Residency Service: Storage Management Consultant for OnCommand Insight

Service Background and Overview

Current NetApp® technologies can deliver huge gains in efficiency and flexibility, but poor operation might mean that these gains are not fully realized. NetApp Residency Services address these issues by providing NetApp skilled and certified residents on site.

The Storage Management Consultant (SMC) Residency Service for OnCommand® Insight is delivered in the form of a fixed-price engagement specifically designed to assist Customer's internal staff. NetApp SMC personnel will deliver the skills, knowledge, and expertise needed to meet specific Customer objectives and to maximize the investment that the Customer has made in NetApp technology.

The SMC Residency Service for OnCommand Insight may be purchased directly from NetApp or through a NetApp authorized reseller. The SMC Residency Service is provided on a fixed-price basis in accordance with the terms of this Service Description, in connection with the NetApp manufactured or distributed equipment that is owned or licensed by the Customer, as well as other third-party equipment.

Scope of Professional Services

NetApp will provide a dedicated SMC for OnCommand Insight to perform the Professional Services specified in this Service Description. If this Service Description does not meet the Customer's requirements, a Statement of Work (SOW) is necessary. The SMC is available to work on site or remotely during normal business hours. The SMC's location and the duration of the Schedule of Performance are defined in the NetApp sales quotation.

The SMC performs, including, but not limited to, the following tasks:

System management and execution

- Consulting about storage management solutions tailored to meet the Customer's needs
- Implementing or improving storage management tools usage within the Customer's environment
- Integrating storage management best practices into the Customer's operational framework
- Driving Customer utilization and consumption of NetApp advanced storage efficiency features
- Promoting documentation of the NetApp environment and recommended storage management best practices
- Performing capacity-planning activities that support Customer utilization objectives
- Possibly assisting a NetApp operations architect resource, if applicable, in implementing and maintaining OnCommand Insight environment
- Performing NetApp ONTAP® and firmware upgrades and recommendations
- Implementing and upgrading NetApp Operations Manager
- Using Operations Manager for storage and data management system monitoring
- Performing on-site diagnostics and replacement of hardware components
- Providing NetApp Global Support Center (GSC) coordination
- Performing test planning and execution
- Participating in regularly scheduled reviews with the Customer

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Service management

To provide superior levels of Customer service to the OnCommand Insight Customer, it is imperative that the Customer and all NetApp personnel work within NetApp's currently defined service processes. The SMC will serve as a facilitator between Customer staff and NetApp's GSC. As soon as a problem is identified with a NetApp system that requires resolution, a trouble ticket must be opened with the GSC. The Customer will provide a contact person for every system installed. The GSC and the SMC will use this information to facilitate case resolution.

Additional Examples of SMC services
- Leverage OnCommand Insight expertise to best utilize this product in Customer's environment.
- Analyze forecasted storage requirements from the Customer's application against the Customer's service catalog and estimate the actual storage required.
- Maintain the Customer's capacity plan.
- Identify and control configuration items and report configuration status.
- Evaluate and document the changes that provide an improved storage solution as recommended technology changes.
- Check storage components for availability and completeness.
- Perform daily monitoring and diagnostics.
- Provide details about a local point of contact to NetApp for return material authorizations. The SMC is responsible for obtaining from the Customer an up-to-date copy of the local points of contact for the Customer's systems. This information is used to provide correct address details for parts shipments. The SMC will handle any parts returns for the Customer's NetApp systems.
- Serve as an assigned advisor responsible for understanding the Customer's environment and representing the Customer's support needs to the GSC.
- Provide assistance with the NetApp Support site and advice about how to best use the site.
- Assist with technical support matters in cooperation with a technical support engineer when required.
- Coordinate GSC Customer service personnel and field resources to solve the Customer's problems.
- Report about process and product maintenance.
- Regularly analyze NetApp AutoSupport™ diagnostic data.
- Perform case trend analysis.
- Provide proactive service management, including software and hardware release planning and bug analyses.
- Analyze software patches and field alerts and advise the Customer about appropriate next steps.
- Assist with disaster recovery (DR) planning, data archival planning, and data migration planning.
- Analyze Customer needs and recommend additional products and services to meet those needs.
- Participate in the Customer's weekly change management meetings.
- Assist the Customer in modifying NetApp scripts.*

*Note: NetApp has no obligation to provide support or maintenance in relation to any scripts created in the performance of Professional Services under this Service Description. Any and all future activity for troubleshooting, additions, or changes requested after completion of the schedule of performance must be requested in writing by the Customer and will be billed at NetApp's then-current time-and-materials rate.

