# Navy GEMSS Program Update
# July 2025

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# Agenda

- **GEMSS Program Overview**
  - WWT Community Page overview
  - WWT GEMSS Team/WWT Client Management Team
  - Cisco Services Delivery Team
  - WWT Community Page overview
- **BSO Specific items**
  - Number of assets in main BSO/BSO Transfer In virtual accounts
  - BSO Virtual Account Structure
- **GEMSS Tools and Updates**
  - Cisco License Central (CLC) Introduction
  - Asset Validation
- **Reference Slides**
  - Cisco Ordering Guidance
  - Custodian Form
  - Helpful mailers
  - Creating a Cisco Account
  - Creating/Exporting Virtual Account Report

# GEMSS Program Overview

| | |
|---|---|
| **GEMSS** | • GEMSS is a set of contracts awarded on the NASA SEWP contracting vehicle as a DOD Enterprise Software Initiative (ESI)<br>• Four GEMSS contracts, each awarded to a Cisco Partner<br>• Firm Fixed Price--> Cost is fixed for five years |
| **What is GEMSS?** | • Unlimited software and licenses for Cisco routing, switching, and wireless technology<br>• 100% Cisco Smart Net Total Care coverage<br>• Additional Services |
| **What is the contract length?** | • 1-year base period + 3 one-year option periods + 1 ten-month option period<br>• Total contract period of performance: 21 Jun 2021 through 23 Apr 2026<br>• Option year 4: **24 April 2025 through 23 April 2026** |
| **Additional Services** | • Cisco Workspace for Government<br>• Asset Manager<br>• Advanced Services Resources<br>• (Engineering Consulting Support)<br><br>• SWSS for all Cisco s/w<br>• High Touch Technical Support (HTTS)<br>• High Touch Operations Management (HTOM) |

GEMSS

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# WWT GEMSS Team

- WWT is determined to improve the overall Navy GEMSS contract for the Navy customer.

- WWT, as program Prime enables dedicated Navy specific support to leverage Cisco

  o Understand and advocate for Navy Operational Requirements

  o Provide 1 on 1 training and education for both GEMSS and My Cisco Entitlements (MCE) and Smart Software Manager.

  o Assist your organizations users in gaining access to MCE/CLC

  o Assist with Virtual Account Management

  o Provide troubleshooting guidance, and license management

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GEMSS

# WWT Community Page

**WWT Community Page provides information on the following:**

o Support Requests
o Education and Learning through the WWT Platform
o GEMSS Enablement Resources
o GEMSS Program Overview
o JELA to GEMSS Modernization Path
o GEMSS Smart Account Guide
o Product Resource Guide
o Navy Digital Modernization Events
o Navy GEMSS Smart Account Basics & Registration
o Navy GEMSS Program Overview: BSO Onboarding Sessions

