

# NETAPP SHELF 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](http://www.netapp.com/us/how-to-buy/stc) as of the sales quotation date, which are incorporated herein by reference.

The NetApp® Shelf Deployment Service installs and configures one additional shelf connected to Customer’s NetApp ONTAP® appliance. If Customers want to deploy multiple shelves, a deployment service is required for each shelf.

## Shelf Deployment Service

With the Shelf Deployment Service, NetApp provides physical installation of an additional shelf 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 Shelf Deployment Service is to provide Customer with a consistent and high-quality deployment of the new shelf. 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 Shelf Deployment Service starts with a review by NetApp of the relevant parts of the Customer’s environment. Next, the shelf addition deployment workbook is completed, noting all the required information for the deployment phase.

The Shelf Deployment service is delivered in three phases:

- **Service preparation.** NetApp engineers engage with designated Customer personnel to discuss the deployment, complete the shelf addition deployment workbook and confirm rack space availability.
- **Deployment.** NetApp engineers physically deploy the shelf and cable the shelf to the cluster. The shelf is configured and firmware is update if required.
- **Service validation.** To validate that the additional shelf is ready for use, NetApp runs Config Advisor for validation. Any findings are addressed.

## Service scope

The Shelf Deployment Service includes the following services.

### Discovery

- Discuss ONTAP Shelf Addition ConfigBuilder workbook.
- Review ONTAP cluster to determine Shelf ID layout and Shelf ID to be assigned to new shelves.
- If required, review requirements to convert from direct to switch-attached disk shelves.
- Verify the required equipment has been received.
- Unpack equipment and ensure inventory is correct.
- Verify cable lengths are sufficient from switch to shelf.
- Confirm resource availability to lift heavy equipment.
- Perform rack and mount of shelves:
  - Ensure airflow vents at rear of chassis are not obstructed.
  - Confirm adequate rack mounting depth.
- Confirm rack space availability:
  - Sufficient AC power.
  - Required # of switch ports available.
  - Required network cabling in and out of controllers/storage switches (disk shelf/stack).
  - Rack ID and position.
  - Complete ONTAP Shelf Addition ConfigBuilder Workbook.

### Deployment

- Connect shelf to power.
- Cable storage shelf to the cluster.
- Set Shelf IDs as appropriate.
- Verify any required firmware/DQP updates complete successfully.
- Verify disk assignment.

### Testing

- Run Config Advisor for validation.
- Review Config Advisor results and address and findings.
  - Handover ONTAP shelf addition ConfigBuilder workbook to Customer.
  - Assist Customer to register cluster in AIQ as needed.
  - Verify System is available in AIQ.

## Deliverables

- ONTAP Shelf Addition ConfigBuilder workbook

## Service prerequisites and conditions

### NetApp responsibilities

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

### Customer responsibilities

- The new equipment is available at Customer site prior to the commencement of services.
- The Customer is responsible to have the appropriate length of cables onsite at the time of deployment.
- 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 will ensure that network connectivity and physical infrastructure (for example, electricity, facilities, and cabling) are available and meet product specifications.
- 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 Shelf Deployment Service.
- The Customer must provide at least 2 weeks advance notice to schedule service delivery.

## Shared responsibilities

- The entire Shelf 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 Shelf Deployment Service is complete, providing an opportunity for the Customer to advise if the Shelf 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 Shelf 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

## 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.



Contact Us

### About NetApp

NetApp is the intelligent data infrastructure company, combining unified data storage, integrated data services, and CloudOps solutions to turn a world of disruption into opportunity for every customer. NetApp creates silo-free infrastructure, harnessing observability and AI to enable the industry's best data management. As the only enterprise-grade storage service natively embedded in the world's biggest clouds, our data storage delivers seamless flexibility. In addition, our data services create a data advantage through superior cyber resilience, governance, and application agility. Our CloudOps solutions provide continuous optimization of performance and efficiency through observability and AI. No matter the data type, workload, or environment, with NetApp you can transform your data infrastructure to realize your business possibilities. [www.netapp.com](http://www.netapp.com)

