

MANAGED SERVICES FOR NETAPP KEYSTONE 3.0

Service background and overview

The customer has requested that NetApp provide NetApp® Managed Services for the customer's NetApp Keystone® environment. The Keystone equipment is delivered under a separate service description, the [Keystone 3.0 Service Description](#) ("Keystone SD"). NetApp Managed Services will provide ongoing operational support after the completion of the Keystone deployment.

NetApp Managed Services are remotely delivered support services for an installed and configured Keystone environment (the "Keystone Solution"). These services help customers maintain current NetApp software, firmware, and security patch levels within their NetApp Keystone environment. NetApp Managed Services include the following service modules (collectively, "the Managed Service Modules"): Service Request Fulfillment, Event Management, Incident Management, and Upgrades and Patch Management. Through these services, NetApp provides technical expertise to support customer operational objectives and help customers maximize the value of their NetApp Keystone investment.

Key benefits

NetApp Managed Services for Keystone are designed to help customers manage and operate their Keystone environment through ongoing support for upgrades, incidents and event management, and capacity-related requests. These services help customers continue to realize the value of their NetApp Keystone Solution while maintaining operational stability and currency. By leveraging NetApp's operational expertise and established best practices, NetApp Managed Services can reduce the operational burden on customer IT teams, particularly for organizations that may not have the required skills, resources, or capacity to manage these activities internally.

Scope of Managed Services

NetApp will provide the Managed Services described in this service description for the customer's NetApp Keystone environment ("Service Description"). If the Managed Services description herein does not meet the customer's requirements, a separate statement of work ("SOW") may be required.

The Managed Services are delivered remotely, unless otherwise mutually agreed in writing. NetApp will assign a Service Delivery Manager ("SDM") to oversee the delivery of the Managed Services. The SDM will be responsible for coordinating the delivery of the Managed Service Modules within the customer's environment and will serve as the primary contact for the customer and for the NetApp account teams for matters related to the Managed Services.

NetApp Managed Services include the delivery of the following Managed Services Modules for the customer's Keystone environment:

- Service Request Fulfillment
- Event Management
- Incident Management
- Upgrades and Patch Management

The specific activities performed under each Managed Services Module are described in the sections below.

Service delivery

NetApp will deliver the Managed Services in accordance with this Service Description for the customer's Keystone environment. The Managed Services are delivered remotely, unless otherwise agreed in writing.

NetApp will provide upgrade and patch recommendations as appropriate for the customer's Keystone environment. These recommendations will be specific to the installed configuration and aligned with NetApp guidance and best practices. NetApp will collaborate with the customer, as applicable, to integrate service delivery activities with the customer's existing service management processes to support a consistent operational experience.

The Managed Services are provided on a 24x7x365 basis and are intended to support the ongoing operation, management, and maintenance of the customer's Keystone environment in accordance with the scope defined in this Service Description.

Service tasks

During the installation of the Keystone solution under the separate Keystone SD, NetApp Managed Services will provide the following initial onboarding activities to prepare for the delivery of the Managed Services:

- Conduct an engagement kickoff meeting to review the scope of the Managed Services and gather information required for service delivery
- Establish communication plans and points of contact
- Create an onboarding schedule
- Review existing documentation provided by the customer, if applicable
- Document roles and responsibilities for customer contacts associated with each Managed Services Module
- Establish and review escalation procedures
- Document processes for integrating the Managed Services with the customer's existing operational processes, as applicable

Upon completion of the Keystone installation and the onboarding activities described above, NetApp Managed Services will deliver the following Managed Services Modules for the customers' Keystone environment: (1) Service Request Fulfilment; (2) Event Management; (3) Incident Management; and (4) Upgrades and Patch Management. Each Managed Services Module is designed to address a specific operational aspect of the Keystone environment. The scope and specific activities associated with each Managed Services Module are described in the sections below.

Service Request Fulfilment

This module includes the fulfilment of low-level, low-risk, low-impact, and repeatable requests related to the customer's NetApp Keystone environment. NetApp ensures that service requests are appropriately classified, fulfilled, escalated when required, and closed in accordance with agreed processes.

Service requests may include activities such as storage provisioning, access or permission updates, and configuration changes within the customer's Keystone environment. Under this module NetApp will:

- Provide documentation describing NetApp's interaction with the customer's service request fulfillment process
- Use the customer's existing service request system, or assist in developing a request process if none exists
- Collaborate with the customer's change management function to raise and manage change requests associated with service request fulfillment
- Interface with the customer's assets and configuration management function to capture and communicate modifications to the Keystone environment
- Evaluate, fulfill, and close service request tickets, and provide fulfillment notifications to the Customer

Requests that are outside the scope of this module or that require custom design, development, or project based work are not included and may require a separate SOW.