o https://www.wwt.com/community/navy-digital-modernization-community
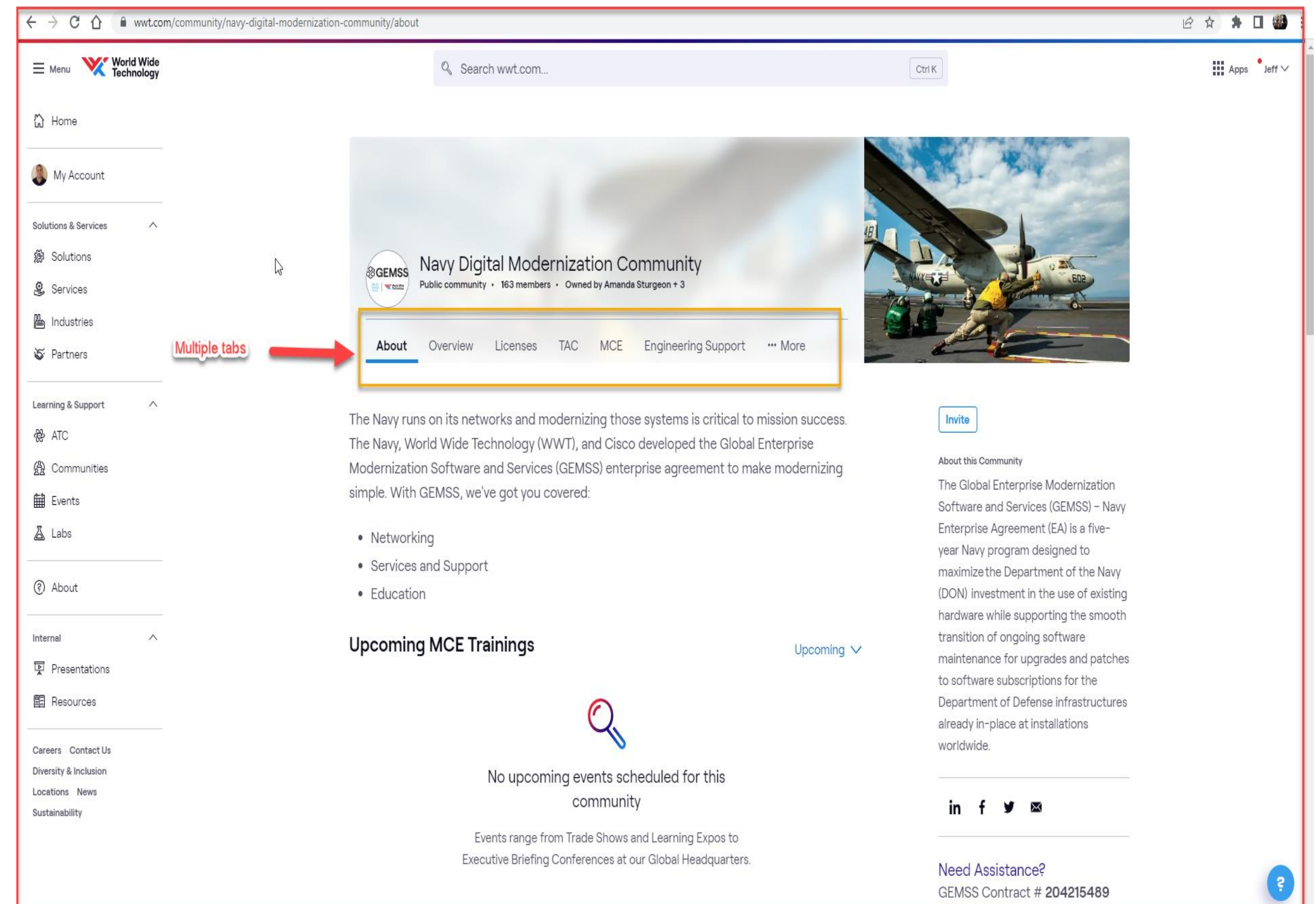
# Cisco License Center (CLC) Login

- Login to Cisco Software Central: **Cisco Software Central**

- Click "Cisco Licensing Central" link: **Cisco License Central**

- You will go to the Cisco License Central Overview page.



