SupportEdge Advisor Plus

SupportEdge Advisor Plus is specifically designed to meet the needs of NetApp Public Sector customers. It includes all of the entitlement features of SupportEdge Advisor with the addition of a NetApp® Support Account Manager. If a Public Sector customer requires a "security cleared" option, they must also purchase the SupportEdge Protect for Government add-on option.

The following charts list the support features of NetApp® SupportEdge Advisor Plus provided under the NetApp Support Services terms.[1]

SUPPORT FEATURE	DESCRIPTION	ENTITLEMENT DETAILS FOR SUPPORTEDGE ADVISOR PLUS
Remote technical support	Customer may contact NetApp by telephone or web on a 24/7/365 basis to report an issue.	Included.
Target response objective for remote technical support	NetApp Technical Support Center provides response by remote means.	Initial technical response objective from time of customer contact, based on priority level and availability of local language support.[2] • Priority 1: 30 minutes; on a 24/7 basis • Priority 2: 2 hours; on a 24/7 basis • Priority 3: 8 hours; on a 24/7 basis • Priority 4: 24 hours; on a 24/7 basis
Replacement parts delivery target	NetApp delivers replacement parts within the target response objective.	Next business day. [3], [4] Option to upgrade to 2-hour or 4-hour parts delivery is available. [3], [4] **Note:** Replacement parts will be shipped to the customer for next local business day arrival. Local country shipment cutoff times might affect target response objective timing.
Replacement parts installation	NetApp professionals install parts delivered.	Not included. Option to upgrade to next-business-day, 2-hour or 4-hour parts replacement by NetApp is available.[5]
On-site support and troubleshooting	NetApp sends authorized engineers to the installation location to work on the problem after NetApp has isolated the problem and deemed on-site support necessary.	Included for NetApp hardware and software purchased.
Software support	Provides access to all patches and features.	Included for NetApp software purchased.
Remedial software upgrades	NetApp provides software upgrades to address known issues.	Included.[6] If the upgrade qualifies, NetApp professionals perform the upgrade

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SUPPORT FEATURE	DESCRIPTION	ENTITLEMENT DETAILS FOR SUPPORTEDGE ADVISOR
Access to NetApp Active IQ®	Helps maximize availability and optimize performance across the data fabric with AI-powered analytics. The latest version of Unified Manager for Secure Sites lets you manually upload the latest Active IQ insights and recommendations as required.	Included with access to the full suite of Active IQ digital advisor features with predictive AIOps capabilities, including: • API access • Automated risk remediation • Active IQ digital digest • Nondisruptive firmware upgrades[7] • Digitized health checks
Digital support tools	Access to NetApp Support site with 24/7 chat support by using the Elio virtual assistant powered by IBM Watson® to route to live representatives.	Included.
NetApp Unified Support	While troubleshooting a support issue related to NetApp, if NetApp determines that the problem resides with a third-party product, then, upon request, NetApp will assist the customer in opening a case with the third-party supplier, subject to any support agreement in place between the customer and the third-party supplier. To the extent it can, NetApp will assist the third-party supplier in its response and resolution of the customer's case. If the customer elects to open a case directly with the third-party supplier, upon request, NetApp will provide relevant case information to the third-party supplier.	Included for NetApp hardware and software purchased.

1. The services and offerings described herein are subject to and limited and governed by the NetApp, Inc. Support Services terms, available at http://www.netapp.com/us/how-to-buy/stc.html ("NetApp Support Services terms"). The NetApp Support Services terms are subject to revision or modification on a prospective basis at NetApp's sole discretion without notification to customers.
2. The priority levels are defined as:
• Priority 1—NetApp node, system, or cluster is down, is unable to serve data, is in a state of frequent or repeating "panic" or "hang," or is in a state of degraded performance sufficient to prevent normal business operations. At this level, both NetApp and the customer must commit to around-the-clock action and involvement by all necessary and appropriate personnel and systems until a mutually agreeable workaround is provided and the priority level is downgraded.
• Priority 2—NetApp node, system, or cluster is experiencing an infrequent, isolated, or intermittent "panic" or "hang," or is in a state of degraded performance that allows business operations to continue but at an inconsistent or less than optimal rate. At this level, NetApp is committed to using all commercially reasonable efforts to provide a workaround and/or restore normal operations as quickly as possible.
• Priority 3—NetApp node, system, or cluster is experiencing an issue, anomaly, or cosmetic defect that inflicts little or no business impact, and a viable and mutually agreeable workaround or hardware/software upgrade exists to mitigate the problem.
• Priority 4—Normal customer requests for information regarding the installation, configuration, use, and maintenance of NetApp equipment are made. This includes administrative inquiries and Return Material Authorization information. There is no impact on the customer's production systems or business operations.
• All hardware cases will be evaluated for immediate work independent of priority. P3 and P4 software cases will receive a response and worked to resolution during NetApp regional business hours. Outside NetApp regional business hours, the response objective may be delayed for P3 and P4 software cases. NetApp regional business hours are typically 9 a.m. to 5 p.m. Monday through Friday but can vary with local language requirements.
• For local language support, target response objectives associated with case priority might be different. Contact your local NetApp Support representative for more details.
3. Response time availability is based on the installation location of the NetApp equipment. The target response time clock begins after NetApp's triage of the issue.
4. When the NetApp solution contains third-party products, some of the components might not have the same target response time for delivery and part installation. Consult product documentation for further details.
5. Time to install part will vary by part complexity and access to equipment.
6. The customer is responsible for installing all software on NetApp equipment, and this feature is limited to system software for which software is identified as the remedy for an issue on the system.
7. Nondisruptive firmware upgrades use Ansible playbooks for ONTAP drives and shelves.

