DATASHEET

NetApp Cloud Stewardship

Optimize your cloud environment with real-time monitoring and proactive management by NetApp cloud experts.

■ NetApp

Keeping your NetApp® cloud environment operating at peak performance and efficiency requires time and expertise. If you need help with maximizing your cloud investment with a trusted partner, NetApp Cloud Stewardship provides just what you need.

Subscribers to the NetApp Flex Professional Services (FlexPS) for cloud Enterprise tier can add Cloud Stewardship services to their subscription at any time. With this service, you get 24/7 real-time monitoring and proactive management of your cloud environment. You can even include your NetApp on-premises infrastructure if necessary.

To provide maximum flexibility, the Cloud Stewardship service allows you to choose which NetApp technologies you want help with (ONTAP® software, StorageGRID® solutions, Cloud Volumes ONTAP, or Cloud Backup service). You also choose which management tasks you want NetApp experts to handle. Just submit your request through the FlexPS portal, and the NetApp Professional Services team takes it from there.

Get the services you need, when you need them
You can choose one or more of the following Cloud Stewardship service modules to add to your FlexPS subscription. We will respond to your request within 24 hours after you submit it.

• **Event Management:** Confirm that all service-state changes are detected, classified, and reported efficiently and in a standardized manner. Also confirm that appropriate action is taken in response to an event, particularly when it is classified as "Exceptional" (high criticality). Exceptional events are reported and handled immediately. "Informational" events do not require immediate action and are reported and handled as part of the defined reporting process. You get 24/7 monitoring and alerting capabilities. And to obtain full ITIL incident and event management capabilities, you can combine this module with the Incident Management service module.

• **Data Protection:** This service module manages local NetApp Snapshot™, SnapMirror®, and SnapVault® relationships so that critical data is replicated per your directives and is restored when requested. NetApp Managed Services optimizes data protection to maximize resilience in your environment.

• **Incident Management:** Get effective incident management for timely restoration of service. You also get post-incident analysis and reporting. This service module follows ITIL best practices and integrates with your existing internal procedures, including priority classification in your current incident management system. It includes incident investigation; triage; and diagnosis, resolution, and recovery capabilities from the NetApp Managed Services Administer package. To deal with incidents and events as quickly and efficiently as possible, NetApp recommends that you combine Incident Management with the Event Management service module.

• **Service Request Fulfillment:** Fulfill low-level, low-risk, low-impact, repeatable requests that your users make. NetApp confirms that service requests are properly classified and fulfilled, closed, or escalated if necessary. These requests may include storage provisioning, permissions, data share creation, tiering needs, and so on.

• **Upgrade Management:** Get proactive upgrading of NetApp technology to maintain software, firmware, and security patch currency and alignment with NetApp best practices and guidance.

- **Release Management:** This service module covers the processes that are involved in managed releases of new or updated cloud infrastructure. It includes the definition, creation, and documentation of release plans; creation of change requests that are needed for the release plan; and ongoing reviews of the environment. It also confirms that your software and firmware are up to date.

- **Problem Management:** Confirm that standardized methods and procedures are used to efficiently and correctly handle problems, including any change and release management activities that may be required.

- **Capacity and Performance Management:** NetApp monitors storage capacity and performance usage, reviews operational and pipeline project requirements, regularly reports on data and performance capacity in your environment, and implements capacity alerting. This service module includes capacity planning capabilities to help proactively meet your capacity and performance requirements.

- **Change Management:** Confirm that all changes in the managed environment are performed effectively and efficiently and in a standardized manner, while minimizing user impact and risks to your systems and services.

- **Asset and Configuration Management:** This module encompasses the processes for managing the lifecycle of all the assets and configurations that form your managed storage infrastructure and any software within scope. It confirms that all the service assets in your environment are properly documented, managed, and decommissioned. You also get standardized communication about asset data changes.

- **Disaster Recovery:** If a high-severity or high-business-impact incident occurs, this service helps your data environment continue to operate or return to normal operation quickly. Planning and testing highlight risks in your environment, as well as help optimize resilience, maintain system integrity, and rapidly restore service where possible.

Get started today

If you are a FlexPS Enterprise tier subscriber, simply log into the FlexPS portal and submit your request for a Cloud Stewardship service today. To become a FlexPS Enterprise tier subscriber, contact your NetApp representative.

About NetApp Services

Gain greater business value from your investment. Whether you're planning your next-generation data center, need specialized know-how for a major storage deployment, or want to optimize the operational efficiency of your existing infrastructure, NetApp Services can help.

About NetApp

In a world full of generalists, NetApp is a specialist. We're focused on one thing, helping your business get the most out of your data. NetApp brings the enterprise-grade data services you rely on into the cloud, and the simple flexibility of cloud into the data center. Our industry-leading solutions work across diverse customer environments and the world's biggest public clouds.

As a cloud-led, data-centric software company, only NetApp can help build your unique data fabric, simplify and connect your cloud, and securely deliver the right data, services and applications to the right people—anytime, anywhere. www.netapp.com

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