

EMC Implementation for CLARiiON CX4 2-Host Add-On QuickStart - CTL-EMC-BAS-CX4X2H

This Avnet Technology Solutions *Service Brief* details the *EMC Implementation for CLARiiON® CX4 2-Host Add-On QuickStart*. This engagement adds a host to a new Fibre Channel (FC) or iSCSI SAN implementation service. The array can be one of the following types:

- **iSCSI SAN Deployment** — Provides the installation of a 2-Host to a CLARiiON CX4 storage array using iSCSI for data transport and includes the integration of iSCSI-capable switches and delivers a functional, pre-defined configuration that supports a maximum of two hosts.
- **FC SAN Deployment** — Provides the installation of a 2-Host to a CLARiiON CX4 storage array using FC SAN and delivers a functional, pre-defined SAN configuration that supports a maximum of two hosts.

Project Scope

Experienced AN 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.
- Develops a high-level *Project Plan* with critical path events and milestones.
- Plans and schedules the engagement's installation and configuration tasks.
- Performs the *EMC Implementation for CLARiiON CX4 2-Host Add-On QuickStart* within the Customer's environment, as defined in this *Service Brief*.
- Verifies the installation and/or configuration results.
- Reviews the acceptance requirements with Customer-assigned resource(s).
- Develops the *Test and Acceptance Plan*.
- Conducts an implementation/installation review meeting.
- Builds and documents the proposed architecture in the *Configuration Guide*.
- Performs the tests in the *Test and Acceptance Plan* for customer sign-off.
- Completes and delivers the *Test and Acceptance Plan*.
- Documents the configuration.
- Provides the applicable documentation to the Customer.
- Conducts a basic product *Functional Overview* to familiarize the Customer with the implemented CX4 - 2-Host Attach, and demonstrates the normal operations as installed in the Customer's environment.
- Coordinates project closeout, review, and sign-off

Avnet:

- Implements two attached, customer-supplied FC hosts with installed operating systems.
- or
- Implements two attached, customer-supplied iSCSI hosts with installed operating systems.
- Configures one or two customer-supplied departmental FC switches.
- Installs PowerPath .[®]
- Configures Navisphere[®] Manager Agents.
- Installs Navisphere Server Taskbar (NST).
- Installs Navisphere Server Utility-Host Adapter (NSU-HA) Validation Tool.
- Creates zoning.
- Configures Access Logix[™].
- Configures Microsoft iSCSI drivers on EMC-supported hosts (only for iSCSI SAN).
- Validates fiber connectivity to storage, and IP connectivity to hosts (The Customer must install cables before implementation).
- Creates RAID group and LUN configuration.
- Creates up to two storage groups.
- Runs HA validation reports.

Deliverables

The following *EMC Implementation for CLARiiON CX4 2-Host Add-On QuickStart* deliverables are provided:

- Implementation as defined in the *Project Scope* section above.
- Implementation with a maximum of two customer-provided hosts and departmental switches.
- *Test and Acceptance Plan*, which may include a basic *Functional Overview* to demonstrate installed or implemented capabilities.
- *Configuration Guide* documenting the implementation.

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 that 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 network connectivity, performance, and configuration issues.
- Verify that 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 6 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 schedule. 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.
- Additional travel charges would apply for onsite Solutions Architect activities.

Fixed Bid Engagement Fee and Invoicing Schedule

- The engagement is delivered on consecutive days during normal business hours (9:00 A.M.–5:30 P.M. 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.