NETAPP SWITCH 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® Switch Deployment Service installs a pair of switches connected to Customer's NetApp ONTAP® appliance. If Customers want to deploy multiple pairs of switches, a deployment service is required for each pair.

Switch Deployment Service

With the Switch Deployment Service, NetApp provides physical installation of pair of switches 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 Switch Deployment Service is to provide Customer with a consistent and high-quality deployment of the new switches. 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 switch Deployment Service starts with a review by NetApp of the relevant parts of the Customer's environment. Next, the rack space is examined in preparation for the deployment phase.

The Switch Deployment service is delivered in three phases:
- **Service Preparation.** NetApp engineers engage with designated Customer personnel to discuss the deployment, and confirm rack space availability.
- **Deployment.** NetApp engineers physically deploy the switches and cable the switches to the cluster for both data and mangement.
- **Service validation.** To validate that the additional switches are ready for use, NetApp runs Config Advisor for validation. Any findings are addressed.

Service scope

The Switch Deployment Service includes the following services.

Discovery
- Verify the required equipment has been received.
- Unpack equipment and ensure inventory is correct.
- Rack mount switches:
  - 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).

Deployment
- Connect switch(es) to power.
- Perform management cabling.
- Perform cabling from switch to controllers and/or shelves as applicable.

Testing
- Run Config Advisor to validate switch deployment.

Service prerequisites and conditions

NetApp responsibilities:
- NetApp reserves the right to subcontract any or all portions of the Switch Deployment Service.

Customer responsibilities
- The new equipment is available at Customer 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 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 Card Deployment Service.
- The Customer must provide at least 2 weeks advance notice to schedule service delivery.

Shared responsibilities
- The entire Switch 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 Switch Deployment Service is complete, providing an opportunity for the Customer to advise if the Switch 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 Switch 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.

Contact Us

NetApp