

SERVICE DESCRIPTION

NetApp System Basic Deployment Service



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The NetApp® System Basic Deployment Service installs a single or dual-controller NetApp ONTAP® storage system, NetApp E-Series system, or NetApp StorageGRID® appliance. The Basic Deployment Service connects the system to the customer's environment. If multiple systems 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. This service description is by and between NetApp, Inc. ("NetApp") and the end customer or NetApp Authorized Reseller ("Customer") identified in the NetApp quote.

Basic Deployment Service

With the Basic Deployment Service, NetApp provides physical installation of NetApp technologies according to the customer-specified parameters. Parameters might consist of physical network, power, and essential configuration of services and management network access to enable remote access. Once installed, 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 before deployment of 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 Basic Deployment Service is to provide a high-performance NetApp technology—whether it is a storage system, an appliance, software, or other technology—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

The objective of NetApp Basic Deployment Service is to ensure the configuration readiness of the NetApp system. To make sure that the system is compatible with the customer environment and can be easily integrated, the service starts with a review of all relevant parts of the environment. The information gathering is conducted via an online deployment questionnaire, noting all the required information for completing the phases of the deployment service.

The Basic Deployment Service is delivered in four phases:

- **Service preparation.** NetApp engineers perform a remote review of site readiness and preparation. They apply standard methodology and best practices while planning the customer's system deployment.
- **Deployment.** NetApp schedules and performs the installation during normal business hours. Applying NetApp best practices, engineers install one or more systems in a standalone or HA configuration. They 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 colocated hosts. If the customer has purchased an HA model, NetApp also tests and verifies failover and failback capabilities. For NetApp FAS ONTAP systems, deployment also includes all necessary switches and cabling installation, as well as node configuration.
- **Service completion and knowledge transfer.** Finally, NetApp service professionals provide all necessary information during a single knowledge transfer (KT)* session so that customers can continue to support and maintain the new system in their environment. NetApp's goal is to provide customers with a fully functional,

working system so that the customer can deploy it into their data infrastructure, either with their own resources or using NetApp Services resources.

* KT does not replace NetApp University 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 Basic Deployment Service.

Service Scope

Basic Deployment includes the following services.

Service Preparation

- Remote preparation of the site and installation review
- Validation that the customer environment is suitably prepared for the integration of the NetApp system solution
- Final sign-off of parameters to be used during the deployment and validation process
- Software and hardware inventory checks

Deployment

- Installation of purchased products
- Firmware and software version validation and updates
- Connection of components:
 - Power
 - Controllers to storage shelves
 - Storage and client management network connection
- Verification of all purchased licenses
- Full system tests to make sure that the system is prepared for implementation of custom configuration
- Setup of the system:
 - Load system management software.
 - Enable cluster failover (if clustered).
 - Configure email and SNMP alerts (if applicable).
 - Deploy management node (if applicable).
 - Enable NetApp AutoSupport® (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 StorageGRID® appliance, 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. This qualification phase delivers a completed deployment questionnaire, noting all the required information for the installation and configuration phase.

Service Completion, Knowledge Transfer, and Administrative Details

- Conduct the KT session—a short 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 Config Advisor output
- Review “as-built” documentation with the customer contact.
- Provide the customer with a quick tour of the NetApp Support site (NSS).
- Perform system registration.

Service Prerequisites and Conditions

Customer Responsibilities

- The new equipment must be available at the customer site before services begin.
- The data center must be prepared so that rack space and the necessary power and network connectors are available, to 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 to 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.
- If customers require further NetApp services (for instance, migration service), they must purchase these services separately.
- Customers must provide at least 2 weeks’ notice to schedule service delivery.
- The customer is responsible to register any third party product(s) purchased on the NetApp quote. This will enable 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.

Shared Responsibilities

- The entire Basic 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 service is complete, providing an opportunity for the customer to advise if the service was not delivered satisfactorily. If the customer does not submit a written notification of a service performance issue within 5 business days from receipt of the confirmation email, the work will be deemed accepted.

Exclusions

The following items are not included in the Basic Deployment Service:

- System configuration beyond basic connectivity (including SVMs)
- Design
- Travel
- Work performed outside standard business hours
- Repositioning of equipment beyond reasonable distance
- Any services not listed earlier (for example, migration service); these services should be purchased separately
- StorageGRID® software installation and configuration

Other deviations from service scope, such as activity performed outside normal business hours, can usually be accommodated with the purchase of additional NetApp services.

Purchasing

Customers typically purchase deployment services when they purchase the system. Orders are assigned to NetApp's Services team or certified NetApp Services partners in accordance with local NetApp processes.

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 Support and Professional Services terms posted at www.netapp.com/us/how-to-buy/stc.html as of the sales quotation date, which are incorporated herein by reference.

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

