

SERVICE DESCRIPTION

NetApp System Standard Deployment Service



 **NetApp**

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The NetApp® System Standard Deployment service installs a single or dual-controller NetApp ONTAP storage system, E-Series system or StorageGRID® appliance. Additionally, variants of the Standard Deployment service are designed to install a NetApp H-Series system combining multiple nodes of storage and compute. The Standard Deployment service connects the system to the customer's environment. If multiple systems are to be deployed, then a deployment package is required for each high availability (HA)-pair, node or other unit of measure bounding the package.

This Service Description is by and between NetApp, Inc. ("NetApp") and the end customer or NetApp Authorized Reseller ("Customer") identified in the NetApp quote.

Standard Deployment Service

With the Standard Deployment Service, NetApp provides physical installation of NetApp technologies according to customer-specified parameters. Parameters might consist of physical network, power and essential configuration of services and management network access to enable remote access. Once installed, NetApp verifies that it is functional and ready for further configuration.

Key Benefits

The flexibility, efficiency, and scale provided by NetApp technologies help organizations grow and meet changing business needs. Improper installation or misconfiguration of new technology can cause the system to fail, wasting time, resources, and money. Avoiding missteps and optimizing efforts requires careful planning, knowledge of best practices, and thorough testing prior to deploying the system in a production environment. Without expert help, customers can experience downtime and miss out on many of the capabilities and benefits that your NetApp technology has to offer.

The goal of the NetApp Standard Deployment Service is to provide a high-performance NetApp technology whether a storage system, appliance, software or other technology that is ready to meet the application requirements. In addition to installation, setup, and verification, NetApp optimizes the system so that customers can reap the benefits of a consistent, high-quality deployment from the start while minimizing risk and shortening deployment time. NetApp service professionals help eliminate missteps so your staff can stay focused on business-critical tasks.

Service Delivery

The NetApp Standard Deployment Service includes qualification to ensure the configuration readiness of the NetApp system. Therefore, to ensure compatibility and ease of integration into the Customer environment, the service starts with a review of all relevant parts of the environment. The Standard Deployment Service interview is performed via telephone, WebEx, Zoom, or other online meeting service with the NetApp consultant. This qualification phase delivers a completed deployment questionnaire, noting all the required information for completing the phases of the deployment service.

The Standard Deployment Service is delivered in four phases:

- **Service Preparation.** NetApp engineers meet with your designated contact person(s) to discuss prerequisites and jointly perform a site preparation and deployment review. For more complex installation this might be completed with an on-site pre-visit. We apply standard methodology and best practices while planning the customer's system deployment.
- **Deployment.** NetApp usually schedules and performs the installation during normal business hours. Applying NetApp best practices, engineers install one or more systems in a standalone or high-availability (HA) configuration. They will also minimally configure the operating system as required. For H-Series, the system is delivered in VM-Ready state.

- **Service Validation.** To validate that the customer's equipment or system is ready for use, NetApp performs a minimal test configuration and then tests it to determine that read/write access is available for up to two (2) co-located hosts (when applicable). If you've purchased an HA model, NetApp also tests and verifies failover and failback capabilities. For NetApp FAS ONTAP® systems, deployment also includes all necessary switches and cabling installation, as well as node configuration. For H-Series, NetApp will additionally verify minimal vCenter operations are available.
- **Service Completion and Knowledge Transfer.** Finally, NetApp service professionals transfer all necessary information during a single Knowledge Transfer (KT)* session so customers can continue to support and maintain the new system in their environment. NetApp's goal is to provide customers with a fully functional, working system that the customer can deploy into their data infrastructure either with their own resources or using NetApp Services resources.

* KT does not replace NetApp University training. The customer must have all necessary staff available for the KT session, and the session must occur on or before the completion of the Standard Deployment Service.

Service Scope

Standard Deployment includes the following services.

Service Preparation

- Remote preparation of the site and installation review
- Validation that the customer environment is suitably prepared for the integration of the NetApp system solution
- Final sign-off of parameters to be used during the deployment and validation process
- Software and hardware inventory checks

Deployment

- Installation of purchased products
- Firmware and software version validation and updates
- Connection of components:
 - Power
 - Controllers to storage shelves/storage nodes as applicable
 - Storage and client management network connection
- Verification of all purchased licenses
- Full system tests to make sure that the system is prepared for implementation of custom configuration
- Setup of the system:
 - Load system management software.
 - Enable cluster failover (if clustered).
 - Configure email and SNMP alerts (if applicable).
 - Deploy management node (if applicable).
 - H-Series cluster configuration and collector setup (if applicable).
 - Enable NetApp AutoSupport® or Active IQ (if applicable).

