

NETAPP SYSTEM STANDARD 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® System Standard Deployment service ("Standard Deployment Service") installs a single or dual-controller NetApp ONTAP or E-Series appliance. The Standard Deployment Service connects the appliance to the Customer's environment. If multiple appliances are to be deployed, then a deployment package is required for each high availability (HA)-pair, node or other unit of measure bounding the package.

Standard Deployment Service

With the Standard Deployment Service, NetApp provides physical installation of NetApp technologies according to customer-specified parameters. Parameters might consist of physical network, power and essential configuration of services and management network access to enable remote access. After installation, NetApp verifies that it is functional and ready for further configuration.

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 Standard Deployment Service is to provide a high-performance NetApp appliance that is ready to meet the application requirements. In addition to installation, setup, and verification, NetApp optimizes the system so that customers can reap the benefits of a consistent, high-quality deployment from the start while minimizing risk 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 Standard Deployment Service starts with a review by NetApp of all relevant parts of the Customer's environment. The Standard 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 Standard 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 appliances in a standalone or HA configuration. They will also minimally configure the operating system as required.
- **Service Validation.** To validate that the Customer's equipment is ready for use, NetApp performs a minimal test configuration and then tests it to determine that read/write access is available for up to two co-located hosts (when applicable). If the Customer has purchased an HA model, NetApp also tests and verifies local failover and failback capabilities. For NetApp ONTAP® appliances, deployment also includes all necessary switches and cabling installation, as well as node configuration.
- **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 Standard Deployment Service.

Service scope

Standard Deployment includes the following services.

Service Preparation

- Prepare Customer site and conduct installation review
 - Validate Customer environment is suitably prepared for the integration of the NetApp system solution
 - Perform software and hardware inventory checks
- Review and receive final sign-off from Customer of parameters to be used during the deployment and validation process

Deployment

- Physically install the purchased products
- Validate, update and verify the firmware and software versions included with the hardware purchase
- Configure core components:
 - Power
 - Controllers to storage shelves/storage nodes as applicable
 - 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.
 - Enable controller failover, if the system is clustered
 - Configure email and SNMP alerts, if applicable
 - Deploy management node, if applicable
 - Enable NetApp AutoSupport® telemetry, if applicable.

Service Validation

- Perform internal testing for successful integration within the Customer environment
- Verify and test the system:
 - Verify the protocol and licensing, if applicable
 - Create the management account and confirm client access on a test volume, if applicable
 - Perform a connectivity test; connect up to two hosts
- For E-Series and EF-Series, verify network connectivity on the customer network and confirm that storage hardware is in optimal state

Note: NetApp tests its products to standard software or hardware specifications. Completion of this testing is not a requirement of the product's acceptance, which is addressed under the product purchase agreement.

Service Completion, Knowledge Transfer, and Administrative Details

- Conduct the KT session, lasting no more than one hour, briefing about the implemented functions; give instructions and hints to the operating staff for best practice in daily work, manageability, and monitoring
- Prepare and deliver the following:
 - Documentation for NetApp system as deployed
 - An "as-built" document with the deployment details
 - Step-by-step deployment documentation
 - Testing logs and NetApp Active IQ® Config Advisor output

- Review “as-built” documentation with the Customer contact
- 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 to complete Standard Deployment Scope of Work.
- NetApp reserves the right to subcontract any or all portions of the Standard 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 handover stage of the service.
- 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.
- The customer is required to ensure that the equipment is readily accessible and positioned within arm’s reach of the intended installation rack(s).
- NetApp requires special lift equipment and/or Customer assistance to lift systems according to local labor laws and guidance for lifting equipment.

Shared responsibilities

- The entire Standard 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 Standard Deployment Service is complete, providing an opportunity for the Customer to advise if the Standard 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 Standard Deployment Service:

- System configuration beyond basic connectivity (including SVMs)
- 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.



Contact Us

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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