

SERVICE DESCRIPTION

NetApp Cloud Volumes ONTAP Managed Service



 **NetApp**

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Service Background and Overview

The customer has requested that NetApp provide NetApp's managed professional services, NetApp® Cloud Volumes ONTAP Services (hereinafter referred to as "Cloud Volumes ONTAP Managed Services," or "Professional Services"). NetApp technical resources will deliver the skills, knowledge, and expertise that are needed to meet specific customer objectives and to maximize the investment that the customer has made in NetApp technology.

The NetApp Cloud Volumes ONTAP Managed Service is a remotely delivered as a 1-year minimum fixed price subscription service basis for BYOL Cloud Volumes ONTAP customers for installed and configured NetApp technology. To enable the Cloud Volumes ONTAP Managed Service, customers must have purchased and completed the NetApp Cloud Volumes ONTAP Deployment Service. The Cloud Volumes ONTAP Managed Services may be purchased directly from NetApp or through a NetApp authorized reseller.

The Cloud Volumes ONTAP Managed Services are 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.

With this service, customers can rely on NetApp or an authorized partner to perform management tasks to ensure the continuous health of the Cloud Volumes ONTAP environment. Tasks such as 24/7 monitoring, triage and remediation, periodic software upgrades, and capacity and performance management, as well as on-premises-to-cloud data protection, ensure that customer expectations of Cloud Volumes ONTAP are realized.

Key Benefits

The NetApp Cloud Volumes ONTAP Managed Service focuses on maintaining and optimizing the health of the customer's NetApp virtual environment. A key benefit of the service is that it allows customers to take advantage of all the features of ONTAP in the cloud without the burden of managing the environment themselves. As customers deploy more critical workloads on Cloud Volumes ONTAP in the public cloud, they can be sure that the environment that these applications run on is monitored, maintained, and protected 24/7/365.

Scope of Managed Services

NetApp will provide a qualified team to deliver the Cloud Volumes ONTAP Managed Service. If this service description does not meet the customer's requirements, a statement of work (SOW) is necessary. The Managed Service will be delivered remotely, unless the customer specifies otherwise. NetApp will assign a shared project manager (PM) in accordance with the scope of the service. The PM will be responsible for managing the service delivery process and will be the primary interface between the customer and the NetApp teams.

Service Delivery

The Cloud Volumes ONTAP Managed Service will be delivered in three distinct phases. During the Design phase (performed as part of the Cloud Volumes ONTAP Deployment Service), NetApp will discuss with the customer specific performance, network, capacity, and cloud requirements, including discovering source and target locations for any data protection and replication requirements.

During the Project Implementation phase, NetApp will begin monitoring and managing all elements of the Cloud Volumes ONTAP environment, including at a minimum Cloud Volumes ONTAP, NetApp Cloud Manager, and Cloud Mediator, as well as performance and capacity monitoring.

During the Project Closeout phase, NetApp will review deliverables and begin the final acceptance process.

NetApp and the customer agree on the terms of the Managed Services Implementation Details document before the order is placed and before the purchase order is issued.

Service Tasks

In preparing to deploy the Cloud Volumes ONTAP Managed Service, NetApp performs the following tasks:

- Conduct an engagement kickoff meeting to review the scope of the engagement and to gather details necessary to provide the Managed Service.
- Review a list of virtual systems to be monitored and managed.
- Test the credentials necessary to perform the Managed Service.
- Establish communication plans.
- Create a deployment schedule.
- Review existing documentation, if provided by the customer.
- Document roles and responsibilities of customer contacts, if required.
- Review support status (customer's existing support contracts and end-of-support dates).
- Establish or review escalation procedures.

When these tasks are complete, the Cloud Volumes ONTAP Managed Service is delivered in three phases: (1) Design, (2) Project Implementation, and (3) Project Closeout.

Design

The Design phase involves the following tasks, in addition to the Deployment Design phase, details of which are contained in a separate Service Description document:

- Validate with the customer that Cloud Volumes ONTAP is properly installed to product specifications, and is operational.
- Validate with the customer the detailed list of Cloud Volumes ONTAP instances that will be monitored and managed.
- Configure alert settings.
- Review reporting requirements.
- Review communication and escalation procedures.
- Review deployment schedule and activation planning activities.
- Review roles and responsibilities matrix.

Project Implementation

The Project Implementation phase involves the following tasks.

Monitoring: Detection, Classification, and Notification of Events

- Cloud Manager, Cloud Mediator, and Volume Alerts.
- Performance alerts: Cloud Insights and instance metrics—view, configure, and triage performance data and issues pertaining to IOPs, throughput, and latency.
- Notification of exceptional events as they occur.
- For exceptional events, ensure that a technical case is opened.

Perform Operational Activities

- Triage: Incident investigation, diagnosis, resolution, and recovery.
- Clone volumes.
- Create NetApp Snapshot™ copies.
- Manage local Snapshot copies: Create and configure Snapshot policy, manage or modify Snapshot copy reserve, monitor Snapshot disk consumption, and restore files from Snapshot copies locally.