GEMSS
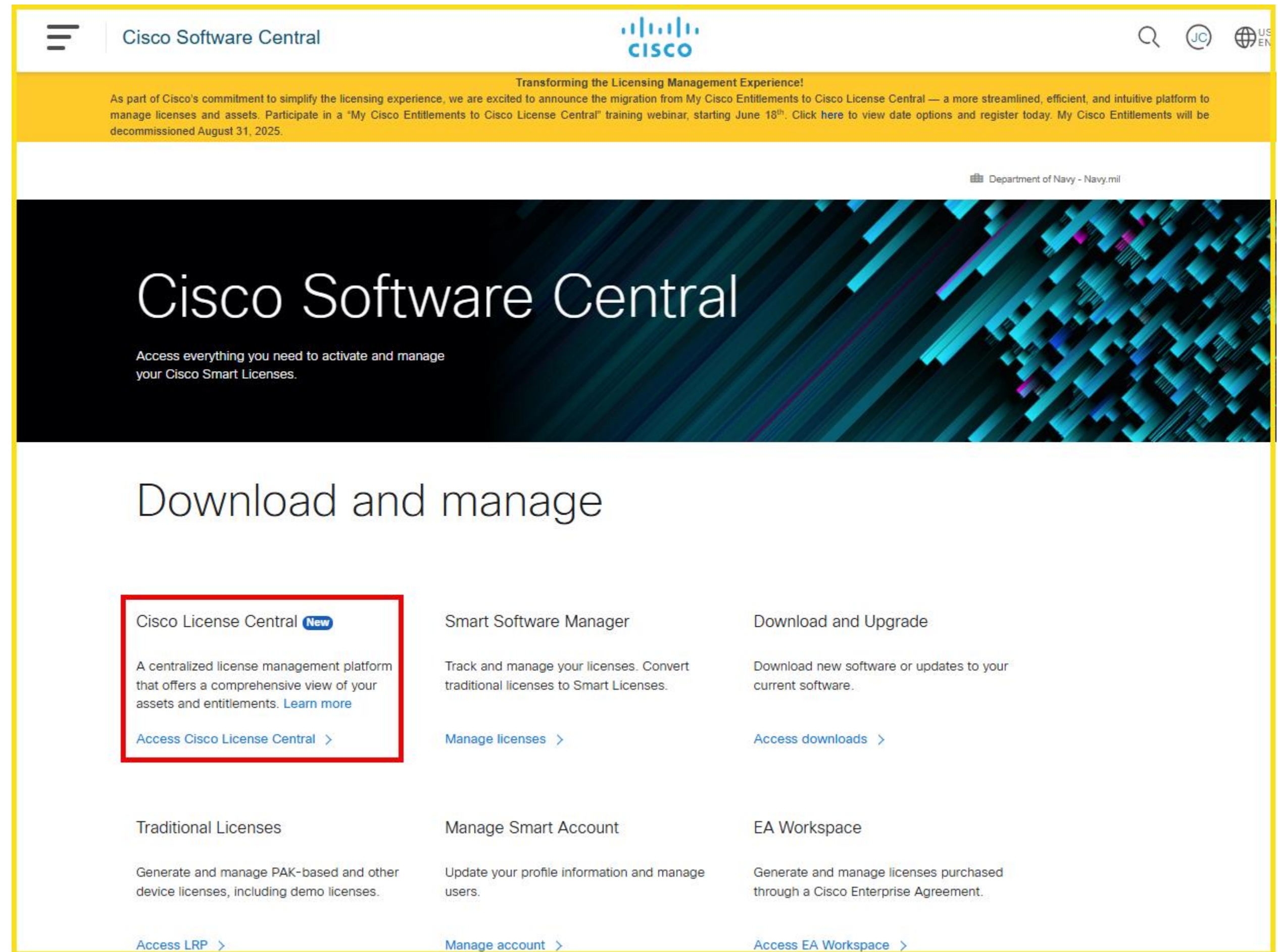
# Cisco License Central (CLC) Overview Page
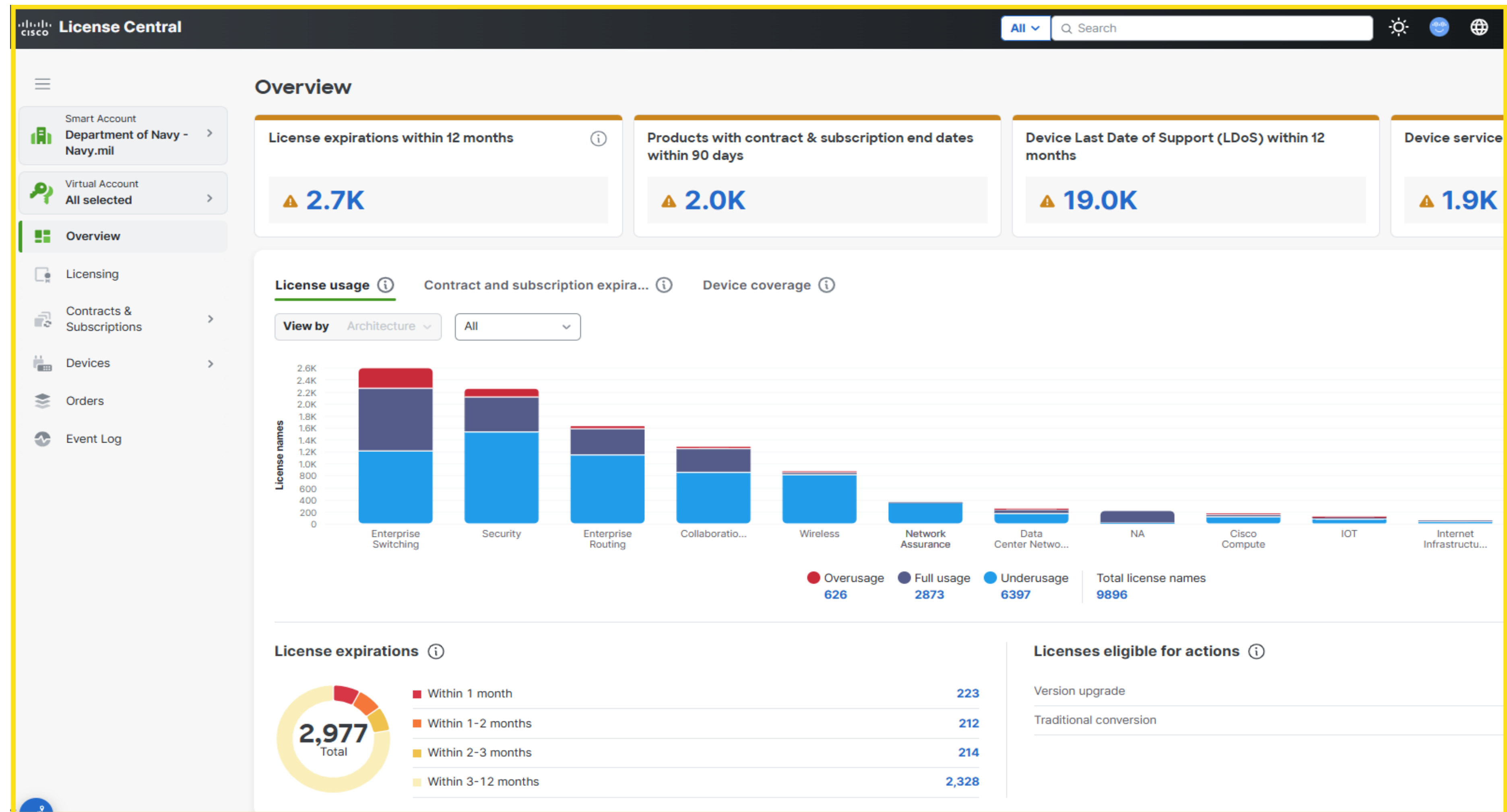
# Create and Export Virtual Account Report

