



## SERVICE DESCRIPTION

# Residency Service: Storage Management Engineer

### **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 Engineer (SME) Residency Service is delivered in the form of a fixed-price engagement specifically designed to supplement the customer's internal staff. NetApp SME 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 SME Residency Service may be purchased directly from NetApp or through a NetApp authorized reseller. The SME 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 SME 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 SME is available to work on site or remotely, at the direction of the customer, during normal business hours. The SME's location and the duration of the schedule of performance are defined in the NetApp sales quotation.

The SME performs functions that are assigned and supervised by the customer, including, but not limited to, the following tasks:

### **System management and execution**

- NetApp ONTAP® and firmware upgrades and recommendations
- NetApp Operations Manager implementations and upgrades
- Storage and data management system monitoring by using Operations Manager
- On-site diagnostics and replacement of hardware components
- NetApp Global Support Center (GSC) coordination
- Facilitation of GSC case resolution
- Test planning and execution
- Participation in regularly scheduled reviews with the customer
- Documentation of NetApp storage environment

### **Additional examples of SME activities**

- Provide weekly written status reports about the Professional Services being performed under this service description.
- Perform daily monitoring and diagnostics.
- Provide details about a local point of contact to NetApp for return material authorizations. The SME 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 SME 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 the 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**

The SME is not intended to perform consulting services about storage systems. These services are available as additional services. 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

### **SME standard workweek**

NetApp will provide the customer with flexibility in regard to the definition and scheduling of the work performed by the SMC, while preserving a work environment that will be acceptable, sustainable, and growth-oriented for 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 has work that must be performed outside 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 and will provide compensatory time if any overtime is worked. However, if at any time the customer exceeds the normal daily or weekly hours without scheduling compensatory time off, the customer and NetApp project leads will review the Professional Services schedule to determine whether a change request should be initiated to address the additional effort.

If the customer requires adjustments to the workweek, NetApp must provide prior written authorization for any SME resource allocations that:

- Exceed the standard 8-hour workday by more than 2 hours
- Are scheduled for work outside of normal local business hours

## **Nonwork SME activities**

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

- Customer holidays
- Sick leave
- Paid time off
- 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. If performance of the SME does not commence within one 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 to fulfill 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, as well as standard Internet and remote access.
- Security passes to allow NetApp personnel to enter and exit customer sites with laptops and any other relevant materials.

### **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 is 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](http://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. If the customer wants to negotiate any of the terms herein, a NetApp SOW is required.