pipeline Digital Twin and Validation testing deployment Add-On [SVE-S-PF-CIP-ADD-DTWIN-Rx](#)

- The following tasks are applicable for the remote CIP Digital Twin and Validation testing deployment Add-On for a CI Pipeline, using ACT for provisioning lab provisioning:
 - CIP, In Scope Components
 - SCMs: Gitlab or Github.
 - Secret Management: Ansible vaults, Github secrets, Gitlab CI/CD vars.
 - A single repository for each CI pipeline SKU ([SVE-S-PF-CIP-ADD-DTWIN-Rx](#)).
 - ACT-Based Digital Twins.
 - Integrated with pre-deployment CI pipelines.
 - Scalable digital-twin labs (up to 200 devices).
 - CIP, Out of Scope Components
 - Support for any testing framework other than Arista Network Test Automation (ANTA).
 - Writing custom ANTA tests.
 - ACT Subscription (Customers need to purchase ACT Subscription SKUs based on their needs (SS-CLOUDTEST-T1-1M or SS-CLOUDTEST-T2-1M)).
 - CIP service elements:
 - Software-based replica of production network devices: the goal is that the digital twin accurately reflects the operational state, topology, and configuration of the live environment, enabling safe validation, control plane testing, and change simulation without impacting production.
 - Network Validation: this process validates the operational health of the entire network stack ensuring that the fabric is performing exactly as intended.
 - CIP service deliverables:
 - Digital Twin design: design of the digital twin environment integrated within the overall CI Pipeline Solution design document.
 - Digital-Twin and Validation deployment: Configuration of the CI pipeline into a series of jobs and stages (or steps), featuring a pre-deployment workflow to:
 - Provision a Digital Twin topology and lab environment based on the AVD data model.
 - Deploy AVD-generated configurations to the digital twin lab devices.
 - Execute comprehensive validation using the ANTA framework and publish automated test reports within the CI pipeline.
 - Decommission digital twin lab resources upon completion, in accordance with customer requirements.

- A remotely provided, “Knowledge Transfer Workshop” (KTW), total time up to four (4) hours, designed to train customer staff on Digital Twin management and automated ANTA validation workflows.

3.3. CI Pipeline Netbox Integration deployment Add-On [SVE-S-PF-CIP-ADD-NBOX-Rx](#)

- The following tasks are applicable for the remote CIP Netbox Integration deployment Add-On for a CI Pipeline:
 - CIP, In Scope Components
 - SCMs: Gitlab or Github.
 - Secret Management: Ansible vaults, Github secrets, Gitlab CI/CD vars.
 - A single repository for each CI pipeline SKU ([SVE-S-PF-CIP-ADD-NBOX-Rx](#)).
 - Customizations to edge/access port provisioning such as the format of AVD generated yaml.
 - Implementation of data synchronization between NetBox and the AVD data model for device inventory, BGP Autonomous System Numbers (ASNs), interface IP address assignments.
 - Support for synchronizing additional AVD data points, provided the required fields are supported by the NetBox API.
 - Netbox Versions: 4.2, 4.3, 4.4 and 4.5.
 - CIP, Out of Scope Components
 - Customizations to generate AVD yaml for features other than port provisioning.
 - Generating configurations for any non-Arista devices.
 - Netbox upgrades to versions outside of the versions listed in the In Scope section.
 - CIP service elements:
 - Unified Source of Truth (SoT) for Edge Provisioning: implementation of NetBox as the authoritative Source of Truth for edge and access port configurations. This service includes the mapping of NetBox interface attributes to AVD-generated YAML structures to automate port provisioning.
 - Dynamic Resource Synchronization: automated synchronization of critical network variables between NetBox and the AVD data model.
 - CIP service deliverables:
 - Netbox integration design: incorporation of NetBox as a core component within the CI Pipeline Solution design document.
 - Implementation of an automated trigger mechanism that initiates the Pre-Deployment CI Pipeline upon the detection of events for edge and access ports within NetBox.

- Netbox Integration with AVD: a set of jobs will be added to the Deployment CI Pipeline which will synchronize AVD generated data with Netbox after the pipeline has successfully deployed changes.
- A remotely provided, “Knowledge Transfer Workshop” (KTW), total time up to four (4) hours, designed to train customer staff on the NetBox-to-CI integration.