1. Select **Smart Account** & **Virtual Account(s)**: using the drop-down menu on the left side of the screen.

2. Select **Devices**
   - Select **Device Inventory**

3. To refine your search, apply **Filters** button in the center of the page to select all assets or only assets that are not Last Date of Service (LDOS).

4. Select the check box to the left of **Device Name**, this will select assets on this page only.
   - **Select All xxxx,** ensures all assets in the virtual account(s) are in the report.
   - Select **Export selected:** To download a report to your computer

# Create and Export Virtual Account Report contd.

5. Export Report Continued: a menu pops up that allows for you to export this information into a CSV or XLSX file

- If you want all minor assets (not usually recommended) Select **Include entire configuration** checkbox

6. Click Blue **Export** box on bottom right and the report will download and go to your downloads folder.

**Filters**            Expand All    ✕

Last date of support                    ⌃

- ○ Passed (141)
- ○ Within 3 Months (6)
- ○ Within 12 Months (289)
- ○ Not Passed (7327)
- ○ Custom Date Range

Coverage status                         ⌄

Coverage end date                       ⌄

Warranty                                ⌄

Reserved licenses                       ⌄

Licensing connection status             ⌄

Device insights                         ⌄

Tags                                    ⌄

Customer country                        ⌄

Architecture                            ⌄

Sub-Architecture                        ⌄

Customer name                           ⌄

Give feedback

**Export 7468 records**

ℹ Records with Virtual Account assignments in progress will be excluded from the export file.

