

EMC CLARiiON SAN 15-Host QuickStart - CTL-EMC-BAS-15HSME

This Avnet Technology Solutions *Service Brief* describes the EMC® CLARiiON® SAN 15-Host QuickStart service, which provides a functional, pre-defined configuration of a CLARiiON storage array. The array can be one of the following types:

- **Fibre Channel Storage Area Network (SAN):** Provides the installation of a CLARiiON-based storage area network (SAN) and delivers a functional, pre-defined SAN configuration that supports a maximum of 15 hosts.
- **iSCSI Storage Area Network (iSAN):** Provides the installation of a CLARiiON-based storage area network (SAN) using iSCSI for data transport and includes the integration of MP-1620M or MDS IPS blades into a functional IP SAN. This service delivers a functional, pre-defined IP SAN configuration that supports a maximum of 15 hosts.

Project Scope

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

- Determines the engagement process and schedule.
- Develops a high-level *Project Plan* with critical path events and milestones.
- Conducts a kickoff meeting to review project scope, expectations, communication plans, and availability of required resources.
- Gathers the information required for the engagement.
- Verifies that the environment meets all hardware and software requirements.
- Architects the engagement solution.
- Develops the *Test and Acceptance Plan*.
- Conducts an implementation review meeting.
- Validates the site.
- Installs and configures the hardware and software listed in the Scope section.
- Builds and documents the proposed architecture in

the *Configuration Guide* and/or *CLARiiON Configuration Builder (CCB) Tool Word Template*.

- Performs the tests in the *Test and Acceptance Plan* for customer sign off.
- Completes and delivers the *Test and Acceptance Plan*.
- Complete and delivers the *Configuration Guide* and/or the *CCB Tool Word Template*.
- Conducts a basic *Functional Overview*.
- Coordinates project closeout, review and sign off.

SAN Implementation Scope Details

This engagement includes the following components:

- One CLARiiON storage array.
- Implementation of 15 attached, customer-supplied hosts with installed operating systems. These hosts may boot from internal hard disks or SAN.
- One or two Connectrix® departmental switches.
- Installation of PowerPath®.
- Configuration of Navisphere® Manager Agents.

- Installation of Navisphere Server Taskbar (NST).
- Installation of Navisphere Server Utility (NSU)-HA Validation Tool.
- Configuration of Access Logix™.
- Validation of Fibre connectivity to storage and IP connectivity to hosts. The Customer must install cables prior to implementation.

iSAN Implementation Scope Details

This engagement includes the following components:

- One CLARiiON storage array.
- Implementation of 15 attached, customer-supplied hosts with installed operating systems. These hosts may boot from internal hard disks or SAN, with iSCSI HBAs.
- One or two multi-protocol devices (EMC MP-1620M or MDS FC switch with IPS module).
- Configuration of Microsoft iSCSI drivers on EMC supported hosts.
- Installation of PowerPath.
- Configuration of Navisphere Manager Agents.
- Installation of Navisphere Server Taskbar (NST).
- Installation of Navisphere Server Utility (NSU)-HA Validation Tool.
- Configuration of Access Logix.
- Validation of Fibre connectivity to storage and IP connectivity to hosts. The Customer must install cables prior to implementation.

Deliverables

Avnet provides the following deliverables:

- Implementation as defined in the *Project Scope*.
- One EMC CLARiiON storage array implementation with a maximum of 15 customer-provided hosts.
- One or two EMC Connectrix devices implemented and zoned.
- *Configuration Guide* and/or the *CLARiiON Configuration Builder (CCB) Tool Word Template*.
- *Test and Acceptance Plan*, which may include a basic *Functional Overview*.

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 (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 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 47 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.