

EMC Celerra QuickStart: iSCSI Module - CTL-EMC-BAS-ADiSCS

This Avnet Technology Solutions Service Brief details the *EMC Celerra® QuickStart: iSCSI Module*. This service offering provides validation of the installed hardware and configuration of a Celerra operating with a dedicated CLARiiON® array and the configuration of up to four iSCSI hosts.

Project Scope

Avnet personnel or authorized agents shall be assigned to work closely with Customer staff to perform the following services (“**Services**”) within the Term specified above:

- Meet with the Customer to ensure that the environment and operational implementation requirements (hardware, software, and infrastructure) are met, and provide the Customer with a list of required or beneficial updates.
- Plan and schedule the engagement’s configuration tasks.
- Use the Network Storage Designer (NSD) application to streamline the design and implementation. The NSD application, based on Java and utilizing Microsoft SQL database technologies, is designed to import configuration data and produce detailed configuration guides and configuration scripts for the architected storage designs.
- Perform the *EMC Celerra QuickStart: iSCSI Module* implementation within the Customer’s environment as defined in this *Service Brief*.
- Verify installed hardware and configure Celerra, while working with Customer resources as defined in this *Service Brief*.

- Configure a maximum of two network interfaces on one Data Mover.
- Perform the storage configuration for a single disk array enclosure (DAE).
- Configure up to four iSCSI hosts.
- Configure iSCSI file systems.
- Configure iSCSI LUNS.
- Configure iSCSI LUN snapshots (optional).
- Verify the installation and configuration results.
- Review the acceptance requirements with Customer-assigned resource(s).
- Provide the applicable documentation to the Customer.
- Conduct a basic product *Functional Overview* to familiarize the Customer with the implemented Celerra, demonstrating the normal operations as installed in the Customer’s environment.

Note: Such *Functional Overview* relates to the Customer’s storage environment and is not a substitute for the formal EMC product Customer Education courses available. EMC strongly encourages attendance at Customer Education classes to gain further insight into the product architecture and its integration.

Materials

The following *EMC Celerra QuickStart: iSCSI Module* materials are provided in connection with this Service:

- *Project Completion Form*, which may include a basic *Functional Overview* to demonstrate Celerra capabilities.
- *Configuration Guide* delivered using the NSD application to create this guide.
- An integrated and operational Celerra.
- Overview session using Celerra Manager.

Avnet Staffing

Avnet provides ASN certified personnel to perform the Services specified in the “Project Scope” section 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 (or authorized agents) 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 times.
- Provide support from technical support teams for all vendors and third parties as necessary.
- Assume all responsibility for external network connectivity, performance, and configuration issues.
- Verify the equipment location (work site) is prepared to perform the engagement services.
- Provide basic configuration information for network and authentication requirements.
- Provide installed and tested power, network, and telephone connections.

Service Duration

- This service is an Add-On service and is expected to be combined with one of the Base Implementation services (part numbers are CTL-EMC-BAS-IMxxxx). The listed items apply as time considerations as they will be combined with the Base Implementation service.
- The anticipated Service start date is within two (2) weeks or a mutually agreed upon start date after receipt and approval by Avnet of the Customer’s purchase order for this Service.
- Subject to Customer satisfying the “Customer Responsibilities” specified above, Avnet estimates that it will complete the Services within 1–1/2 days

after the actual start date (based on performance on consecutive days during Avnet’s normal business hours). Unless otherwise specified or agreed by Avnet, the Services are performed on consecutive days.

Service Scope Exclusions/Changes

Any additions or changes to the Service scope must be mutually agreed upon by Avnet and the Customer in a separate Avnet *Statement of Work* detailing the proposed changes, the impact of the proposed change on pricing and schedule, and other relevant terms. Depending on the scope of such additions or changes, Customer may be required to sign Avnet’s then-current standard terms and conditions for professional services. 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.
- Celerra Startup Assistant (CSA).
- Enabling of Multiple protocols (CIFS, NFS, and iSCSI).
- Celerra Event Enabler (CEE) installation, which includes Celerra AntiVirus Agent (CAVA) and Celerra Event Publishing Agent (CEPA).
- Network Data Management Protocol (NDMP).
- Installation of any advanced networking features [Fail-Safe Network (FSN), trunking, and Link Aggregation Control Protocol (LCAP)].
- Advanced Celerra Features, (Such as Celerra Replicator™, FileMover, WideLinks, MPFS, autoextension, Usermapper, virtual provisioning, HighRoad®, iSCSI replication, and so on.)
- Application integration or scripting.
- Migration of existing servers or data.

Fixed Bid Service Fee and Invoicing Schedule

- The Services described in this *Service Brief* are delivered on consecutive days during Avnet’s normal business hours (9:00 A.M.–5:30 P.M. local time, M–F, excluding Avnet and 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 Avnet’s normal business hours or consecutive days.