3.4. CI Pipeline Infoblox Integration deployment Add-On [SVE-S-PF-CIP-ADD-IBLOX-Rx](#)

- The following tasks are applicable for the remote Infoblox Integration deployment Add-On for a CI Pipeline:
 - CIP, In Scope Components
 - SCMs: Gitlab or Github.
 - Secret Management: Ansible vaults, Github secrets, Gitlab CI/CD vars.
 - A single repository for each CI pipeline SKU ([SVE-S-PF-CIP-ADD-IBLOX-Rx](#)).
 - Integrations that leverage Infoblox NIOS and supported by Infoblox’s open-source Python client.
 - Integration that extracts IP addresses from AVD data model and creates DNS records that are pushed to Infoblox.
 - Integration with Arista AVD.
 - CIP, Out of Scope Components
 - Integration between Infoblox and any other 3rd party system/application.
 - CIP service elements:
 - The Infoblox AVD Integration Service synchronizes the AVD data model with Infoblox IPAM to automate the end-to-end lifecycle of network IP addresses. By programmatically extracting Layer 3 data from AVD to provision and deallocate host records within Infoblox NIOS, this process eliminates manual entry and reduces configuration errors.
 - CIP service deliverables:
 - Infoblox integration design: incorporation of Infoblox components within the CI Pipeline Solution design document.
 - Infoblox Integration with AVD: a set of jobs will be added to the CI pipeline, to include an integration with Infoblox IPAM and AVD.
 - A remotely provided, “Knowledge Transfer Workshop” (KTW), total time up to four (4) hours, designed to train customer staff on the integration with Infoblox IPAM and AVD.

3.5. CI Pipeline ServiceNow Integration deployment Add-On [SVE-S-PF-CIP-ADD-SNOW-Rx](#)

- The following tasks are applicable for the remote ServiceNow Integration deployment Add-On for a CI Pipeline:
 - CIP, In Scope Components
 - SCMs: Gitlab or Github.
 - Secret Management: Ansible vaults, Github secrets, Gitlab CI/CD vars.
 - A single repository for each CI pipeline SKU ([SVE-S-PF-CIP-ADD-SNOW-Rx](#)).
 - Enhancements to the Asset Management workflow.
 - Enhancements to the Change Control Management workflow.
 - Assistance with deployment of the application in CVP or CVaaS deployments.
 - CIP, Out of Scope Components
 - Workflows other than listed above
 - CIP service elements:
 - The CloudVision & ServiceNow CMDB Synchronization Service establishes an automated data bridge to ensure the ServiceNow Configuration Management Database (CMDB) remains the authoritative record for the Arista network environment. This service automates the population and lifecycle management of Network CI (Configuration Item) data directly from Arista CloudVision, eliminating manual data entry and maintaining a real-time asset inventory for IT Service Management (ITSM) workflows.
 - The ServiceNow Change Control Integration provides an automated bridge between IT Service Management (ITSM) workflows and the network deployment pipeline. This service ensures that no network changes are executed without a valid, approved Change Request (CR) and provides automated auditability for all deployment activities.
 - CIP service deliverables:
 - ServiceNow integration design: incorporation of ServiceNow integration within the CI Pipeline Solution design document.
 - Custom ServiceNow CloudVision (CV) Application: delivery and configuration of a ServiceNow application designed to integrate Arista CloudVision with the customer's ServiceNow instance.
 - ServiceNow Integration Asset Management: implementation of a synchronization engine that maintains real-time alignment between the CloudVision Device Inventory and the ServiceNow CMDB.
 - ServiceNow Integration Change Control Management: integration of the CI Pipeline with ServiceNow to automate the Change Request lifecycle. For every CloudVision Change Control initiated by the pipeline, the system will create a corresponding ServiceNow Change Request.

- A remotely provided, “Knowledge Transfer Workshop” (KTW), total time up to four (4) hours, designed to train customer staff on the integration with ServiceNow.

4. CIP Services Assumptions & Exclusions

The following assumptions, limitations and exclusions apply to the project:

- Requires a standard UCN architecture, for DC or Campus network.
- Inclusion and implementation/management via CVP (CVaaS or On-Prem) is mandatory to this service.
- In-scope greenfield fabrics must be managed by AVD prior to project initiation.
- All activities are to be performed during normal working hours (8:00am to 6:00pm, Mon to Fri), in the customer’s local timezone (as agreed during the kickoff).
- All/Any migration activities are excluded. For any maintenance windows support, custom scoping is required.
- English language is assumed, although other languages will be considered at the discretion of Arista PS.
- Customers are expected to provide any required smart remote hands activities.
- The Customer is responsible for any required internal approvals.
- The Customer shall provide the specific AVD version, along with the necessary YAML files and playbooks, required to generate error-free EOS configurations. (unless deployed with [SVE-S-PF-UCD-BASE-L3-Rx](#), [SVE-S-PF-UCD-BASE-L2-Rx](#), [SVE-S-PF-UCC-BASE-L3-Rx](#), or [SVE-S-PF-UCC-BASE-L2-Rx](#)). Hence, migration activities, such as standardizing configurations of brownfield deployments, are out of scope and are expected to be covered separately via custom scoping.
- For a brownfield deployment, custom scoping is required to first standardize configurations and migrate the network to a baseline AVD configuration before integration into the CI Pipeline.
- The SCM platform serves as the foundational layer for CI/CD; therefore, the repository, branch security policies, and runner infrastructure must be operational before any automated pipeline services can be deployed.
- AVD optimizations, such as performance enhancements and version upgrades, are available as a separate, custom-scoped service.
- Custom automation capabilities and/or external systems integration services are excluded from this service, and would need to be scoped as an additional service.
- This service excludes the establishment or troubleshooting of network connectivity between the CI pipeline and CloudVision Portal (CVP) instances. The customer is responsible for ensuring all necessary firewall ports are open and that routing is established to allow communication between the pipeline runners and the CVP API.
- If Digital-Twin and Validation Testing deployment Add-On is selected, this service excludes the establishment, configuration, and troubleshooting of routing, firewalls, and connectivity between the CI pipeline runners and ACT (Arista Cloud Test) instances.