**Export type**

◉ Full export for selected device records
   ☐ Include entire configuration

○ Export to edit device records from a file

**File type**

◉ XLSX    ○ CSV

**Download file**

◉ Now

Cancel    **Export**

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# Cisco Ordering Guidance

- To ensure assets are deposited in intended Smart & Virtual account provide the vendor these details

**Recommendation:**

**Notify procurement for all Cisco orders & request the Cisco eDelivery Order Notification from the vendor. GEMSS & MCE/CLC is vendor agnostic (order from any vendor).**

1. **Provide correct Smart Account**

   *Department of Navy - Navy.mil (Smart Account Domain: Navy.mil)* is the only Smart Account for Navy GEMSS.

2. **Provide the destination Virtual Account**

   If not known, please reach out to your BSO Admin, Jeff Cusumano or you can view all virtual accounts on the third tab of the Inventory Update Form



[EXTERNAL] Cisco Order Delivery  Notification: PO#4223973

eDelivery@cisco.com
To Eldridge, Dawn

Reply    Reply All

If there are problems with how this message is displayed, click here to view it in a web browser.

cisco

**Cisco eDelivery Order Notification**

Dear **Valued Customer,**
Thank you for using Cisco's eDelivery system. The following order is now available for download:

**Order Information**

| Purchase Order No. | Bill To |
| --- | --- |
| 4223973 | WORLD WIDE TECHNOLOGY INC |
| **Sales Order No.** | **Ship To** |
| 116185007 | NIWC |
| **Web Order ID** | **End Customer** |
| 95407258 | NIWC |
| | **Partner Holding Account** |
| | World Wide Technology Americas |

**Line Information**

| Line | Line ID | Product ID (SKU) | Line Reference | Qty | |
| --- | --- | --- | --- | --- | --- |
| 1.0 | 312654295 | DC-MGT-SAAS Cisco Intersight SaaS | Customer Reference Notes: Customer Order Number: Subscription: Sub1602821 | 1 | Assigned Smart Account: Department of Navy - Navy.mil |

Access Order    View Smart Licenses

- A smart account will soon be mandatory to obtain and manage your Cisco software assets. Be prepared, get a Smart Account!
- Discover how a Smart Account allows you to manage all Cisco assets in one location through My Cisco Entitlements.

**Instructions**

To access the order, one of the following actions will need to be performed:

1. Use the links in the Line Information table.
2. Forward this email to your customer.

Please Note: The person accessing the order and/or registering the license must have a Cisco.com user account.

**Frequently Asked Questions (FAQ)**

- How to send Order Based Access (OBA)
- How to access orders in MCE
- How to order software upgrades
- How to download Digital Assets
- How to assign assets to a Virtual Account

If you are experiencing any issues, please visit the How to videos & user guide.

If this order contains Software products, you have ninety (90) days from the date of this email to download the software, after which the access to the software will be restricted. Only one Software download is allowed during this period, although if you require additional downloads or if you have passed the 90 day period, please request access through the eDelivery portal.

The Cisco products identified are governed by the terms and conditions of the Cisco End User License Agreement ("EULA") and any applicable supplemental license terms, or by a vendor software license agreement, if applicable. You may be required to accept the EULA prior to accessing the software.

Thank you,
Cisco Systems, Inc.

