

EMC PowerPath QuickStart – 4 Host Implementation CTL-EMC-BAS-PP4

This Avnet Technology Solutions *Service Brief* details the EMC PowerPath[™] QuickStart – 4 Host Implementation service. This engagement offers installation and configuration of the EMC PowerPath software on up to four customer hosts. The customer's host can have up to two host bus adapters installed and will be connected between either an EMC Symmetrix[®] or CLARiiON[®] storage array. EMC PowerPath provides load balancing for paths configured and redundant path fail over/fail back capabilities.

Project Scope

ASN Certified Avnet 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.
- Provides project management services during the implementation.

Note: All project management is to be performed from a remote location. Travel time to the customer's site is not included in this service.

- Plans and schedules the engagement's installation and configuration tasks.
- Installs and configures EMC PowerPath on up to four hosts with up to a maximum of two host bus adapters installed.
- Verifies the installation and configuration results.

- Reviews the EMC PowerPath QuickStart – 4 Host Implementation acceptance requirements with customer-assigned resource(s).
- Provides the applicable EMC PowerPath QuickStart - 4 Host Implementation documentation to the customer.
- Conducts a basic product *Functional Overview* to familiarize the customer with the implemented EMC PowerPath QuickStart - 4 Host Implementation, 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. Avnet strongly encourages attendance at EMC Customer Education classes to gain further insight into the product architecture and its integration.

Deliverables

The following EMC *PowerPath QuickStart – 4 Host Implementation* deliverables are provided:

- Implementation as defined in the *Project Scope* section above.
- *Test and Acceptance Plan*, which may include a basic *Functional Overview* to demonstrate PowerPath capabilities.
- An operational EMC PowerPath 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 as needed to prepare equipment.
- Ensure that all environment and operational requirements are met prior to implementation.
- Supply an installed host bus adapter (HBA) in the host.
- 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 that the equipment location (work site) is prepared to perform the engagement services.
- Provide an existing customer host system.
- Backup existing data accessed by the customer host (and any restoration work necessary after the implementation).

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 one day 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.
- 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 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.