

EMC SnapView QuickStart - CTL-EMC-BAS-SPV

This Avnet Technology Solutions *Service Brief* details the *EMC SnapView™ QuickStart*. This engagement is ideal for customers requiring standard installation assistance prior to extending and integrating *SnapView* into their CLARiiON® storage environment.

Project Scope

Experienced ASN certified Avnet Professional Services personnel work closely with customer staff to perform the engagement. This implementation requires the Customer's CLARiiON Storage Array system and selected host server be prepared for *SnapView* installation *prior* to Avnet engagement. During this engagement, Avnet perform the following implementation tasks:

- 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.
- Install EMC CLARiiON *SnapView* within the customer's environment as defined in this *Service Brief*.
- Configure required EMC *SnapView QuickStart* resources as defined in this *Service Brief*.
 - Verify Navisphere Management installation environment.
- Verify CLARiiON Storage Array is connected to a host server.
- Verify installation and/or configuration results on Hosts (maximum of two – source and mount host).
- Create and verify clones and snapshots accessible by the mount host (max: 10 total).
- Create and verify SnapShot consistent sessions (if required).
- Create and verify Snapshot persistent session (if required).
- Verify ability to perform consistent fractures (if required).
- Review the Avnet EMC *SnapView QuickStart* acceptance requirements with customer-assigned resource(s).
- Provide the applicable Avnet EMC *SnapView QuickStart Service Brief* documentation to the customer as provided within the service offering.
- Conduct a basic product *Functional Overview* to

familiarize the customer with *EMC SnapView QuickStart* installation and configuration delivered, 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 SnapView QuickStart* deliverables are provided:

- *Product Functional Overview* session through demonstration of the *EMC SnapView* system capabilities.
- An operational *EMC SnapView* environment as defined in the *Project Overview* and *Scope* paragraph (above).
- *Configuration Guide*.
- *Test and Acceptance Plan*.

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 11 hours 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.