- If Netbox Integration deployment Add-On is selected, this service assumes a pre-existing, functional NetBox instance is already deployed. The installation, hosting, and maintenance of the NetBox instance, as well as the troubleshooting of underlying IP routing, firewall rules, or connectivity between the CI pipeline runners and the NetBox API, are excluded.
- If Infoblox Integration deployment Add-On is selected, this service assumes a pre-existing, functional Infoblox instance is already deployed. The installation, hosting, and maintenance of the Infoblox instance, as well as the troubleshooting of underlying IP routing, firewall rules, or connectivity between the CI pipeline runners and the Infoblox API, are excluded.
- If ServiceNow Integration deployment Add-On is selected, this service assumes a pre-existing, functional Infoblox instance is already deployed. The installation, hosting, and maintenance of the Infoblox instance, as well as the troubleshooting of underlying IP routing, firewall rules, or connectivity between the CI pipeline runners and the Infoblox API, are excluded.
- This service does not include the provisioning, configuration, or maintenance of Linux host operating systems. The customer is responsible for providing pre-configured Linux environments and the installation/registration of Git runners required for pipeline execution.
- The customer is responsible for all physical onsite activities, including racking, cabling, optics and power. The customer maintains responsibility for all remedial activities and troubleshooting requirements to enable these physical requirements/connectivity in support of the network solution.
- A single order for the CI Pipeline SKU allows for the support of multiple DC and Campus wired networks under a single CloudVision and CI Pipeline instance, provided product scaling restrictions are met. This service is limited to the setup of one repository and one CI Pipeline instance; any need for an extra repository must be met by a separate order of the [SVE-S-PF-CIP-BASE-Rx](#).
- This service is remote only, so on-site attendance is excluded.
- This service has the following technical limitations, which if exceeded will require custom scoping:
 - The service is limited exclusively to Gitlab and Github as the supported SCM platforms.
 - Secret management is limited to Vault files, Github secrets, and Gitlab CI/CD variables.
 - Pipelines other than in-scope as stated in section 3.1 are excluded.
 - AVD-related activities that are out of scope include: generating AVD YAML configuration files (unless deployed with [SVE-S-PF-UCD-BASE-L3-Rx](#), [SVE-S-PF-UCD-BASE-L2-Rx](#), [SVE-S-PF-UCC-BASE-L3-Rx](#), or [SVE-S-PF-UCC-BASE-L2-Rx](#)), upgrading AVD versions, and performing AVD optimizations.
 - The service does not include the task of setting Git hosted runners.
 - Day 2 activities are excluded from this service.
- Configuration of any 3rd party equipment is excluded. Arista PS may provide guidance on 3rd party equipment; however Arista will not be responsible.
- Validation of customer services/applications is excluded.
- Physical deployment, onboarding, and provisioning of network devices is excluded.
- Relocation of existing equipment is excluded.
- Formal training is excluded. Knowledge transfer is high level awareness only.
- Any documentation not specifically listed in this document is excluded, including diagrams, troubleshooting guides, runbooks, upgrades procedures, flow diagrams and cable running lists.
- Any reworking of deliverables after acceptance is excluded.

- EOS software version testing is excluded.
- Services/features/functions/devices not explicitly defined in this Task List are excluded from this service.
- For ongoing AVD support after the engagement is over, it is required that the customer purchase A-Care for AVD.
- Post-acceptance support for the CI Pipeline deliverable is not included and requires the scoping and purchase of additional Professional Services.
- Out of sequence deliverables are not recommended and would trigger a Change Request to be mutually agreed upon between the parties before any changes to the scope of the engagement can be executed.

