

Implementation for EMC Navisphere Quality of Service Manager - CTL-EMC-BAS-NQM

This Avnet Technology Solutions *Service Brief* details the *Implementation for EMC Navisphere® Quality of Service Manager*. This engagement enables *Navisphere Quality of Service Manager* and provides the customer with a functional overview of the product by demonstrating the various capabilities of the feature.

Project Scope

Experienced ASN certified Avnet Professional Services personnel work closely with customer staff to perform the engagement. During this engagement, Avnet:

- Meets with the customer to ensure that the environment and operational implementation requirements (hardware, software, and infrastructure) are met, and provides the customer with a list of required or beneficial updates.
- Plans and schedules the engagement's *installation and/or configuration* tasks.
- Reviews the acceptance requirements with customer-assigned resource(s).
- Enables Navisphere Quality of Service Manager on a single CLARiiON storage array.
- Provides an extended Functional Overview of Navisphere Quality of Service Manager by demonstrating the capabilities of the interface and creating up to four I/O classes, creating a policy, and measuring the potential effectiveness of the policy on the selected application environment.

Deliverables

The following *Implementation for EMC Navisphere Quality of Service Manager* deliverables are provided:

- Implementation as defined in the *Project Scope* section above.
- *Project Completion Form*.
- A *Functional Overview* to demonstrate *Navisphere Quality of Service Manager's* capabilities.

Avnet Staffing

Avnet provides ASN certified personnel to perform the tasks listed above.

Customer Responsibilities

- Provide at least one technical contact with system administration responsibilities and appropriate system/information access privileges to perform this service.
- Make appropriate system maintenance window(s) available for Avnet as needed to prepare equipment.
- Ensure all environment and operational requirements are met prior to implementation.

- Provide access to the customer's systems and networks as necessary to perform the services during normal business hours, or at mutually agreed timeframes.
- Provide support from technical support teams for all vendors and third parties as necessary.
- Assume all responsibility for network connectivity, performance, and configuration issues.
- Verify the equipment location (work site) is prepared to perform the engagement services.

Engagement Duration

- The anticipated engagement start date is within two (2) weeks or an agreed upon start date after receipt and approval by Avnet of the customer's purchase order for this engagement.
- Avnet expects to complete this engagement within 13 hours after the actual start date (based-on performance on consecutive days during Avnet's normal business hours). Unless otherwise specified or agreed by Avnet, service is performed on consecutive days.

Engagement Scope Exclusions/Changes

Any additions or changes to engagement scope must be stated in a separate Avnet *Statement of Work* detailing the changes, and the impact on pricing, and timeframes. Such changes include, but are not limited to:

- Any additional hardware configuration not listed in this document.
- Modification of the customer's application software.
- Development of custom solutions including scripting.
- Multiple, basic installation services requiring Project Management services.

Fixed Bid Engagement Fee and Invoicing Schedule

- The engagement is delivered on consecutive days during normal business hours (9:00AM–5:30PM local time, M–F, excluding local holidays).
- Invoices are issued upon Avnet's receipt and approval of the customer's purchase order.
- Customer authorizes Avnet to invoice for and shall pay additional amounts related to performance outside normal business hours or consecutive days, and reimbursement of travel-related expenses.