

EMC MirrorView QuickStart -

CTL-EMC-BAS-MVW

This Avnet Technology Solutions *Service Brief* details the *EMC MirrorView QuickStart* installation and configuration. This engagement provides standard installation assistance prior to extending and integrating *EMC MirrorView™* into a CLARiiON® storage environment. This service offering implements either *MirrorView/S* (synchronous), or *MirrorView/A* (asynchronous). The Customer's selected hosts must be prepared for *MirrorView* installation prior to the commencement of this engagement. This service provides for one of two possible configurations:

- The configuration of *EMC MirrorView/S* into the Customer's environment and the creation of up to 200-GB of mirrored data. In this configuration, the mirrors may not traverse an IP Link.
- The configuration of *EMC MirrorView/A* into the Customer's environment and the creation of up to 200-GB of mirrored data, and no more than one Array-level Consistency Group.

Project Scope

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

- 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.
- Perform the *EMC MirrorView QuickStart* implementation within the Customer's environment as defined in this *Service Brief*.
- Install/configure required *EMC MirrorView QuickStart* resources as defined in this *Service Brief*, including:
 - Configuration of *MirrorView* on a maximum of two CLARiiON Storage Arrays.
 - Implementation within a single site. Travel and associated costs to implement this solution between two sites will require Avnet to invoice the customer separately. If multiple Avnet teams are needed due to implementation requirements at remote sites, additional custom price charges will be applicable.
- Verify *MirrorView* and the configuration of up to 200-GB of mirrored data (and no more than one Array-level Consistency Group). Depending on the SAN/Network, full replication may take a great amount of time. Avnet will validate full synchronicity of a single Mirror (less than 3-GB of replicated data). All other Mirrors will be created up to the 200-GB transfer limit and synchronization will be started.
- Review the *EMC MirrorView QuickStart* acceptance requirements with Customer-assigned resource(s).
- Provide the applicable *EMC MirrorView QuickStart* documentation to the Customer.
- Conduct a basic product *Functional Overview* to familiarize the Customer with *MirrorView* as delivered, demonstrating the normal *MirrorView* operations as installed in the Customer's environment.

Note: This *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.

This service addresses the implementation of *MirrorView* within a single site only. If this implementation requires connectivity across multiple sites then the *EMC MirrorView Custom Implementation* service offering (CTL-BAS-PRDSVC) must be used.

Deliverables

The following EMC *MirrorView QuickStart* deliverables are provided:

- *Configuration Guide* documenting the implementation.
- *Test and Acceptance Plan*.
- Product *Functional Overview* session (based on the *Test and Acceptance Plan*).
- An operational environment as defined in the *Project Overview* and *Project Scope* paragraphs above.

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 two (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 timeframes. Such changes include, but are not limited to:

- Any additional hardware configuration not listed in this document, including array configuration or LUN binding.
- Modification of the Customer's application software.
- Development of custom solutions including scripting.
- Multiple basic installation services requiring Project Management services.
- Performance optimization.
- Array-to-array link installation or implementation.

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.