Event Management

This module ensures that service-state changes within the customer's NetApp Keystone environment are detected, classified, and reported in a consistent and efficient manner, and that appropriate action is taken in response to events. Under this module, NetApp will:

- Monitor NetApp Keystone hardware and associated assets
- Install and utilize event management and monitoring tools for NetApp Keystone hardware and assets
- Where integration is possible and agreed, define and implement event and alert rules and integrate with the customer's incident management system, as applicable
- Provide event management documentation describing the process interfaces between NetApp and the customer
- Review and acknowledge events and alerts related to NetApp Keystone hardware and assets

- Act in accordance with defined procedures when events occur
- Provide ongoing review and maintenance of event and alert rule sets
- Notify the customer of exceptional events as they occur and ensure that a technical support case has been opened when required

Event Management focuses on detection and notification of service-state changes and works in conjunction with the Incident Management modules for service restoration activities.

Incident Management

This module provides effective incident management to support the timely restoration of service for the customer's NetApp Keystone environment. This module follows ITIL-aligned best practices and integrates with the customer's existing incident management procedures, including priority classification within the customer's incident management system. Under this module, NetApp will:

- Provide incident management documentation, describing process interfaces and delivery procedures
- Manage incidents efficiently following the customer's incident management processes
- Provide support to the customer's service desk for immediate incident resolution related to the managed Keystone environment
- Create and manage incident tickets, including monitoring incidents and conducting regular reviews
- Investigate and diagnose incidents assigned to the Incident Management queue
- Coordinate the service restoration or approve workaround activities related to the customer's infrastructure, including interfacing with relevant NetApp service functions or customer ITIL processes, as applicable
- If NetApp hardware or its sub-components require replacement, coordinate replacement activities, including interfacing with the customer's data center team and NetApp Support field resources, as required
- Provide service restoration information to facilitate incident resolution, reassignment, or closure
- Validate resolution with the customer and close incident tickets when appropriate
- Request that a problem record be raised when an underlying issue is identified and root cause analysis is required
- Participate in major incident reviews, as applicable

Incident Management works in conjunction with the Event Management module to restore service following detected service state changes.

Upgrades and Patch Management

This module provides proactive planning and execution of software, firmware, and security patch upgrades for the customer's NetApp Keystone environment. This module is intended to help ensure that the Keystone environment remains current and aligned with NetApp guidance and best practices. Under this module, NetApp will:

- Use one or more NetApp tools, such as Config Advisor, Active IQ and AutoSupport, to generate reports required to assess upgrade readiness
- Review current and target ONTAP and firmware versions against the NetApp Interoperability Matrix to validate the target upgrade level
- Perform cluster verification to determine upgrade readiness, including identification of dependencies
- Determine the appropriate upgrade approach, such as automated, rolling, or disruptive, based on the environment and upgrade requirements
- Create and review an ONTAP Upgrade Plan
- Interface with the customer's change management function for approval and scheduling of upgrade activities
- Execute upgrades in accordance with the approved Upgrade Plan
- Perform post-upgrade tasks and validate operational status following completion of the upgrade

This module applies only to components within the NetApp Keystone environment and does not include upgrades to customer operating systems, applications, or non-NetApp components.

Deliverables

In addition to the standard deliverables provided under the Keystone SD, NetApp will provide the following Managed Services deliverables to the customer in a format or by a method that is mutually agreed upon between the parties:

- Service Request Fulfillment documentation, describing request handling and process interfaces
- Capacity and utilization information, mapped to customer lines of business, where applicable
- Event Management monthly reports
- Incident Management documentation, including process descriptions and operational interfaces
- ONTAP Upgrade Plan, as applicable
- Certificate of Completion, issued upon completion of the Managed Services engagement

The specific content and format of deliverables may vary based on the scope of Managed Services and the customer's Keystone environment.

Out-of-scope services

NetApp Managed Services are not intended to provide consulting services related to the customer's storage environment. Consulting and other services not expressly included in this Service Description may be available as additional services under a separate SOW.

