SupportEdge Protect for Government

NetApp

SupportEdge Protect for Government is an add-on offering to either the SupportEdge Advisor or SupportEdge Expert service. Since this feature is an add-on, customers receive the entitlements of the support tier to which it is attached, including secure parts delivery. The following chart describes the security features specific to the SupportEdge Protect for Government add-on. These support features are delivered by field technicians who are U.S. citizens with appropriate security clearances[1] on U.S. soil. These features, in addition to the features of SupportEdge Advisor and SupportEdge Expert are provided under NetApp's Support Services terms.[2]

Support feature	Entitlement and description
On-site support and troubleshooting	If purchased. NetApp sends authorized engineers with appropriate security clearances to installation location to work on the problem after NetApp has isolated the problem and deemed on-site support necessary.
Remedial software upgrades	Included. NetApp provides software upgrades to address known issues.[3] If the upgrade qualifies, NetApp U.S. citizens with appropriate security clearances perform the upgrade on U.S. soil.
Managed Upgrade Service	Included for SupportEdge Expert only. On demand, performed up to 2 times per year. NetApp professionals assist with installation of software updates. Upgrades requiring on-site support are limited to certain authorized individuals with appropriate security clearances.
Periodic system health reviews	Included for SupportEdge Expert only. On-demand system health checks are performed by certain authorized individuals with appropriate clearances. NetApp experts perform remote health assessments.
Access to NetApp Active IQ®	Included. Helps maximize availability and optimize performance across the data fabric with AI-powered analytics. Provides access to the full suite of Active IQ Digital Advisor features with new predictive AI Ops capabilities. The latest version of Unified Manager for Secure Sites lets you manually upload the latest Active IQ insights and recommendations as required.
Digital support tools	Included. Access to NetApp Support site with 24/7 chat support by using the Elio virtual assistant powered by IBM Watson® to route to a live representative that is a U.S. citizen on U.S. soil.

1. When applicable, NetApp will coordinate with customer so that they may provide DD Form 254 or other security requirements documentation and clearances for the appropriate cleared resources provided by NetApp for on-site support.

2. The services and offerings described herein are subject to and limited and governed by the NetApp, Inc. Support Services terms, available at https://www.netapp.com/how-to-buy/sales-terms-and-conditions/ ("NetApp Support Services terms"). The NetApp Support Services terms are subject to revision or modification on a prospective basis at NetApp's sole discretion without notification to customers.

3. The customer is responsible for installing all software on NetApp equipment, and this feature is limited to system software for which software is identified as the remedy for an issue on the system.

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