NetApp

NETAPP DEPLOYMENT SERVICE FOR NVIDIA DGX SUPERPOD

The NetApp® Deployment Service for NVIDIA DGX SuperPOD installs the storage stack of one or more NetApp EF-Series–based NVIDIA Scalable Units ("SU"). The service connects the required number of EF-Series appliances to the applicable x86-based Linux systems through direct-connected InfiniBand. The service also prepares the out-of-band and management connections, including the baseboard management controller (BMC) for the x86 systems. The deployment follows the guidelines as set in the NetApp Validated Architecture for NVIDIA DGX SuperPOD ("NVA"). After the installation, a basic connectivity test is performed.

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 Deployment Service for NVIDIA DGX SuperPOD, NetApp provides physical installation of NetApp technologies according to the specified parameters in the NVA. Parameters might consist of physical network, power, and essential configuration of services and management network access to enable remote access. Then NetApp verifies that the installation 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 NetApp technology has to offer.

The goal of the NetApp Deployment Service for NVIDIA DGX SuperPOD is to provide the high-performance storage stack for the NVIDIA DGX SuperPOD solution that meets NVIDIA performance 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 Deployment Service for NVIDIA DGX SuperPOD includes qualification to make sure the NetApp and x86 systems are configuration-ready. 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. An interview is performed by 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 Deployment Service for NVIDIA DGX SuperPOD is delivered in four phases:
- **Service Preparation.** NetApp engineers meet with the customer's designated contact person(s) to discuss prerequisites and jointly perform a site preparation and deployment review. For more complex installations, this review might be completed with an on-site preliminary 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. Following the guidelines from the NVA, NetApp engineers install the storage stack of one or more EF-Series–based NVIDIA Scalable Units, including all InfiniBand interconnects between the various systems. They also configure out-of-band and management connectivity as required by the NVA. If applicable, the Red Hat Enterprise Linux (RHEL) operating system is installed.
- **Service Validation.** To validate that the customer's equipment or system is ready for further configuration, NetApp performs a connectivity test to determine that all systems are properly installed.
- **Service Completion.** Finally, NetApp service professionals provide all necessary information to the customer. NetApp's goal is to make sure the systems are ready for the further software configuration that is included in the Deployment Service for NVIDIA DGX SuperPOD.

Service scope

In the Deployment Service for NVIDIA DGX SuperPOD, NetApp performs the following services.

Service Preparation
- Review the customer's existing production environment, prerequisites, and preparation of the site.
- Validate that the customer environment is suitably prepared for the integration of the NetApp system solution.
- Capture the required configuration preferences and parameters in the deployment documents.
- Perform hardware inventory checks against the Bill of Material (BOM).

Deployment
During this phase, NetApp performs installation of purchased products and cabling setup.

EF-Series storage arrays:
- Perform physical installation of the EF-Series arrays to include racking and cabling equipment.
- Connect components:
- Connect power.
- Connect controllers to storage shelves.
- Apply out-of-band and base management configuration.

x86 systems:
- Verify that host channel adapters (HCAs) are physically installed in the correct slots.
- Install HCA cards, if applicable.
- Perform physical installation to include racking and cabling of x86 systems.
- Connect components:
  – Connect power
  – Configure out-of-band connectivity, including BMC credentials
  – Install RHEL operating system

Cabling setup:
- Connect x86 systems to EF-Series components.

Service Validation
- Perform basic network connectivity tests.
- Prepare the following deliverables:
  – EF-Series Deployment Document
  – x86 System Deployment Document

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 and Administrative Details
- Deliver the following documentation to the customer:
  – EF-Series Deployment Document
  – x86 System Deployment Document
- Provide the customer with a quick tour of the NetApp Support Site.
- Perform system registration.

Service prerequisites and conditions

NetApp responsibilities
- Delivery in up to three (3) site visits to complete the Deployment Service for NVIDIA DGX SuperPOD Scope of Work.

Customer responsibilities
- The new equipment is available at the customer site before services begin.
- The data center must be prepared so that 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 for registering any third-party products purchased on the NetApp quote. Registration enables customer access to downloads, documentation, support notifications, and reminders for support renewal when the third-party product support contract expires. Additional information about these third-party products can be found on the NetApp Support Site.

Shared responsibilities
- The entire Deployment Service for NVIDIA DGX SuperPOD 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 Deployment Service for NVIDIA DGX SuperPOD:
- System configuration beyond basic connectivity
- Design
- Repositioning of equipment beyond a commercially reasonable distance
- Any services not listed above (for example, migration service); these services should be purchased separately

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 as of the sales quotation date, which are incorporated herein by reference.

Contact Us

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