5. Project timeline & Deliverables Summary

For every project deliverable completed, a “Service Delivery Notice” will be provided, along with supporting evidence, if required. Shown are the expected stages, example timeline, and deliverables, for guidance, although faster progress is encouraged (to be detailed during the project schedule baseline):

Deliverable Section	Section and Deliverable	Deliverable Acceptance Criteria	Timeline Expectations base service
	Order Validation	Validate order and assign Arista PS representative.	Receipt of Order
	Pre Service information	PS representative will provide details of the service, next steps and prerequisites. Agreed Start Date and scheduling of engineering resources.	Week 0-1 (from order)
	Formal Start Date	The formal Start Date of the project deployment when the prerequisites are completed and assigned resources detailed.	Week 0-8 (from order)
6.1	Project Kick-off and Customer Requirements Collection	Formal Start Date, Project Kick-off completed and requirements collection completed and accepted by Customer	Week 0 (from start)
6.2	Project Schedule Baseline	Project schedule baseline mutually reviewed and accepted by Customer.	Week 0 (from start)
6.3	CI Pipeline Solution Design Document	CI Pipeline Solution Design Document completed and accepted by Customer	Week 0 (from start)
6.3.1	Digital twin and validation testing	Digital twin and validation testing included in the CI Pipeline Solution Design Document.	N/A

	Design Document (if selected)		
6.3.2	Netbox Integration Design Document (if selected)	Netbox Integration included in the CI Pipeline Solution Design Document.	N/A
6.3.3	Infoblox Integration Design Document (if selected)	Infoblox Integration included in the CI Pipeline Solution Design Document.	N/A
6.3.4	ServiceNow Integration Design Document (if selected)	ServiceNow Integration included in the CI Pipeline Solution Design Document.	N/A
6.4	CI Pipeline deployment	AVD YAML files and repository configuration review, secret management configuration, CI Pipeline pre-deployment and deployment workflow configuration.	Week 1 (from start)
6.4.1	Digital twin and validation testing (if selected)	CI Pipeline pre-deployment workflow configuration for deploying ACT labs and validating configurations	N/A
6.4.2	Netbox Integration (if selected)	CI Pipeline integration with Netbox.	N/A
6.4.3	Infoblox Integration (if selected)	CI Pipeline integration with Infoblox.	N/A
6.4.4	ServiceNow Integration (if selected)	CI Pipeline integration with ServiceNow.	N/A
6.5	CI Pipeline Network Ready For Use ("NRFU") Testing	CI Pipeline validation and testing.	Week 1 (from start) (if no Add-Ons selected)
6.6	Knowledge Transfer Workshop ("KTW")	Knowledge Transfer Workshop session for Base CI Pipeline.	Week 1 (from start - if no Add-Ons selected)
6.6.1	Digital twin and validation testing	Knowledge Transfer Workshop session for Digital Twin and Validation testing Add-On.	N/A

	Knowledge Transfer Workshop (if selected)		
6.6.2	Netbox Integration Knowledge Transfer Workshop (if selected)	Knowledge Transfer Workshop session for Netbox Integration Add-On.	N/A
6.6.3	Infoblox Integration Knowledge Transfer Workshop (if selected)	Knowledge Transfer Workshop session for Infoblox Integration Add-On.	N/A
6.6.4	ServiceNow Integration Knowledge Transfer Workshop (if selected)	Knowledge Transfer Workshop session for ServiceNow Integration Add-On.	N/A

6. Project Milestones and Deliverables Details

All CI Pipeline Deployment engagements involve Arista Professional Services (PS) Engineer(s) building the CIP solution based on the Customer's technical and business requirements and applying CIP recommended practices.

At the end of each deliverable, Arista will submit any relevant document(s) to the Customer for review and request deliverable acceptance. The Customer will have five (5) business days to review any document(s) and provide feedback to Arista of any desired changes. If the Customer does not provide feedback in the time frame requested, Arista will assume that the Customer has reviewed the document, that changes are not required and the deliverable is accepted.

6.1. Project Management, Kickoff & Customer Requirements

After the initial order has formally been accepted, an Arista Project Delivery Lead (PDL) will contact the Customer to provide:

- Information (in PDF format) on the service ordered.
- The intended schedule/flow of the project.
- Customer required prerequisites prior to the project start.
- The proposed date of the Project Kickoff & Customer Requirements meeting (to be agreed).

At the Project Kickoff & Customer Requirements meeting (which is the Start Date of the engagement), it is expected that the prerequisites should have been completed. During this meeting, Arista will:

- Create a project schedule, including start and end dates, in agreement with the Customer.

- Designate a single point of contact and backup contact at Arista and Customer.
- Identify all stakeholders and single points of contact at Arista and the Customer.
- Identify dependencies, risks, and issues associated with the successful completion of the project.

Arista will work with the Customer to collect and validate the Customer's business & technical requirements are inline with the service ordered. The collected requirements, supporting the fixed deliverables, will cover the following:

- Pull detailed requirements for the solution components, including planning aspects related to non-Arista elements such as the integration connections.
- Review and detail the Customer's CI Pipeline automation requirements.
- Review and understand the Customer's knowledge and use of GIT for version control and its branching capabilities to provide an isolated environment for every change.
- Review the engagement goals and project completion criteria, aligned to the Task List.

