

NETAPP DATA COMPUTE NODE 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 Professional Services terms](#) as of the sales quotation date, which are incorporated herein by reference.

The NetApp® Data Compute Node Deployment Service ("DCN Deployment Service") includes physical installation such that the appliance is now ready for further configuration and integration within the customers AI data pipeline and processes. This service will help ensure the new data compute node is connected to the network and joins with the existing AFX cluster to be managed through System Manager.

Any additional software configuration required such as configuration and integration of the NetApp Metadata Engine, or Data Services for AI software (vectorization, guardrails, etc.) would be a separate PS engagement in addition to the Data Compute Node Deployment Service.

Data Compute Node Deployment Service

With the Data Compute Node Deployment Service, NetApp provides physical installation of NetApp DCN technologies according to customer-specified parameters. This service includes rack and stack of the DCN (DX) cabling, updating firmware if needed, connecting to the network and joining to AFX cluster. No software configuration is included with this service.

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 Data Compute Node Deployment Service is to provide a high-performance NetApp appliance that is ready to meet the application requirements. This service will help customers reap the benefits of a consistent, high-quality deployment from the start while minimizing risks and shortening deployment time. NetApp service professionals help eliminate missteps so that the customer's staff can stay focused on business-critical tasks.

Service delivery

To confirm that the new system is compatible with the Customer's environment and can be easily integrated, the Data Compute Node Deployment Service starts with a review by NetApp of all relevant parts of the Customer's environment. The Data Compute Node Deployment Service interview is performed via telephone, Webex, Zoom, or other online meeting service with the NetApp consultant and Customer. This preparation phase delivers a completed deployment questionnaire, noting all the required information for the deployment phase.

The Data Compute Node Deployment Service is delivered in four phases:

- **Service Preparation.** NetApp engineers engage with designated Customer personnel to perform a site preparation and deployment review. For more complex installation this might be completed with an on-site pre-visit. They apply standard methodology and best practices while planning the Customer's system deployment.
- **Deployment.** Installation is scheduled and performed during normal business hours unless determined otherwise. Applying NetApp best practices, engineers install one or more data compute nodes in the Customer's environment. We will ensure that the new data compute nodes are connected to the network, update firmware, and discovered by System Manager. .
- **Service Validation.** To validate that the Customer's equipment is ready for use, NetApp performs system verification and validation checks. We will verify software licensing, user authentication, network and data connectivity to ensure the system is ready for further configuration and integration within the Customer's environment.
- **Service Completion and Knowledge Transfer.** NetApp service professionals transfer all necessary information during a single Knowledge Transfer (KT)* session, lasting no more than one hour, so that the Customer can continue to support and maintain the new system in their environment. NetApp's goal is to provide the Customer 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 Learning Services 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 Data Compute Node Deployment Service.

Service scope

The Data Compute Node Deployment Service includes the following services.

Service preparation

- Prepare Customer Site and conduct deployment review
 - Validate that the Customer environment is suitably prepared for the integration of the NetApp system solution
 - Perform software and hardware inventory checks
- Provide and complete Deployment Workbook with Customer Information
- Review with Customer and receive final sign-off from Customer of parameters to be used during the deployment and validation process

Deployment

- Install the purchased products as quoted
- Validate, update and verify the firmware and software versions included with the hardware purchase
- Configure core components:
 - Power
 - Storage and client management network connection
- Perform system tests to confirm that the system is prepared for implementation of custom configuration
- Setup the purchased system or systems:
 - Load system management software.
 - Configure notifications, if applicable
 - Configure management settings
- Apply OAuth 2.0 settings:
 - Verify NetApp AutoSupport® telemetry, if applicable

Service validation

Verify and test the data compute node for successful integration within the Customer environment:

- Verify software licensing, as needed
- Verify Customer user authentication
- Validate network and data connectivity as necessary

Service completion, knowledge transfer, and administrative details

- Conduct a single Knowledge Transfer (KT) session, lasting no more than one hour, briefing Customer about the implemented functions. Provide instructions and hints to the operating staff on best practice in daily work, manageability, and monitoring
- Prepare and deliver the following:
 - Documentation for NetApp system as deployed
 - Provide the Customer with a quick tour of the NetApp Support site
 - Register the system

Service prerequisites and conditions

NetApp responsibilities

- Delivery of up to three (3) site visits (remote or up to one (1) onsite preparation visit) to complete the Data Compute Node Deployment Service Scope of Work.
- NetApp reserves the right to subcontract any or all portions of the Data Compute Node Deployment Service provided herein.

Customer responsibilities

- The new equipment is available at Customer site before services begin.
- The data center must be prepared so that rack space and the necessary power and network connectors are available and meet 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 and meet 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 Service Completion stage of the engagement.
- The Customer must provide at least 2 weeks' notice to schedule service delivery.
- The Customer is responsible for registering any third party product(s) purchased on the NetApp quote. This registration enables 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 Data Compute Node 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 Data Compute Node Deployment Service is complete, providing an opportunity for the Customer to advise if the Data Compute Node 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 Customer.

Exclusions

The following list of exclusions apply to the Data Compute Node Deployment Service:

- System configuration beyond management configuration
- Configuration of Customer's AI environment
- Design or perform any further configuration or software download/installation
- Repositioning of equipment after installation
- Any services not listed in this Service Description (for example, migration service); these services should be purchased separately

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



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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



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