Service Validation

- Perform internal testing for successful integration within the customer environment.
- Verify and test the system:
 - Verify the protocol and licensing (if applicable).
 - Perform H-Series VMware connectivity test (if applicable).
 - Create the management account and confirm client access on a test volume (if applicable).
 - Perform a connectivity test; connect up to two hosts.
- For StorageGRID® appliance, E-Series, and EF-Series, verify network connectivity on the customer network and confirm that storage hardware is in optimal state.

Note: NetApp tests its products to standard software or hardware specifications. Completion of this testing is not a requirement of the product's acceptance, which is addressed under the product purchase agreement.

Service Completion, Knowledge Transfer, and Administrative Details

- Conduct the KT session—a short briefing about the implemented functions. Give instructions and hints to the operating staff for best practice in daily work, manageability, and monitoring.
- Prepare and deliver the following:
 - Documentation for NetApp system as deployed
 - An “as-built” document with the deployment details
 - Step-by-step deployment documentation
 - Testing logs and Config Advisor output
- Review “as-built” documentation with the customer contact.
- Provide the customer with a quick tour of the NetApp Support site (NSS).
- Perform system registration.

Service Prerequisites and Conditions

NetApp Responsibilities

- Delivery in up to three (3) site visits to complete Standard Deployment Scope of Work.

Customer Responsibilities

- The new equipment is available at customer site before services begin.
- The data center must be prepared so rack space and the necessary power and network connectors are available, to standard product specifications.
- The customer must provide access to the data center and required systems.
- The customer must provide all information necessary for the deployment on or before the date of the service.
- The customer must make sure that network connectivity and physical infrastructure (for example, electricity, facilities, and cabling) are available to product specifications.
- The customer must provide a contact who is available throughout the service to clarify questions and provide information, access and passwords when needed.
- The customer contact must be immediately available to work with the NetApp consultant during the handover stage of the service.
- If customers require further NetApp services (for instance, migration service), they must purchase these services separately.

- Customers must provide at least 2 weeks' notice to schedule service delivery.
- The customer is responsible to register any third party product(s) purchased on the NetApp quote. This will enable customer access to downloads, documentation and support notifications and reminders for support renewal when third party product support contract expires. Additional information on these third party products can be found on the NetApp Support Site.

Shared Responsibilities

- The entire Standard Deployment Service must be completed within 1 year of the purchase order date. Otherwise, the order automatically terminates and is deemed complete.
- NetApp will send the customer a confirmation email when the service is complete, providing an opportunity for the customer to advise if the service was not delivered satisfactorily. If the customer does not submit a written notification of a service performance issue within 5 business days from receipt of the confirmation email, the work will be deemed accepted.

Exclusions

The following list of exclusions apply to the Standard Deployment Service.

- System configuration beyond basic connectivity (including SVMs)
- Design
- Travel
- Repositioning of equipment beyond commercially reasonable distance
- Any services not listed above (for example, migration service); these services should be purchased separately
- StorageGRID® software installation and configuration

Other deviations from service scope can be accommodated with the purchase of additional NetApp services.

Purchasing

Customers typically purchase deployment services when they purchase the system. Orders are assigned to NetApp's Services team or certified NetApp Services partners in accordance with local NetApp processes.

Fee Description and Payment

Before NetApp performs any services, NetApp requires an approved purchase order from the customer, acceptable to NetApp. NetApp will invoice when it receives the approved purchase order. Payments are nonrefundable with no right to refund or credit. If the customer requires more time, a new NetApp sales quote and purchase order will be required.

Additional Services

NetApp can assist in every phase of the NetApp system lifecycle. Whether customers need help planning their next-generation solution, need an extra set of hands for a major deployment, or want to optimize an existing infrastructure, NetApp service personnel have the skills to help customers start it right and keep it right. NetApp offers a complete portfolio of related services, including consulting, design, implementation, and support services.

Incorporated Terms

In the absence of an effective written agreement between the parties, expressly governing these services, this service is governed by the standard NetApp Support and Professional Services terms posted at www.netapp.com/us/how-to-buy/stc.html as of the sales quotation date, which are incorporated herein by reference.

About NetApp

In a world full of generalists, NetApp is a specialist. We're focused on one thing, helping your business get the most out of your data. NetApp brings the enterprise-grade data services you rely on into the cloud, and the simple flexibility of cloud into the data center. Our industry-leading solutions work across diverse customer environments and the world's biggest public clouds.

As a cloud-led, data-centric software company, only NetApp can help build your unique data fabric, simplify and connect your cloud, and securely deliver the right data, services and applications to the right people—anytime, anywhere. www.netapp.com

