

EMC Implementation for Centera Replicated Clusters - CTL-EMC-EXP-CIA

This EMC® Corporation *Service Brief* details the *EMC Implementation for Centera™ Replicated Clusters* service. This engagement provides project management services for overseeing the environment design and the implementation of the EMC Centera storage system.

The assigned project manager coordinates the following activities:

- Planning and designing the environment.
- Installing and configuring Centera.
- Transferring knowledge to the customer.
- Presenting a product overview.
- Managing the overall project.

Project Scope

Experienced Avnet service 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.
- Designs archive environment for Centera, including access profiles, virtual pools, and retention classes.
- Plans and schedules the engagement's installation tasks.
- Performs the *EMC Implementation for Centera Replicated Clusters* service implementation within the customer's environment at up to two locations on consecutive, standard business days, as defined in this *Service Brief*.
- Installs and configures required *Centera* resources as defined in this *Service Brief*. This includes configuring:

- Up to two racks (64 nodes) and eight access nodes / IP interfaces for the primary Centera.
- Replication.
- Health Check e-mail home feature with the EMC Support Center.
- E-mail notification and modem dial-in functionality.
- SMTP and SNMP for non-compliant environments.
- SMTP for compliant environments Centera modem for dial-in with the EMC Support Center.

Note: The modem connection for remote diagnosis requires prior authorization from the customer. Likewise, modem disconnection at the end of the engagement also requires prior authorization

- Verifies the installation and config.
- Reviews the acceptance requirements with customer-assigned resource(s).
- Provides the applicable documentation to the customer. This includes:

- *Configuration Guide*.
- *Test and Acceptance Guide*.
- Centera CD (includes tools and product documentation)
- Conducts a basic product *Functional Overview* to familiarize the customer with the implemented Centera, 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

Avnet provides the following deliverables:

- Implementation as defined in the *Project Scope* section above.
- *Test and Acceptance Plan*, which may include a basic *Functional Overview* to demonstrate *Centera Integration Assurance* capabilities.
- *Configuration Guide* documenting the implementation.

Avnet Staffing

Avnet provides experienced 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 as needed to prepare equipment.
- Ensure that 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 that the equipment location (work site) is prepared to perform the engagement services.
- Provide coordinated access to application server and application installation details, such as application name, revision, application admin contacts, etc.

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 76 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.