

EMC CLARiiON SAN Host Add-On - CTL-EMC-BAS-HOSTN

This Avnet Technology Solutions Service Brief details the EMC CLARiiON® SAN Host Add-on. This offering is used to expand the value of existing CLARiiON SAN or iSCSI SAN (iSAN) implementation services. This service adds a new host to a new SAN or iSAN implementation service. This expands the value of your base SAN implementation to meet your host requirements.

Project Scope

Experienced ASN Certified Avnet Professional Services personnel work closely with Customer staff and perform the following:

- Implement one additional host using an Open Operating System with a maximum of two host bus adapter (HBA) ports, implemented during a CLARiiON SAN Implementation. This additional host is implemented during the same initial implementation session as the CLARiiON storage system and other attached hosts.
This service does not include PowerPath® software or PowerPath installation. If hosts have multiple host bus adapters, the Customer is responsible for HBA failover software, configuration, and testing. Hosts must boot from internal hard disks (non-SAN booting) and the Host Operating System must be loaded by the Customer prior to EMC implementation.
- Final connectivity to hosts and switches. Customer must install cables prior to implementation.

- Perform final configuration of Navishpere® Manager Agent and configuration of AccessLogix™ for LUN Mapping.

Note: Implementation to be completed for all hosts during initial implementation. Delayed host implementation is not available with this service.

Deliverables

- Implementation of a single new Host within a new CLARiiON SAN 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 (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 during the CLARiiON SAN Implementation (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.