

EMC Implementation for Celerra iSCSI QuickStart - CTL-EMC-BAS-IMISCS

This Avnet Technology Solutions *Service Brief* details the *EMC Implementation for Celerra[®] iSCSI QuickStart* service. This engagement provides validation of installed hardware and configuration of a Celerra operating with a dedicated CLARiiON[®] array, and the configuration of up to four iSCSI hosts.

Project Scope

Experienced Avnet Professional Services personnel work closely with Customer staff and 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 provide the Customer with a list of required or beneficial updates.
- Plans and schedules the engagement's configuration tasks.
- Performs the *EMC Implementation for Celerra iSCSI QuickStart* within the Customer's environment as defined in this *Service Brief*.
- Verifies installed hardware and configures Celerra, while working with Customer resources as defined in this *Service Brief*.
- Configures a maximum of two network interfaces on one data mover.
- Configures up to four iSCSI hosts.
- Configures iSCSI file systems.
- Configures iSCSI LUNS.
- Configures iSCSI LUN snapshots. (optional)
- Verifies the installation and configuration results.
- Reviews the acceptance requirements with Customer-assigned resource(s).
- Provides the applicable documentation to the Customer.
- Conducts 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. Avnet strongly encourages attendance at EMC Customer Education classes to gain further insight into the product architecture and its integration.

Deliverables

The following *EMC Implementation for Celerra iSCSI QuickStart* deliverables are provided:

- A *Project Plan* detailing the engagement.
- A *Configuration Guide* that describes the implementation.
- An integrated and operational Celerra.
- Overview session using Celerra Manager.

Avnet Staffing

Avnet provides experience 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 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.

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 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, 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.
- Celerra Startup Assistant (CSA).
- Enabling of Multiple protocols (CIFS, NFS, and iSCSI).
- Celerra Event Enabler (CEE) installation, which includes CAVA and CEPA.
- Network Data Management Protocol (NDMP)
- Installation of any advanced networking features (FSN, Trunking, and LCAP).
- Advanced Celerra Features (such as Celerra Replicator, Filemover, WideLinks, MPFS, autoextension, Usermapper, virtual provisioning, etc.)
- Application integration or scripting.
- Migration of existing Servers/Data.

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.