**Helpful Links**                    **Training & Support**
eDelivery                            Customer Service Central
Smart Software Manager Portal        Go Smart Accounts
Cisco.com                            Go Smart Licensing
                                     Support

Follow Cisco and Join the Conversation

Cisco.com | Privacy Statement | Trademarks

# Custodian Form

- Best practice in other ELAs

- Increase visibility, accountability, and tracking of Cisco assets

- Ensures asset is aligned to the correct Virtual Account in MCE

- Ensures confidence in Install Base and accurate cost share for future billing

- Download form on Community Site
  - Overview and MCE/CLC tabs

## Custodian Form for Cisco Asset & License Procurements to Ensure Coverage Under Navy GEMSS Enterprise Agreement

- The Navy, via the Global Enterprise Modernization Software and Services (GEMSS) program, *has a contract that entitles GEMSS covered organizations to* (1) unlimited licenses for DNA Routing, Switching and Wireless at the DNA ADVANTAGE level, and (2) to Cisco hardware support/SmartNet for the Navy's entire Cisco infrastructure.
- This form ensures procured Cisco assets are recorded in the correct "Virtual Account" reflective of the end user's Budget Submitting Office (BSO) and Unit Identification Code (UIC) to effectively manage Cisco assets and licenses, and **ENSURE receipt** of the coverages provided by GEMSS.
- The "Virtual Account" field in Section 2 **is mandatory** and corresponds to the **REQUIRING COMMANDs Virtual Account** in Cisco's asset management portal, My Cisco Entitlements (MCE). Submissions without the Virtual Account filled in will be rejected. **If you don't know your Virtual Account, contact your BSO Administrator-- it is often your command UIC or sub-UIC and is reflected in MCE.** You can find the Virtual Accounts in the Navy.mil GEMSS program at: Navy.mil Virtual Account Hierarchy
- Navy users must cite the "Navy GEMSS
- Attach this form with the ITPR for your
- Attach "just" the filled-out Custodian F

### Section 2) Requiring Customer/Command Responsible for Sustainment Information

BSO  Please Select  *Receiving Command UIC  _____

ITPR # (Required)  _____  Virtual Account  _____

Point of Contact Name  _____  **Primary Contact Cisco ID _____
(Last, First, MI)/Product Owner  (CCOID)

Phone Number  _____ Ext. _____  Email Address  _____
e.g. 123-456-7899 ext. 123

* As a rule of thumb, when identifying "Receiving Command", answer is "who owns the asset once the project/contract is complete?" The answer is usually a good indicator of who will own the licenses and/or who will receive the SmartNet support for hardware purchases. ** Your CCO ID can be found at Cisco.software.com. After logging into your account, click your Initials in the upper right hand side of the screen bringing up "My Account"; click on Manage Profile, you will see your CCOID in left column. Visit the Navy Digital Community page if you don't have a CCO ID. Navy GEMSS Community Page

### Section 1) Ordering Customer

Customer Name  _____
(Last, First, MI)

Phone Number  _____
123-456-7899

### Section 3) Procurement Approval Authority

Command Approver  _____  BSO Administrator  _____
Enter name of unit level purchase approver responsible for sustainment, eg. lead, APL, PAPM, etc.

### Section 4) Vendor Use Only – Navy GEMSS SNT# 204215489

Sales Order # (CCW)  _____

- **Cisco Partners & Resellers:**
  1. The Navy GEMSS program Smart Account is: "navy.mil" and shall be entered into Cisco Commerce (CCW).
  2. Entering the correct Virtual Account from Section 2 on the custodian is essential to placing the asset in the correct command's account and ensures asset visibility for tracking and inventory control.
  3. When the sales order number is generated in (CCW), enter it into Field #5 on the form. (The sales order number and this custodian form connect the approved purchase request to the final order, and serves as truth data if a discrepancy occurs.)