6.2. Project Schedule Baseline

Upon completion of the Project Kickoff & Customer Requirements meeting, the Arista PDL will review and establish mutually agreed upon Milestone completion dates for the project deliverables. This will establish the project plan baseline which will be used to measure the schedule delivery. Variations to the project plan will be monitored and addressed in the status report. The Project Schedule Baseline, once agreed upon by the Customer and Arista will be shared as a separate project milestone requiring a signed completion certificate by the Customer.

6.3. CI Pipeline Solution Design Document

Based on the detailed information collected through the requirements review process, Arista will produce and provide the Customer with a CI Pipeline Solution Design Document which includes the following:

- Business & Technical requirements.
- AVD automation overview.
- Source Code Management (SCM).
- Git operations & git branching strategy.
- Network operations workflow.
- Pre-deployment and deployment workflows.
- Playbooks and Makefile overview.
- Secret management.
- Pipeline structure.

Prerequisites, Assumptions and Exclusions

- Completion of the Project Kickoff & Customer Requirements meeting, is a requirement for the CI Pipeline Solution Design Document start.
- The Customer to participate and provide input into the CI Pipeline Solution Design Document.

6.3.1. Digital twin and validation testing design document (if selected)

Based on the detailed information collected through the requirements review process, Arista will extend the CI Pipeline Solution Design Document to include also:

- Digital twin Integration design
- Validation testing

6.3.2. Netbox Integration design document (if selected)

Based on the detailed information collected through the requirements review process, Arista will extend the CI Pipeline Solution Design Document to include also:

- Netbox integration with the CI pipeline.

6.3.3. Infoblox Integration design document (if selected)

Based on the detailed information collected through the requirements review process, Arista will extend the CI Pipeline Solution Design Document to include also:

- Infoblox integration with the CI pipeline.

6.3.4. ServiceNow Integration design document (if selected)

Based on the detailed information collected through the requirements review process, Arista will extend the CI Pipeline Solution Design Document to include also:

- Servicenow integration with the CI pipeline and Cloudvision.

6.4. CI Pipeline Deployment

The Arista CI Pipeline base deployment covers the following tasks:

- Organize the provided Arista qualified AVD YAML files into a new or existing repository following Arista's recommended practices.
- The repository will be structured to manage multiple regions, sites, and fabrics, while ensuring support for future growth and scalability.
- Ensure that sensitive data—such as passwords, hashes, or tokens—are kept out of commits, pull requests, and repository history.
- The pipeline will be configured as a series of jobs and stages (or steps), and will include a pre-deployment and deployment workflow.
- Implement the required playbooks and confirm interworking with CVP.
- CI Pipeline validation and testing: ensure that the CI pipeline workflows perform all required tasks correctly.

Prerequisites, Assumptions and Exclusions

- The customer shall provide a "Source Code Management" (SCM) environment.
- Custom automation capabilities and/or external systems integration services are excluded from this service, and would need to be scoped as an additional service.
- The Customer shall provide the specific AVD version, along with the necessary YAML files and playbooks, required to generate error-free EOS configurations. (unless deployed with [SVE-S-PF-UCD-BASE-L3-Rx](#), [SVE-S-PF-UCD-BASE-L2-Rx](#), [SVE-S-PF-UCC-BASE-L3-Rx](#), or [SVE-S-PF-UCC-BASE-L2-Rx](#)). Hence, migration activities, such as standardizing configurations of brownfield deployments, are out of scope and are expected to be covered separately via custom scoping.
- Basic external services configuration (DNS/NTP/AAA).
- All Hardware and Software elements are ready (racked, cabled and powered on), have established connectivity between them and Arista PS can access them remotely.
- Services associated with non-Arista vendor devices are excluded.

The customer will need to integrate CI Pipeline into their current operational models.

6.4.1. Digital Twin and validation testing CI Pipeline Deployment (if selected)

The Arista CI Pipeline base deployment will be augmented with the following tasks:

- Automated creation of a Digital Twin topology and virtual lab environment, dynamically derived from the AVD data model.
- Automated push of AVD-generated configurations to the Digital Twin lab devices to ensure environment parity with production intent.
- Execution of a defined suite of operational tests using ANTA framework, with automated generation of test result reports accessible directly within the CI pipeline.

- Automated teardown and deletion of Digital Twin lab resources upon task completion.

Prerequisites, Assumptions and Exclusions

- The foundational Base CI pipeline must be fully deployed and operational.
- The Arista Cloud Test (ACT) tenant must be successfully provisioned and accessible. ACT subscription is not covered by the Digital Twin add-on SKU ([SVE-S-PF-CIP-ADD-DTWIN-Rx](#)). Customers need to purchase ACT Subscription SKUs based on their needs (SS-CLOUDTEST-T1-1M or SS-CLOUDTEST-T2-1M).
- Network connectivity between the Source Control Management (SCM) system (e.g., GitLab, GitHub) and the ACT environment must be established and verified.