Out-of-scope services

Consulting services on storage systems is out-of-scope of this service offering. Consulting services on storage are available as additional services, which will have to be separately agreed upon. Some examples of other out-of-scope services include:

- NetApp University product training
- Storage infrastructure architecture and design
- Project work
- High-availability or performance configurations and testing
- Major assessments related to performance and tuning
- Physical moving of equipment

SMC standard workweek

NetApp will provide the Customer with flexibility in regard to the definition and scheduling of the services provided by the SMC. NetApp's workweek for each SMC resource is based upon a prescheduled, 40-hour week made up of 8-hour days that are scheduled during customary business days and work hours (for example, from Monday through Friday, from 7 a.m. through 6 p.m.) in the Customer's local time zone.

If the Customer wants to have the Professional Services being provided outside of this time frame, the Customer must notify NetApp in writing at least five business days in advance so that resources may be scheduled accordingly. The Customer does not plan on incurring overtime under this Service Description. However, if at any time the Customer exceeds the normal daily or weekly hours NetApp's PS Time and Materials must be purchased.

If the Customer requires adjustments to the time that the services will be provided, NetApp must provide prior written authorization for any SMC resource allocations that:

• Exceed the standard 8-hour workday by more than 2 hours
• Are scheduled for work outside of normal local business hours
• Customer overtime delivery requests for SMC will require a Time and Materials order

Nonwork SMC activities

The SMC will be allowed time for the following activities outside of the SMC's work at the Customer's location without the requirement for an SMC backup:

• Customer holidays
• Sick leave
• Paid time off
• Public holidays
• Professional meetings and conferences
• Professional training

Schedule of Performance

The estimated Professional Services Start Date is approximately four weeks from the date of the Customer's approved purchase order. With the exception of NetApp's USPS customers, if the Residency Services do not commence within 1 year of the purchase order date, the order will automatically terminate in the absence of a written Change Request. The Residency Service requires delivery to be consecutive months after the actual Professional Services Start Date. The quantity of consecutive months is identified in the NetApp sales quotation. The Customer and NetApp will mutually agree on schedules for on-site visits for the Residency Services.

Assumptions and Responsibilities

Assumptions
• NetApp is not responsible for any application or host system access that encompasses coding, scripting, application analysis, system performance, troubleshooting, or application logins outside of the Professional Services expressly described in this Service Description.
• NetApp and the Customer will provide a contact who will be responsible for coordinating and managing obligations under this Service Description.

Customer responsibilities

Completion of the Professional Services by NetApp is contingent upon the Customer fulfilling the following responsibilities for the duration of this Service Description. Any inability or delay in fulfilling these responsibilities may require a written change request.

Environment

The Customer will obtain or prepare:

• All required hardware and software.
• All necessary facilities arrangements, which may include such items as power, network connections, floor space, and cooling.
• Adequate on-site access to office space, equipment, and telephones with outside lines and standard Internet and remote access.
• Security passes to allow NetApp personnel to enter and exit Customer sites with laptops and any other relevant materials.
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Data environment

The Customer will be responsible for:

- Any business and data application testing and all necessary data backup in preparation for and during the performance of this Service Description.
- Management and adequacy of data backup, data recovery, and disaster recovery measures. Notwithstanding anything to the contrary, NetApp will not be responsible or held liable for any Customer internal processes, procedures, or requirements or otherwise to make sure of protection against the following:
  – Loss or corruption
  – Availability
  – Confidentiality
  – Resulting project delays or Customer downtime
  – Security, or lack thereof, of data or information

Information and expertise

The Customer will make available to NetApp staff:

- Documentation and information that are accurate, complete, and up to date.
- Knowledgeable staff and system administrators by pager, telephone, or cell phone. These contacts are to provide background information and clarification of information required to perform the Professional Services.

Communication

The Customer is responsible for all communication to the Customer's internal users, including notification of maintenance and migration windows, as required.

Licenses

The Customer will have obtained any and all permissions and licenses from third parties that are necessary for NetApp or a NetApp subcontractor to successfully perform the Professional Services and hereby grants NetApp and its subcontractors all necessary licenses for NetApp or a NetApp subcontractor to successfully perform the Professional Services.

Change Process

- Changes to this Service Description will be documented in a change request.
- Any renewals or scheduling adjustments that affect the fees will require a new NetApp sales quotation.
- Implementation of any additional services that affect the pricing will require an approved Customer change order to the Customer's existing purchase order or an additional purchase order.

Incorporated Terms

In the absence of an effective written agreement between the parties, expressly governing the Professional Services, this service is governed by the standard NetApp Professional Services terms, posted at www.netapp.com/us/how-to-buy/stc.html as of the sales quotation date (NetApp standard Professional Services terms), which are incorporated herein by reference. Should the Customer wish to negotiate any of the terms herein, a NetApp SOW is required.