NETAPP CARD DEPLOYMENT SERVICE

This Service Description is by and between NetApp ("NetApp") and customer as identified in NetApp's quote ("Customer"). 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 as of the sales quotation date, which are incorporated herein by reference.

The NetApp® Card Deployment Service installs a pair of add-on cards to Customer's NetApp ONTAP® appliance. If Customers want to deploy multiple sets of add-on cards, a deployment service is required for each pair of cards.

Card Deployment Service

With the Card Deployment Service, NetApp provides physical installation of a set of add-on cards to Customer's existing NetApp appliance. After installation, NetApp verifies, using Config Advisor, that it is functional and ready for production use.

Key benefits

The goal of the NetApp card Deployment Service is to provide Customer with a consistent and high-quality deployment of the add-on cards. This minimizes risk and shortens time to value. NetApp service professionals help eliminate missteps so that the customer's staff can stay focused on business-critical tasks.

Service delivery

The Card Deployment Service starts with a review by NetApp of the relevant parts of the Customer's environment. Next, the NetApp Hardware Universe is consulted for the slot priority in preparation of the deployment phase.

The Card Deployment Service is delivered in three phases:
- **Service preparation.** NetApp engineers engage with designated Customer personnel to discuss the deployment, consult the NetApp hardware Universe and verify required rack cabling.
- **Deployment.** NetApp engineers physically deploy the add-on cards per controller following controller takeover/giveback procedures.
- **Service validation.** To validate that the add-on cards are ready for use, NetApp runs Config Advisor for validation. Any findings are addressed.

Service scope

The Card Deployment Service includes the following services.

Discovery

- Verify the required equipment has been received.
- Unpack equipment and ensure inventory is correct.
- Verify the minimum running ONTAP version.
- Verify one or more open slots available on Customer system:
  - If multiple slots are available, install the module according to the slot priority matrix for the card module in the NetApp Hardware Universe.
- Confirm required number of switch ports available to connect new card(s).
- Verify required network cabling in and out of controllers/storage switches (disk shelf/stack) is available.
- Confirm that all other components in the system are functioning properly. If they are not, a case should be opened with NetApp Support.

Deployment

- Tasks associated with the ONTAP controller:
  - Perform a takeover of the target controller.
  - Remove the slot blanking cover in the target slot, add the module.
  - Perform a giveback of the target controller.
  - Set storage port mode to storage.
- Cable the card(s) to the storage switch(es).

Testing

- Run Config Advisor for validation.
- Review Config Advisor results and address and findings:
  - Assist Customer to register cluster in AIQ as needed.
  - Verify system is available in AIQ.

Service prerequisites and conditions

NetApp responsibilities

- NetApp reserves the right to subcontract any or all portions of the Card Deployment Service.

Customer responsibilities

- The new equipment and applicable cabling are available at Customer site prior to the commencement of services.
- The Customer will ensure the data center is prepared with adequate rack space and the necessary power and network connectors 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 provide a contact who is available throughout the schedule of service to clarify questions and to 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,
- The Customer must provide access to the contacts and the facility as requested for completion of Card Deployment Service,
- The Customer must provide at least 2 weeks advance notice to schedule service delivery,

Shared responsibilities

- The entire Card 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 Card Deployment Service is complete, providing an opportunity for the Customer to advise if the Card Deployment Service was not delivered satisfactorily. If the Customer does not submit a written notification (email is acceptable) of a service performance issue within 5 business days from receipt of the confirmation email, the work will be deemed accepted by the Customer.

Exclusions

The following items are not included in the Card Deployment Service:
- This service is applicable to ONTAP systems only, all other systems are excluded
- Clusters not in the same data center
- Components in scope that are not compatible according to the current Interoperability Matrix
- Design or perform any further configuration or software download/installation
- Work performed outside standard business hours
- Repositioning of equipment after installation
- Any services not listed must be purchased separately
- Hardware replacement

Fee description and payment

Before NetApp performs any services, it 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 additional 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.