NetApp Support Account Manager Offering[1, 2]

The SupportEdge Advisor Plus service includes a NetApp® Support Account Manager (SAM). A SupportEdge Advisor contract is a prerequisite for the purchase of the Support Account Manager offering. The Support Account Manager offering provides the following services:

NETAPP SUPPORT ACCOUNT MANAGER OFFERING	
Account Management	• Scheduled service review meetings • Install base data management assistance • Lifecycle management reports (EOS and service contract expiry) • Account documentation
Proactive Support	• Periodic best-practice recommendations and tracking (Data ONTAP®) • Case trending analysis • Field alert analysis • Reporting (storage efficiency, capacity)
Upgrade Advice	• Release recommendations and bug tracking • Quarterly upgrade planning (Data ONTAP)
Reactive-Ready Support	• 24/7 Priority 1 case management • Priority 2–Priority 4 case escalation management • Process postmortems • Technical root cause analysis
Education	• NetApp Support process review • NetApp Support site and tools review • Product TechTalk facilitation

The SAM service can be modified based on customer needs and delivery of the above items can be adjusted based on specific customer infrastructure requirements as mutually agreed. The services provided in the NetApp Support Account Manager offering are listed in the "Service Details" section of this document.

1. The Support Account Manager offering is subject to the additional conditions, requirements, and limitations:
   • The Support Account Manager offering is available only with respect to genuine NetApp brand products.
   • A customer in any NetApp geography can purchase the Support Account Manager offering in a different geography by selecting the appropriate part number.
   • The Support Account Manager offering services are a shared resource and may be performed or delivered by any of NetApp's qualified personnel at any given time. Except when purchased in the 1–400 System Price Band, the Support Account Manager offering services are not necessarily performed by an single individual dedicated solely to customer's account.
   • The services and offerings described herein are subject to and limited and governed by the NetApp, Inc. Support Services Terms for the relevant geographic region, available at www.netapp.com/us/how-to-buy/stc.html ("NetApp Support Services Terms"). The NetApp Support Services Terms are subject to revision or modification on a prospective basis at NetApp's sole discretion without notification to the customer.

2. "Security Cleared" means that the NetApp representative performing the Support Account Manager offering services will possess the appropriate security clearance as required and identified by the customer, to perform the particular task to which the NetApp Support Account Manager individual is assigned. NetApp's obligation to provide a Security Cleared Support Account Manager is expressly conditioned upon the customer's (a) prior completion and delivery to NetApp of the NetApp Restrictions Document, and (b) providing NetApp a complete DD-254 form or equivalent justifying the requested level of clearance. The Support Account Manager Security Cleared service is available only in selected U.S. and European locations as determined by NetApp.

Support Account Manager Offering Structure

The Support Account Manager offering is available for purchase with five different staffing options. Any geography can order a Support Account Manager offering from any other geography.

1. Americas—Staffed in Research Triangle Park (RTP), NC; Sunnyvale, CA; ,Wichita, KS; USA Technical Support Centers or NetApp Americas offices
2. EMEA—Staffed in NetApp EMEA offices
3. APAC—Staffed in NetApp APAC offices
4. Security Cleared[2] Option—Staffed in RTP, USA Technical Support Center or NetApp EMEA offices
5. U.S. Citizens on U.S. Soil (USCUSS)—Staffed in RTP or NetApp U.S. offices

The Support Account Manager offering is available for purchase at five price bands, depending on the number of systems covered:

1. 1 to 10 systems covered
2. 1 to 20 systems covered
3. 1 to 75 systems covered
4. 1 to 150 systems covered
5. 1 to 300 systems covered
6. 1 to 400 systems covered (dedicated Support Account Manager representative)

Service Details

The customer is responsible for providing NetApp with accurate install base data for systems managed by the Support Account Manager.