# Helpful References

- **Hardware questions:**
  - Asset Management Team for all requests - nvassetmgr@cisco.com

- **Licensing questions:**
  - Requesting Licenses or Virtual/Smart Account support - donlicensing@external.cisco.com

- **High Touch Operations Management Services (HTOM):**
  - Associate Cisco account to the Navy GEMSS contract - donhtom@cisco.com
  - Initiate TAC case or RMA requests
  - Assist with updating email addresses within your profile

- **Compliance Hold Cases:**
  - Email directly to -
    tradeopscpr@cisco.com

- **GLO Support Case: Cisco Licensing Support across all Smart Accounts within MCE**
  - Transfer assets from one Smart Account to another Smart Account https://www.cisco.com/c/en/us/support/licensing/licensing-support.html
  - Cisco Licensing Support, troubleshoot common licensing issues. Takes action on traditional, PAK-based licenses or when managing Smart Licenses on Smart Software Manager.

- **Request Cisco Advanced Engineering Support**
  - WWT Community Page – Engineering Support Tab
  - Fill out online form https://wwt.my.site.com/customerservicecenter/s/navy-gemss

- **WWT Emails –**
  - Bill.Coleman@wwt.com
  - Jeff.CusumanoJR@wwt.com

# Navy GEMSS Smart Account Business Rules

- No personal email addresses are allowed on the Navy GEMSS Smart Account.
- Group mailers are not allowed.
- Only one Cisco profile is allowed per individual.
- .Mil users are allowed access to the Smart Account.
- All users without a .mil email address will require authorization by a government sponsor.
  - An email from the government sponsor with the appropriate user(s) and the specific virtual accounts required, sent to WWT for action.

# Creating a Cisco Account/ CCOID

- To view assets associated to your command, one must have a valid Cisco Account/Profile:

- **TO CREATE CCO ID/ Cisco Profile - INSTRUCTIONS FOR CUSTOMER - https://www.cisco.com/c/dam/en_us/training-events/training/cx-cco-id-registration.pdf**

1) In a web browser, navigate to www.cisco.com
2) Click on Create an Account and enter the required information. Click the Submit button at the bottom of screen.
3) A Verification code will be delivered to your email address, enter the verification code received to validate the email address (Please see example highlighted in **Red**).
4) The Complete Registration screen displays. Be sure to input your Navy Command in the "name, company, address, email " field. Please do not use "SELF" or "US Navy".
5) Select the Access Management tab, and click on Smart Accounts, **Request Access to an Existing Smart Account**. (Account Domain Identifier: "Navy.mil") and click Submit.
6) Reason For Request: Please provide the following - BSO: XX, Virtual Account Name: NXXXXX, Role: User; click Select Request.
7) Send an email to donhtom@cisco.com, to associate Cisco profile to Navy GEMSS contract – *204215489.*





**Must have .mil email address**

GEMSS

# Smart Account Roles/Responsibilities

**Customer Smart Account Roles**

| Role | Responsibilities |
|---|---|
| *Smart Account Administrator* | • Manages all aspects of the Smart Account and its Virtual Accounts<br>• Can view orders in CCW for the entire Holding Smart Account and perform Account management activities (e.g. adding or removing Users, adding, or removing Virtual Accounts, accepting access requests) |
| *Smart Account Approver* | • Can only approve Smart Account legal agreements on behalf of the Account Owner<br>• Includes no User or Administrator privileges |
| *Smart Account User* | • Similar to the Smart Account Administrator, it allows access to all Virtual Accounts<br>• Holding Smart Account users can view in CCW all the orders deposited in the Holding Account and assign them to the Customer Smart Account<br>• Cannot create new Virtual Accounts or perform User management activities |
| *Smart Account Viewer* | • Limited View only access across Smart Account. |
| *Virtual Account Administrator* | • Similar to the Smart Account Administrator but limited to selected Virtual Accounts |
| *Virtual Account User* | • Similar to the Smart Account User but is limited to the Virtual Account the User is assigned to –<br>• Can view all the orders in CCW that were deposited in the Virtual Account and assign them to the Customer Smart Account<br>• Cannot add new users to their assigned Virtual Account. |
| *Virtual Account Viewer* | • Limited View only access across Virtual Account. |

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Questions, or comments welcome?

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