



SERVICE DESCRIPTION

NetApp Managed Upgrade Service

Service Background and Overview

The customer has requested that NetApp provide NetApp® Managed Upgrade Service (hereinafter referred to as “Managed Services,” “Managed Upgrade Service,” or “Professional Services”).

The NetApp Managed Upgrade Service is a remotely delivered software upgrade service for installed and configured NetApp technology. With this service, customers always have the latest NetApp software versions and features, including security patches and firmware upgrades. NetApp technical resources 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 Managed Upgrade Service can be purchased directly from NetApp or through a NetApp authorized reseller. The Managed Upgrade Service is a fixed-price engagement delivered 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.

Key Benefits

The NetApp Managed Upgrade Service is focused on maintaining the health of the customer’s NetApp equipment (“customer equipment”) through regular patching and NetApp ONTAP® upgrades so that customers continue to receive the value and benefits of NetApp storage solutions. The service can relieve IT departments of the complexities of upgrading their ONTAP infrastructure and provide procedural best practices for the upgrade process.

Scope of Managed Services

NetApp will provide a qualified team to deliver the Managed Upgrade Service. If this service description does not meet the customer’s requirements, a statement of work (SOW) is necessary. The Managed Upgrade Service will be delivered remotely, unless NetApp and the customer agree, before the quote, to an on-site delivery. NetApp will assign a shared project manager (PM) in accordance with the scope of the Managed Upgrade Service. The PM will be responsible for managing the upgrade process and will be the primary contact for the customer and for the NetApp account teams.

Service Delivery

NetApp will provide upgrade recommendations on a quarterly basis, or as appropriate; the recommendations will be specific to the customer’s environment. NetApp will collaborate with the customer on upgrade plans and perform up to four upgrades or updates annually, depending on customer needs. These annual actions can include a maximum of two major release upgrades, security patches, and firmware updates.

The Managed Upgrade Service pricing depends on which NetApp technology is being upgraded and the size of the customer environment. These factors are identified and documented in the Managed Services Implementation Details document, which is developed and provided to the customer during the quote 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.

The Managed Upgrade Service delivery team performs functions that include, but are not limited to, the tasks listed in the following section.

Service Tasks

During onboarding of the Managed Upgrade Service, NetApp will do the following:

- Conduct an engagement kick-off meeting of up to 1 hour to review the scope of the engagement and to gather details necessary to provide the Managed Upgrade Service.
- Review detailed list of hardware and software (type, serial number, revision number, and so on).
- Test the credentials necessary for performing the Managed Upgrade Service.
- Establish communication plans.
- Create an onboarding schedule.
- Review existing documentation if the customer provides it.
- Document roles and responsibilities of customer contacts for each upgrade event, if required.
- Review support status (support contracts, end-of-support dates).
- Establish or review escalation procedures.

After onboarding, the Managed Upgrade Service is delivered in four steps:

1. Review and design
2. Project execution
3. Upgrade validation
4. Project closeout

Review and Design

NetApp will conduct a kick-off meeting of up to 1 hour to provide guidance on the scope of the engagement, to understand the customer's environment, and to clarify the changes. This phase involves the following tasks:

- NetApp creates the Upgrade Advisor Plan.
- With the customer, NetApp validates the detailed list of customer equipment that will be upgraded (for example, hardware, type, and serial number).
- NetApp runs Config Advisor, NetApp Active IQ® reports, or NetApp AutoSupport® reports, if required.
- NetApp reviews current and target ONTAP versions.
- NetApp reviews the Compatibility Matrix and verifies the software firmware (SW/FW) level of all components, if required.
- NetApp performs cluster verification to determine upgrade readiness.
- NetApp reviews or validates existing customer SAN servers, host bus adapters (HBAs), and FC switches with the Interoperability Matrix Tool (IMT).
- NetApp reviews Config Advisor, Active IQ reports, or AutoSupport reports, if required.
- NetApp reviews Upgrade Advisor output.
- NetApp documents upgrade dependencies in the customer environment.
- NetApp determines the upgrade type: automated, rolling, or disruptive.
- NetApp confirms available updates and schedules maintenance windows.
- NetApp creates and reviews the ONTAP Upgrade Plan.
- The customer creates any SAN Host Upgrade Plans; NetApp provides guidance.