6.4.2. NetBox Integration CI Pipeline Deployment (if selected)

The Arista CI Pipeline base deployment will be augmented with the following tasks:

- Implementation of an automated integration between NetBox and the CI/CD environment. This enables a workflow where any Create, Update, or Delete (CUD) operations are performed on edge or access ports within NetBox.
- Configuration of dedicated synchronization stages within the deployment CI Pipeline. Upon a successful network deployment, these jobs will programmatically update NetBox with AVD generated data.

Prerequisites, Assumptions and Exclusions

- The foundational Base CI pipeline must be fully deployed and operational.
- The NetBox instance must be successfully provisioned and accessible.
- Network connectivity between the Source Control Management (SCM) system (e.g., GitLab, GitHub) and the NetBox must be established and verified.

6.4.3. Infoblox Integration CI Pipeline Deployment (if selected)

The Arista CI Pipeline base deployment will be augmented with the following tasks:

- Configuration of the CI runner environment to leverage the Infoblox NIOS API via the officially supported infoblox-client Python library.
- Implement a synchronization engine that extracts IP address data from the Arista AVD data model to automatically generate and push corresponding DNS records to Infoblox.

Prerequisites, Assumptions and Exclusions

- The foundational Base CI pipeline must be fully deployed and operational.
- The Infoblox instance must be successfully provisioned and accessible.
- Network connectivity between the Source Control Management (SCM) system (e.g., GitLab, GitHub) and the Infoblox must be established and verified.

6.4.4. ServiceNow Integration CI Pipeline Deployment (if selected)

The Arista CI Pipeline base deployment will be augmented with the following tasks:

- Implementation of an automated data connector to ensure the ServiceNow CMDB remains synchronized with the Arista CloudVision (CV) device inventory.
- Configure a closed-loop automation framework between the CI pipeline and ServiceNow. For every CloudVision Change Control initiated, the integration programmatically generates a corresponding ServiceNow Change Request (CR).

Prerequisites, Assumptions and Exclusions

- The foundational Base CI pipeline must be fully deployed and operational.
- The ServiceNow instance must be successfully provisioned and accessible.
- Network connectivity between CloudVision and ServiceNow must be established and verified.

6.5. CI Pipeline NRFU

This process ensures that the CI pipeline workflows perform all required tasks correctly:

- Confirm that CVaaS and CI Pipeline are configured correctly to enable build and provisioning, ensuring communication with all the components.
- Validation of AVD Data Models through linting.
- Generation of device configurations and supporting documentation using AVD.
- Uploading of generated device configlets to CloudVision.
- Creation of CloudVision Change Control.
- If the Digital-Twin and Validation Testing Deployment Add-On is selected, verify that virtual labs are provisioned according to the AVD data model and that the validation test reports are accurately generated within the CI pipeline.
- If the NetBox Integration Add-On is selected, validate that edge port Create, Update, and Delete (CRUD) operations in NetBox correctly trigger the pipeline. Ensure the synchronization between the AVD data model and NetBox is verified for data consistency.
- If the Infoblox Integration Add-On is selected, validate that Infoblox IPAM data, including IP allocations and DNS records, is correctly synchronized with the AVD data model.
- If the ServiceNow Integration Add-On is selected, validate that the ServiceNow CMDB is correctly synchronized with Arista CloudVision device inventory. Additionally, verify that a ServiceNow

Change Request is automatically generated for every CloudVision Change Control initiated by the pipeline.

- Validate the results with the customer and secure their acknowledgement. This step verifies the functionality of all key features of the CI Pipeline, ensuring it is ready for service.

Prerequisites, Assumptions and Exclusions

- Any documentation not specifically provided by the CI Pipeline Solution Guide is excluded (e.g., diagrams, troubleshooting guides, runbooks) is excluded.
- Services associated with equipment scalability or performance testing are excluded.
- Docker & runner optimizations are excluded from this service.

6.6. Knowledge Transfer Workshop ("KTW")

Arista PS will provide an interactive “Knowledge Transfer Workshop” (KTW), total time up to four (4) hours, covering the following topics:

- The use of CI Pipeline, AVD and CloudVision to automate provisioning.
- SCM YAML/folder structure, including inventories and variables.
- CI pre-deployment and deployment workflow
- CI Pipeline configuration files.
- Network operations workflow.

The successful completion of the KTW Session will deem this project complete.