Case management

- **Priority 1**
  - There is oversight of cases properly escalated to Priority 1 status on a 24/7 basis by way of NetApp CRM notification alerts, augmenting communication of the NetApp Technical Support Center.
  - Priority 1 case management coverage is provided by the individual providing the primary Support Account Manager services during normal local business hours. Coverage outside of normal local business hours is provided by an after-hours team.
- **Priority 2–Priority 4**
  - Oversight of Priority 2–Priority 4 case escalations is provided during the performance of Support Account Manager services during the fulfillment location business hours.
  - The Support Account Manager services include review of customer cases with the NetApp Technical Support Center twice a week as deemed appropriate by NetApp best practices to track the status of each case. The customer is expected to follow the standard Technical Support Center escalation processes and best practices.
- **Process postmortems** (only on request from the customer or account team approved by NetApp Global Support) will include:
  - Review of process for the designated case or cases
  - Action plan proposal to minimize repeats
  - Education of customer on NetApp support process

The process postmortem is limited to Priority 1 cases and can be delivered via a Service Incident Report (default method) or a Comprehensive Service Incident Report (upon request). Process postmortems are targeted for delivery within 5 business days of NetApp's receipt of the written request.

- **Technical root cause analysis**
  - Upon a validated customer or account team request, the Support Account Manager offering will include provision to the customer of a technical root cause analysis of Priority 1 cases with details concerning failure events and follow-on steps to remediate recurrence.
  - The technical root cause analysis is delivered by the Support Account Manager through e-mail or a PowerPoint presentation.
  - The analysis is limited to Priority 1 cases and does not include hardware root cause analysis.
- **Education**
  - **NetApp Support process review.** As required, the individual providing the Support Account Manager offering service educates the customer, via WebEx presentation, on standard NetApp support processes.
  - **NetApp Support site and tools review.** On an annual basis, the individual providing the Support Account Manager offering service educates the customer, via WebEx presentation (maximum: 1 hour), on the use of NetApp self-service tools.
  - **Product TechTalk technology discussions.** The individual providing the Support Account Manager offering service or a designated subject matter expert collaborates with the account team to facilitate a discussion of NetApp products, technologies, and services.

- **Service review meetings.** For NetApp storage systems that have AutoSupport™ enabled, the individual providing the Support Account Manager offering service provides scheduled reviews of the operational aspects of covered NetApp serial number systems purchased (for example, support cases, best practices, and potential risks).
- **Install base (IB) data management assistance.** The individual providing the Support Account Manager offering service advises the customer (via the NetApp support site) on install base data management best practices to assist the customer in achieving optimal customer systems and contact data registration of NetApp's CRM. The IB information is provided to the customer in a standard report form that is reviewed in the service review meetings.
- **Lifecycle management reports (End of Support reports).** These reports alert the customer and the account team to hardware products that will reach their end of support.
  - Delivered two times per year
  - Applies to hardware only
- **Lifecycle management reports (service contract expiration).** These reports alert the customer and the account team to service contracts expiring in the following 90 days subject to level of SAM service purchased.
- **Account documentation.** The individual providing the Support Account Manager offering service maintains an internal document with key high-level information about customer systems and processes as well as account contact information required to enable effective support of the customer's NetApp environment, in particular for effective Priority 1 case handling.
- **Periodic best-practice recommendations and tracking.** For NetApp systems with AutoSupport enabled, the customer receives an update on NetApp best practices using a Supportability Profile report, subject to the level of SAM service purchased.
- **Case trending analysis.** On a periodic basis, the individual providing the Support Account Manager offering service coordinates with the account team to provide the customer with analysis of issues relating to the architecture and the environment of systems with a high case count or failure rate on hardware components.
- **Field alert analysis.** During a service review meeting or upon the release of a Customer Support Bulletin, the Support Account Manager offering service coordinates with the account team to provide the customer with analysis of issues relating to the architecture and environment of systems requiring attention to maintain system availability and reliability.
- **Efficiency and availability reports**
  - **Storage efficiency reporting.** The individual providing the Support Account Manager offering service reports to the customer about his or her current NetApp storage usage and efficiency metrics.
  - **Capacity reporting.** The individual providing the Support Account Manager offering service reports on volumes and aggregate capacities to help the customer mitigate the risk of volumes and aggregates running out of space. AutoSupport must be enabled. For additional capacity planning, the customer can contact NetApp Professional Services.
- **Release recommendations and bug tracking**
  - On an as-needed basis, the individual performing the Support Account Manager offering service, by way of e-mail, assists the customer in planning related to new ONTAP software releases targeted to address software defects affecting the customer's NetApp storage systems.
- **NetApp software upgrade plan.** The Support Account Manager offering will provide assistance to the customer with ONTAP planning through generation and delivery of a report.

About NetApp

Leading organizations worldwide count on NetApp for software, systems and services to manage and store their data. Customers value our teamwork, expertise and passion for helping them succeed now and into the future.

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