Project Execution

During this phase, the following tasks occur:

- NetApp updates software according to customer acceptance and maintenance windows (depending on the storage operating system).
- NetApp performs post-upgrade tasks: verifying the cluster version, verifying cluster health, and reenabling features.
- NetApp upgrades ONTAP systems to the designated version, according to the Upgrade Plan.
- NetApp updates Service Processors.
- NetApp verifies that corresponding firmware is upgraded as required.
- The customer upgrades any SAN host drivers and firmware to designated versions.
- NetApp validates end-to-end configuration.
- NetApp installs the qualification package and the latest disk firmware.
- NetApp rolls the system back to an earlier version, if required.

Upgrade Validation

During this phase, NetApp tests and validates that the upgrade was performed successfully.

Project Closeout

During this phase, NetApp discusses any appropriate follow-up items for NetApp and the customer, if required, and provides all necessary information during a single Knowledge Transfer (KT) session after the upgrade or by email. The KT enables customers to continue to support and maintain the system in their environment.

Deliverables

In connection with the Managed Upgrade Service, NetApp will provide the following tangible materials (the deliverables) to the customer in a format or by a method that is mutually agreed upon between the parties:

- Quarterly Upgrade and Patch Management Report
- Upgrade Advisor Plan
- Customer Equipment Status Report
- Final Certificate of Completion

Out-of-Scope Services

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

- Basic hardware and software installation services outside the scope of this engagement
- Relocation of customer equipment
- For NetApp HCI, management and support of VMware vSphere and vCenter outside the NetApp HCI environment; project work, such as integrations (for example, Microsoft Exchange, Microsoft SQL Server, or Oracle), migrations, complex disaster recovery, or configuration backup
- Data migration
- Development of customer-requested automation routines
- Development of designs to meet new customer requirements
- Storage infrastructure architecture and design
- Any upgrade assistance with operating systems, driver installation, or other components outside the NetApp domain
- 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
- Automation or troubleshooting scripting issues
- Application integration

Schedule of Performance

The estimated Managed Upgrade Service start date is approximately 2 weeks from the date of the customer's approved purchase order. If performance of the Managed Upgrade Service does not commence within 1 year of the purchase order date, the order will automatically terminate in the absence of a written change request. Services must be delivered during consecutive months after the actual Managed Services start date. The quantity of consecutive months is identified in the Managed Services Implementation Details document that NetApp provides.

NetApp recommends at least 30 days lead time to schedule and perform an upgrade. On a quarterly basis, NetApp will provide the customer with at least three dates and times when available upgrades can be performed in order to establish a mutually agreed-upon schedule. NetApp will also use reasonable efforts to accommodate the schedule that the customer requests. NetApp will provide commercially reasonable efforts to accommodate emergency upgrade requests.

Assumptions and Responsibilities

- NetApp and the customer will agree on a contact who will be responsible for coordinating and managing obligations under this service description.
- NetApp requires that the customer equipment be installed and configured and AutoSupport enabled.
- NetApp requires that a valid support contract be in place for the customer equipment.
- The Managed Upgrade Service defined herein will be delivered remotely. The customer will provide remote access to NetApp designated personnel during the upgrade window.
- The customer will provide access to the NetApp controllers needed during the firmware upgrade process.
- The customer will provide remote administrative rights and access to the in-scope environment.
- The customer will provide access to staff who are currently running the in-scope environment.
- The customer will provide NetApp with access to available documentation.
- The customer will ensure that all the NetApp components will be available for upgrade during the upgrade window.
- The customer will provide access to application specialists (if necessary).
- The customer will be responsible for all change control processes and server reboot scheduling. The customer will be responsible for upgrading any SAN host drivers and firmware.
- NetApp is not responsible for any application or host system access that encompasses coding, scripting, application analysis, system performance, troubleshooting, or application logins beyond what is stipulated in this service description.
- This service description applies to the Managed Upgrade Service only. If the customer requests or needs any hardware or software in relation to the Managed Upgrade Service, the customer is solely responsible for obtaining and preparing that hardware and software as required. ONTAP upgrades do not include a detailed host-side impact assessment. NetApp Professional Services can be purchased to complete host impact assessment and remediation.

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, by telephone, or by cellphone. These contacts will provide background information and clarify information that is required to perform the Managed Upgrade Service.

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

Fee Description and Payment

Before performing the Managed Upgrade 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 is not signed within 5 business days from the customer's receipt, the work will be deemed acceptable 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, which are incorporated herein by reference. If the customer wants to negotiate any of the terms herein, a NetApp SOW is required.