Prerequisites, Assumptions and Exclusions

- The KTW attendees will have basic Ansible, YAML and networking knowledge, including GIT/SCM if applicable.
- The KTW contents will be focused on the project specifics, it won't cover an in-depth introduction to networking protocols, CI Pipeline, python or Ansible, etc.
- The KTW is not a replacement for formal Arista Training and does not provide training materials or certificates.
- The Customer provides any facilities required for the KTW session to take place.

6.6.1. Digital twin and validation testing Knowledge Transfer Workshop (if selected)

Arista PS will provide an interactive “Knowledge Transfer Workshop” (KTW), total time up to four (4) hours, covering the digital twin and validation testing stages in the CI Pipeline.

6.6.2. Netbox Integration Knowledge Transfer Workshop (if selected)

Arista PS will provide an interactive “Knowledge Transfer Workshop” (KTW), total time up to four (4) hours, covering the Netbox Integration stage in the CI Pipeline.

6.6.3. Infoblox Integration Knowledge Transfer Workshop (if selected)

Arista PS will provide an interactive “Knowledge Transfer Workshop” (KTW), total time up to four (4) hours, covering the Infoblox Integration stage in the CI Pipeline.

6.6.4. ServiceNow Integration Knowledge Transfer Workshop (if selected)

Arista PS will provide an interactive “Knowledge Transfer Workshop” (KTW), total time up to four (4) hours, covering the ServiceNow Integration with CloudVision.

7. Arista Responsibilities

7.1. Project communications and meetings

An Arista Project Delivery Lead ("PDL") will be allocated to the project by Arista and the Customer will provide a single point of contact for all issues relating to the communications and performance by each party of its obligations under this SoW. The PDL shall be available during normal business hours excluding any vacation time planned and identified as such.

Project Initiation

- The PDL will make contact with the customer, share project information/prerequisites and agree a date for the kickoff meeting, when the customer will be ready.
- Project Setup, the PDL will establish the foundational elements of the project including scope, timeline and necessary resources for the Project.
- The PDL will set up a Kickoff meeting with all stakeholders to initiate the project. During this meeting the following items will be covered:
 - Introduction of key contacts at Arista, the Customer and Partner where applicable.
 - Review scope of the engagement and associated timeframe for delivery.
 - Advise the closing/acceptance criteria for project deliverables.
 - Identify customer contact(s) to approve/sign deliverable completion certificates.
 - Determine dates for regular governance cadence meetings during the active deliverables periods only.
- The PDL will create a baseline project plan with inputs and agreement from the customer.

Project Execution

- The PDL will act as the focal point for all project governance between Arista and Customer.
- The PDL will coordinate the delivery by Arista resources of the deliverables, as agreed per baseline project plan and call out dependencies/inputs required by Customer.
- Based on agreed governance cadence, reporting of the tasks and plans will take place between the Arista PDL and Customer.
- The Arista PDL will be the point of escalation as per the project governance model with oversight by the Arista PMO.
- The PDL will obtain stakeholder sign off for completed deliverables throughout the project.

Project Closure

- The PDL will ensure all agreed project deliverables are completed, obtaining final sign-off from stakeholders.
- The PDL will conduct a post-project review to assess successes and lessons learned.
- The PDL will provide a project closure and lessons learned report and carry out any administrative tasks to formally close the project.

7.2. Hours of working

- Services will be remotely performed during regular business hours in the customers timezone, Monday - Friday, 8:00am – 5:00pm local time (eight (8) hours per day), excluding weekends, statutory holidays and pre-scheduled vacations.

8. Customer Engagement Responsibilities

- a) **Non-Arista** - Engage third party vendors as needed to troubleshoot, coordinate, configure, traffic route or validate feature configuration and capabilities, as required for the performance of the Services.
- b) **Configure** - All non Arista routing capable equipment to ensure traffic is correctly routed to and from the Arista network, as required for the performance of the Services.
- c) **Resourcing/Access** - Onboard the Arista PS, assign appropriate resources and manage appropriately skilled third party or partner resources. The customer shall provide all the required remote access (console/ssh/cli/https), as required for the performance of the Services.
- d) **Information** - Provide existing network designs & configurations, detailing L1, L2 and L3 connectivity for all devices that will be connected to and/or replaced by the Arista network, such as:
 - o Physical connectivity types, speeds, media, distances, cabling etc.
 - o L2 information such as VLAN ranges, overlaps, reservations, limitations etc.
 - o L3 information such as IP ranges, overlaps, reservations, routing, gateways etc.
 - o For endpoint systems identify media, speed, link aggregation model, embedded switches/routers etc.
 - o HLD, LLD, network flows, etc.

- e) **Access** - Provide appropriate remote logical access to the Customer network or physical premises to the assigned Arista engineers, if required for the proper execution of the Services in this SoW.
- f) **Physicals** - The furnishing of any hardware or software products required for the performance of the Services in this SoW. The furnishing of any hardware or software are not included in the scope of this SoW. Any rack, stack and cabling of physical hardware are the customer's responsibility.