Examples of services that are out-of-scope for NetApp Managed Services include, but are not limited to:

- Hardware and software installation services outside of the scope of this engagement
- Relocation of customer equipment
- Project-based work, such as integrations, data migrations, disaster recovery implementations, or configuration backups
- Development of customer-requested automation routines or scripts
- Development of designs to meet new customer requirements
- Storage infrastructure architecture and design services
- Upgrade assistance for customer operating systems, drivers, applications, or other non-NetApp components
- Purchase of hardware or software, including licensing of software and associated support services
- Local or on-site activities, unless otherwise mutually agreed in writing
- Application integration activities
- Review or interpretation of Config Advisor, Active IQ reports, and AutoSupport reports
- Service Request Fulfilment, Event Management, Incident Management, or Upgrades and Patch management activities outside of the customer's NetApp Keystone environment

Customers interested in services outside the scope described above should contact their NetApp representative for additional information.

Schedule of performance

The Managed Service will commence when the customer's Keystone environment has been deployed and activated under the Keystone SD. The Managed Services activities are those described in the 'Service Tasks' section of this Service Description.

The term of the Managed Services will be detailed in the MS Implementation Details Document that NetApp provides. If the Managed Services do not commence within one (1) year of the applicable purchase order date, the order will automatically terminate in the absence of a written change request. Managed Services must be delivered during consecutive months following the Managed Services start date.

Assumptions and responsibilities

The following assumptions and responsibilities apply to the delivery of NetApp Managed Services for the customer's NetApp Keystone environment:

- NetApp and the customer will designate a primary contact responsible for coordinating and managing obligations under this Service Description
- The customer's Keystone environment must be installed, configured, and have AutoSupport enabled prior to the delivery of the Managed Services
- The Managed Services are delivered remotely, unless another method is mutually agreed in writing
- The customer will provide NetApp with system access and permissions required to perform the Managed Services for the NetApp Keystone environment
- The customer will provide NetApp with access to available documentation relevant to the customer's Keystone environment
- NetApp is not responsible for any application or host-level system access that includes coding, scripting, application analysis, system performance, troubleshooting, or application logins beyond what is stipulated in this Service Description
- This Service Description applies only to Managed Services for the NetApp Keystone environment. If additional hardware or software is required in connection with the Managed Services, the customer is solely responsible for obtaining and preparing such hardware and software
- NetApp Professional Services can be purchased separately to deliver services outside the scope of this Services Description

These assumptions are intended to help ensure consistent and efficient delivery of the Managed Services.

Information and expertise

The customer will make available to NetApp personnel the information and expertise reasonably required to deliver the Managed Services, including:

- Documentation and information related to the customer's Keystone environment that are accurate, complete, and up to date
- Knowledgeable customer contacts who can be reached by telephone or cellphone, as applicable, to provide background information and clarify information that is required for the delivery of the Managed Service

Communication

The customer is responsible for all communication to the customer's internal users, including notification related to maintenance activities, upgrade windows, and service impacts, as required.

Licenses

If the customer requires any hardware or software in connection with the Managed Services that is not expressly included in this Service Description, the customer is responsible for obtaining from third parties all permissions and licenses necessary for NetApp or its subcontractors to perform the Managed Services. The customer hereby grants such permissions and licenses to NetApp and its subcontractors solely for the purpose of delivery the Managed Services described in this Service Description.

Fee description and payment

The Managed Services for Keystone are offered as a fixed-price service, with pricing determined based on the size and configuration of the customer's Keystone environment and the scope of Managed Services selected. Managed Services are ordered in conjunction with the customer's Keystone subscription and are reflected in the applicable NetApp sales quote.

Managed Services are provided in accordance with this Service Description and the schedule of performance associated with the Keystone Service Description. Fees for NetApp Managed Services are invoiced in alignment with the customer's Keystone subscription and are shown as a separate line item on the applicable invoice.

If the customer requires services outside the scope of this Service Description, additional services may require a separate SOW and may be subject to additional fees. Any changes to the scope or duration of the Managed Services that affect pricing will require an updated NetApp sales quote.

Change process

Changes to the Managed Services described in this Service Description will be documented through a change request process. Any renewals, scheduling adjustments, or changes to the scope or duration of the Managed Services that affect fees will require an updated NetApp sales quote. Additional services that impact pricing will require an approved customer change order to the customer's existing purchase order or an additional purchase order, as applicable.

Acceptance

Upon completion of the engagement, the customer will receive a Certificate of Completion for review and signature.

If the Certificate of Completion form is not signed within five (5) business days of the customer's receipt, the Managed Services will be deemed accepted unless the customer provides written notice identifying that a material service performance issue within that period.

Incorporated terms

In the absence of an effective written agreement between the parties that expressly governs the Managed Services described in this Service Description, the services are governed by the standard [NetApp Support and Professional Services terms](#) in effect as of the sales quotation date (NetApp standard Professional Services terms), which are incorporated herein by reference. If the Customer wishes to negotiate any of the terms applicable to the Managed Services, a separate NetApp SOW will be required.



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