

EMC Centera Integration Assurance for Single Cluster Service - CTL-EMC-BAS-CIS

The *EMC Centera Integration Assurance for Single Cluster* service addresses the Project Management needs when installing a Single Centera Cluster product(s). The service addresses the need for organization and communication during any IT project, mitigating the risk inherent when technology changes are made in the environment. Because of Avnet's proven project management methodologies, projects run smoothly and finish on time and within budget, allowing customers to more quickly recognize value from their EMC Centera™ investment.

This service is ideal for customers requiring standard Project Management and solution assurance when purchasing a Centera.

Project Scope

Experienced Avnet service personnel perform the following implementation tasks:

- Meet with the Customer to ensure environment and operational implementation requirements (hardware, software and infrastructure) are met, and provide the Customer with a list of needed/beneficial updates.
- Plan and schedule the engagement's installation and configuration tasks.
- Verify all information within all EMC installation pre-documents (CCRF) is completed, verified, and approved (following the EMC Customer Service Change Control procedure) before installation timeframe.
- Manage the Centera Installation, Configuration and Integration within the Customer's environment as defined in the CCRF.
- Coordinate all resources (Avnet and Customer) necessary to complete the installation.
- Configure **Health Check e-mail home** functions per spec with EMC Support Center.
- Configure required EMC Centera resources, as defined in this *Service Brief*.
- Single location, consecutive standard business days/hours implementation if required (including planning and implementation).
- Maximum configuration of up to one Cluster (up to 64 nodes) and up to 8 Access Nodes / IP interfaces for the Center.
- Email Notification as dictated by the Centera configuration provided:
 - SMTP and SNMP for Non-Compliant environments.
 - SMTP configuration for Compliant environments.
- Configure Test and Verify Centera modem setup:
 - Verify modem dial in.
 - Verify modem installation and function for Non-Compliant environments.
- Modem for Compliance Edition:
 - Connect modem.

- Verify modem function.
- Disconnect modem.
- Review modem connects procedure with customer.
- Modem connect procedure will be supplied by CS.

Note: Modem connection for remote diagnosis is allowed with prior signed authorization from the Customer. At the end of the diagnosis procedure the modem is disconnected, again with a signed verification from the Customer.

- Configure Centera Viewer and/or CLI on the designated user station.
- Configure all Necessary IP information including and not limited to, IP addresses, DNS and Gateway.
- Verify installation and/or configuration results.
- Test and Verify:
 - Centera Storage pool is available and operating.
 - Centera is available and operational within the Network environment.
 - Centera is operating at proper access speeds (Centera Verify - not application access).

Additional Scope Details

Avnet uses the following three phases to manage this project:

Phase I - Planning and Design

During the *Planning and Design* phase, Avnet:

- Conducts meetings as necessary, gathering information needed to ensure the configuration design, and implementation meet the Customer's IT infrastructure and business requirements.
- Reviews all previous Avnet Consultative engagements to ensure this implementation is consistent with previous recommendations.
- Organizes and develops a detailed Centera Integration Project Plan.
- Determines and reviews required staffing levels with Customer.
- Schedules the installation and configuration to minimize Customer business disruptions.

Phase II - Implementation and Testing

During the *Implementation and Testing* phase, Avnet:

- Provides Project Management of the Centera Implementation for Avnet deliverables.
- Verifies environment is prepared for Centera

Installation.

- Validates EMC Technology Solutions* Configuration Guide, and updates as needed, based on Implementation and required changes.
- Verifies Centera readiness for third party/customer applications.
- Conducts tests developed in the Test and Acceptance Plan to determine the implementation is successful.

Phase III - Documentation, Functional Overview, and Acceptance

During the *Documentation, Functional Overview, and Acceptance* phase, Avnet:

- Reviews and completes the EMC Centera Configuration Guide, and supplies it to the Customer.
- Reviews the Test and Acceptance Plan for completeness and ensures the Customer and the Avnet Software Consultant have approved, and signed off all tests.
- Conducts a basic Functional Overview to familiarize the Customer's staff with the EMC products delivered in their storage environment.

Note: The *Functional Overview* focuses on the installed product(s) as it relates to the Customer's specific storage environment. This overview is *not* a substitute for formal EMC product Customer Education courses available. Avnet strongly encourages customers to attend EMC customer education classes to gain further insight into the product capabilities and management

Deliverables

- EMC Centera Integration Assurance for Single *Cluster Implementation Service Project Plan*.
- *EMC Centera Integration Assurance for Single Cluster Configuration Guide* documenting the implementation.
- *EMC Centera Integration Assurance for Single Cluster - Test and Acceptance Plan*.
- Product Functional Overview session (based on the *Test and Acceptance Plan*) through demonstration of the EMC Centera system capabilities.
- An operational EMC Centera Single Cluster environment as defined in the Project Overview and Project Scope paragraphs above.

Avnet Staffing

Avnet provides experienced Professional Services 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.

Project 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 these services.
- Avnet expects to complete this engagement within 3 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, service is performed on consecutive days.

Project Scope Exclusions/Changes

Any additions or changes to Project 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 Project Fee and Invoicing Schedule

- The service is delivered on consecutive days during normal business hours (9:00 AM – 5:30 PM 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.