9. Project Acceptance

a. Acceptance Criteria:

- o All items will be delivered electronically.
- o Each Milestone as described in the project plan will be completed in sequence, unless otherwise agreed, at the sole discretion of the Arista PS team.
- o Out of sequence deliverables (if allowed) will result in the automatic acceptance of those previous deliverables, with completion of these based on best effort, at the discretion of Arista PS.
- o No retrospective changes after milestone acceptance are allowed.
- o A Completion Certification in the form of a "Service Delivery Notice", will be issued for each Milestone completed.

b. Acceptance Procedure:

- o Upon completion of any Services hereunder for which Arista has provided Deliverables, Arista shall promptly notify Customer via email or in writing of the delivery thereof ("Service Delivery Notice"). Customer shall have the right to inspect all Deliverables within five (5) Business Days after receipt of the Service Delivery Notice, and the Deliverables shall be conclusively deemed accepted by Customer unless a notice of rejection has been sent by Customer to Arista within such five (5) Business Day period.
- o Customer shall only have the right to reject a Deliverable if it reasonably believes that the Deliverable (a) does not conform to the applicable specifications set forth in this SoW; (b) would not be reasonably likely to satisfy the applicable Acceptance Criteria set forth in this SoW; or (c) is defective in material or workmanship.
- o Customer's sole remedy shall be, at Arista's discretion (a) for Arista to correct the deviation within a reasonable time following Customer's written rejection notice, or (b) if Arista is unable to correct the deviation, then, upon Customer's request, Arista shall refund any payments that Customer has made specifically for such non-compliant Deliverables.

10. Project Change Process

This is a fixed/predefined package service and therefore changes within it are not allowed. It is the Customer's responsibility to ensure this service is fit for the expected requirements prior to the start of service.

For variations to this fixed/predefined package service, the Arista PS custom scoping service should be used to either add to this service or create an entirely new custom service to fulfill the requirements.

11. Project Delays, Cancellation and On Hold Policy

11.1. Project Delay Policy

In case of any deviations from mutually agreed and Customer accepted Project Schedule Baseline, Company shall not be responsible for any delays, such as, but not limited to, due to lack of access to systems, facilities, cooperation, and information requested by the Company or changes to the approach or Services described in this SoW, caused by the Customer.

Customer acknowledges and agrees that in the delivery of this project, the Company must reserve and assign valuable resources and personnel. In the event that Customer causes rework, schedule delays, unplanned idle time, and other deviations from the Project Schedule Baseline, Company reserves the right to initiate a billable process to recover costs associated with the delays.

11.2. Scheduled Project Activity Cancellation Policy

The cancellation of any scheduled activities will be subject to the following:

- If the cancellation is within five (5) business days of the scheduled activity, Company reserves the right to initiate a billable process to recover costs associated with any assigned resource time that cannot be rescheduled for alternate activities, or any required rescheduling activities.
- It may take up to 30 days to have a resource(s) re-scheduled for the activity, although every effort will be made to re-engage as soon as possible.
- There is no guarantee the same resource(s) will be rescheduled for the activity. If they are deemed required, it will be contingent on their first availability to accommodate.

11.3. Project On Hold Policy

During the project, it may become necessary to place the project on hold which impacts the Project Schedule Baseline mutually reviewed and accepted by Customer, due to one or more of the following reasons:

- The Customer team has not responded to the Company project team for more than five (5) consecutive business days, which is preventing the project from moving forward as planned.

- There is a delay in any Customer provided hardware/software readiness, facilities, and access to systems longer than five (5) business days and no other project activities can be completed as agreed to between the Company and the Customer.
- Other Customer prerequisite activities that are preventing the project from moving forward.
- Any other situations that are agreed to by the Company and the Customer.

If any of the above qualifying items occur, the project will be placed on hold using the below process.

- The Company Project Delivery Lead will send a formal communication (email to the Customer's point of contact shall suffice) indicating the project is being placed on hold, effective as of the date of the communication ("Suspension Date").
- By placing a project on hold, the current resources assigned will be released the following business day after the date of communication, and there is no guarantee that the same resources will be re-engaged when the project is ready to resume. It may take up to 30 days to re-engage all resources and resume project activities. During this period, no status calls or updates will be provided.
- When the Customer is ready to resume the project, the Customer must send a formal email request to the Company Project Delivery Lead requesting a resumption date that is within 30 calendar days of the project Suspension Date. The company will work to schedule the resources as soon as possible.
- If the project has been on hold for longer than thirty (30) calendar days from the Suspension Date with no committed date to resume, the project will be considered canceled and the Company will invoice the original order in full, including any remaining add-on service (SKU's) offerings, without refund. The Company will be released from the remaining SoW obligations. SoW termination periods detailed in the terms of this SoW still apply at all times.

*** End of Document ***