

# EMC SAN Copy Implementation - CTL-EMC-BAS-SCPY

This *Service Brief* details EMC® SAN Copy™ Implementation service installation and configuration. This service offering delivers ease of LUN replication and improved replication performance to a Customer's SAN environment. EMC SAN Copy has the ability to make incremental copies of data changes from source to destination LUNs (requires purchase and enabling of EMC SnapView™ software). There are also some third-party arrays that have been added for support in a SAN Copy operation.

## Project Scope

Experienced ASN certified Avnet Professional Service personnel work closely with customer staff to perform the engagement. Avnet manages this project as follows:

- 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 SAN Copy Implementation within the Customer's environment as defined in this *Service Brief*.
- Install/configure required EMC SAN Copy Implementation resources as defined in this *Service Brief*.
  - Install SAN Copy or SAN Copy/E software in a single CLARiiON® Storage Array (SnapView software as well, if incremental copies are being used).
  - Define and configure up to 10 SAN Copy sessions in a single CLARiiON Storage Array (full or incremental) to one other (supported) Storage Array / System.
  - Verify installation and/or configuration results.
- Review the EMC SAN Copy Implementation acceptance requirements with Customer-assigned resource(s).
- Conduct a basic product *Functional Overview* to familiarize the Customer with EMC SAN Copy as delivered, demonstrating the normal operations as installed in the Customer's environment including:
  - Provide the applicable EMC SAN Copy Implementation documentation to the Customer.
  - Provide the Customer with a basic Functional Product Overview of the SAN Copy GUI (via Navisphere Manager).

**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 SAN Copy Implementation* deliverables are provided:

- An operational EMC SAN Copy environment as defined in the Project Overview and Project Scope paragraphs above.
- *Configuration Guide* documenting the implementation.
- *Test and Acceptance Plan*.
- Product Functional Overview session (based on the *Test and Acceptance Plan*) through demonstration of the EMC SAN Copy system capabilities.

### 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 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 4 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.
- 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.