- Manage NetApp SnapMirror® replication software and the NetApp SnapVault® storage backup feature of ONTAP: Configure data protection (DP) and extended data protection (XDP) relationships, creating replication policies and job scheduling and converting DP relationships. Configure destination volumes, restoring files from destination volumes, making the destination volumes writable, resynchronizing replication relationships, managing SnapMirror root volume replication, and updating load-sharing mirror relationships
- Manage capacity: NetApp configures capacity management to meet the customer's goals.
- Coordinate outages with internal NetApp support as required.
- Upgrade Cloud Volumes ONTAP to the latest release twice a year, if applicable.
- Deliver Service Review Report.

Service Requests

- Change underlying disk type.
- Change tiering policy.
- Notify about exceptional events as they occur.
- Create and delete volumes, aggregates, and LUNs via Cloud Manager.
- Scale instances up or down.
- Tier inactive data to object storage.
- Create a high-availability (HA) configuration.
- Connect LUNs to hosts via Cloud Manager.
- Encrypt volumes with NetApp encryption solutions.
- Create Snapshot policies.

Project Closeout

- Review project deliverables with the customer.
- Obtain Certificate of Completion for customer acceptance.

Deliverables

In connection with the Cloud Volumes ONTAP Managed Service, NetApp provides the following tangible materials (the "deliverables") to the customer in a format or by a method that is mutually agreed upon between the parties:

- Monthly Service Review Report (Including) Alert Executive Summary
- Service Request Activity Summary
- Support Case Summary
- Upgrade and Patch Management Report (Biannual)
- Certificate of Completion

Out-of-Scope Services

NetApp Managed Service engagements are not intended to perform consulting services on a customer's virtual storage system. Such consulting services are available as additional services that are described in a separate SOW. Examples of other out-of-scope services include:

- Knowledge transfer. Training is available through NetApp Learning Services.
- Project work, such as integrations (for example, Microsoft Exchange, Microsoft SQL Server, or Oracle), data migrations.
- Development of designs to address new customer requirements.
- Storage infrastructure architecture and design.

- Purchase of hardware, licensing of software, and any associated support services. (If customers request or need any hardware or software, they must purchase it separately.)
- Local or on-site activities, unless mutually agreed upon.
- Automation or troubleshooting scripting issues.
- Application integration.
- NetApp Cloud Backup Service.

Schedule of Performance

The estimated Cloud Volume ONTAP Managed Service start date is approximately 2 weeks from the date of the customer's approved purchase order. If performance of the service does not begin within 1 year of the purchase order date, and there is no written change request, the order is automatically terminated. Services must be delivered during consecutive months after the actual start date. The number of consecutive months is identified in the Managed Services Implementation Details document that NetApp provides.

Assumptions and Responsibilities

- NetApp or an authorized partner has deployed and configured Cloud Volumes ONTAP instances per customer goals and NetApp best practices.
- System alerting is enabled to send support data and compute node data to NetApp Active IQ®.
- NetApp requires a valid support contract to be in place for the customer equipment.
- The Cloud Volumes ONTAP Managed Service will be delivered remotely, unless another method is mutually agreed upon.
- The customer will provide remote administrative rights and access to the in-scope environment.
- The customer will provide contact lists for 24/7/365 incident escalation.
- The customer will provide NetApp with access to available documentation.
- The customer will provide access to application specialists (if necessary).
- Cloud Manager and Cloud Volumes ONTAP instance must be installed with required licenses and support contracts.
- Network connectivity must be established between on-premises and Cloud Volumes ONTAP instances.
- Cloud Manager and Cloud Volumes ONTAP instance must be fully configured and ready to serve data.
- Cloud Volumes ONTAP backup and disaster recovery strategies must be finalized and implemented.
- Cloud networking components such as VNet, subnets, NSG, and so on have been configured.

Information and Expertise

The customer will make available to NetApp staff:

- Accurate, complete, and up-to-date documentation and information.
- Knowledgeable staff and system administrators who can be contacted by pager, telephone, or cellphone. These contacts will provide background information and clarify information that is required to perform the Cloud Volumes ONTAP Managed Service.

Communication

The customer is responsible for all communication to their internal users, including notification of maintenance and migration windows, as required.

Licenses

The customer must obtain from third parties any and all permissions and licenses that are necessary for NetApp or a NetApp subcontractor to successfully perform the Cloud Volumes ONTAP Managed Service. The customer hereby grants these licenses to NetApp and its subcontractors.

Fee Description and Payment

Before performing the Cloud Volumes ONTAP Managed Service, NetApp requires an approved purchase order from the customer or from an authorized reseller that is acceptable to NetApp. NetApp will invoice upon receipt of an approved purchase order. Payments are nonrefundable, with no right to refund or credit. If the customer requires any additional time, a new NetApp sales quote and purchase order will be required.

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 quote.
- 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.

Acceptance

- Upon completion of the engagement, the customer will receive a Certificate of Completion form to sign.
- If the Certificate of Completion form is not signed within 5 business days from the customer's receipt, the work will be deemed accepted unless the customer submits a written notification of a service performance issue.

Incorporated Terms

In the absence of an effective written agreement between the parties, expressly governing the Managed 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. The standard NetApp Professional Services terms are incorporated herein by reference. If the customer wants to negotiate any of the terms herein, a NetApp SOW is required.

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

