

# LOGICAL CONFIGURATION FOR AMP-VX - BASE

PSVC-VXLB-00-A01

## Service Overview

Logical Configuration for AMP-VX - Base (PSVC-VXLB-00-A01 ("Service")):

- Provides design and factory logical configuration for the AMP-VX management platform for VxBlock System 1000 converged infrastructure platform.
- Complements the VCE Deployment for AMP-VX (PSVC-VXVD-00-A01) service for the installation and implementation of the AMP-VX management platform in the customer environment.
- Provides logical configuration and factory build of the AMP-VX environment.
- Provides a stable validated platform for converged infrastructure environments.
- Provides centralized management for converged infrastructure environments.
- Provides next generation of management platform supporting all VCE Systems that use the AMP-VX management platform.
- Provides a scalable expansion solution, allowing the ability to add new management workloads or functionality in the customer's environment.
- Helps simplify customer's management and administration for their VCE Systems.

## Service Scope

Subject to customer meeting its obligations outlined in "Customer Responsibilities," VCE personnel or authorized agents shall work closely with the customer to perform the following activities as part of the Service:

- Meets with the Customer to validate that the environment and operational implementation requirements (for example, hardware, software, and infrastructure) are met by the Customer, and provides the Customer with a list of required or recommended updates.
- Plans and estimates a schedule for the installation and/or configuration tasks for the Services.
- Builds and configures one AMP-VX in the factory.

- Performs physical environment validation per the *VCE Physical Build Guide* by verifying the installation of the AMP-VX Management Nodes.
- Configures the AMP-VX Storage System, including:
  - Configures the AMP-VX Management Nodes.
    - Verifies the management and production switch configuration.
    - Configures AMP-VX iDRAC.
    - Installs VMware ESXi on AMP-VX management nodes.
  - Deploys VCE core management virtual machines local workloads and configures the following:
    - Interim Microsoft Domain Name System (DNS) server.
    - Deploys Primary and Secondary Platform Service Controllers (PSC).
    - Deploys Local vCenter Server Appliance (vCSA) with External PSC.
  - Configures Management VMware ESXi hosts security hardening.
  - Creates and configures VSAN cluster.
  - Deploys production Primary and Secondary PSC.
  - Deploys production vCenter Server Appliance (vCSA) with external Platform Service Controller (PSC).
  - Adds Active Directory identity source to VMware SSO.
  - Initializes Local vCenter configuration, including:
    - Adding hosts to VMware vCenter.
    - Deploying hosts to vCenter server.
    - Configuring Element Manager Servers.
    - Configuring ESRS gateway.
  - Installs and configures VxBlock management workloads.
  - Initiates internal LBE QA process and shutdown procedure.

- Coordinates project closeout, review, and sign-off.

## Roles and Responsibilities

- VCE Project Manager: Plans and coordinates all VCE engagement-related activities.
- VCE Consultant: Conducts engagement including preparation, assessment and expansion of hardware resources as outlined in the scope statement.
- Customer Project Manager: Plans and coordinates all customer engagement-related activities. Provides needed access to technical resources, hardware, network and software as needed to perform work as outlined.
- Customer Technical Lead: Responsible for providing system, storage, and network information for the customer’s environment.

## Key Activities

The following table represents the key tasks delivered as part of the Service and responsible parties.

Task	Responsibility
Project kickoff	All
Create upgrade plan	VCE
Perform assessment/remediation	VCE
Upgrade and configure software	VCE
Verify upgrade results	VCE
Complete documentation	VCE
Wrap-up call	All

## VCE Staffing

VCE provides appropriate on-site and/or off-site representatives to perform the Services specified in the Service Scope section.

## Customer Responsibilities

The customer shall

- Provide VCE with reasonable access to Customer functional, technical, and business staff as necessary for VCE to perform the Services.
- Assign a primary contact and point of authorization as the Customer project manager. This single point of contact will be responsible for issue resolution, activity scheduling, interview scheduling, and information collection and dissemination. The Project Sponsor is responsible to ensure compliance with Customer obligations.

- Assign a lead technical resource to act as a single technical point-of-contact between Customer and VCE as necessary for the duration of the engagement.
- Supply a list of all Customer-provided hardware to be used in the implementation to the VCE project team to allow VCE to verify the equipment conforms to the Release Certification Matrix.
- Ensure that all required site preparations have been successfully met for any new non-VCE system components. Customer will also ensure its facilities (or facilities provided through a third-party) are capable of accepting and supporting any new products ordered from VCE before the project start date. This includes, but is not limited to, adequate HVAC, power, floor space, security, etc.
- Provide technical support for implementation teams, all vendors, and third parties as necessary.
- Allow VCE to post any documents necessary for EMC to provide Services in compliance with the law at any site at which Services are performed.

## Service Schedule

The anticipated on-site Service start date is four (4) weeks after receipt and approval by VCE of the customer’s purchase order for this Service or as mutually agreed upon. Delivery of this Service excludes local public holidays. The Customer shall have twelve (12) months from the date of purchase to complete the Service (“Service Period”). No refund will be due or paid to the customer for unclaimed or incomplete work.

## Service Scope Changes

Any changes to the Service, the schedule, charges, or this Service Scope must be agreed upon in writing by VCE. Until changes are agreed to in writing, VCE will continue to perform the Service as provided in this document and such Service is deemed to be in accordance with the obligations of VCE.

## Service Scope Exclusions

Only the work stated in this document is included, and any additional work is out of scope of the Service and must be purchased separately. Specifically excluded services include, but are not limited to, the following:

- Procurement of the SRM or VCE System or any associated licenses
- Implementation of the VCE System, as well as any additional hardware and software
- Any change to the standard system hardware configuration
- Modification of the customer’s application software

- Development of custom solutions including, without limitation, scripting
- Multiple, basic installation services requiring project management services
- Third-party application support
- Any configuration work to non-virtualized bare-metal servers
- Operational process documentation or “Run Books”
- Any database/application installation and/or replatforming
- Physical or virtual migration services
- Provision of security-cleared project resources to meet government or customer-specific security requirements
- Archiving, backup, restoration, business continuance and/or disaster recovery services
- Any other services offered under separate part number or SKU
- Terms and Conditions

Customer’s issuance of an order to purchase the Service signifies its agreement to the terms and conditions in this document and its acknowledgment that the Service is provided under and is governed by either (a) a separate written agreement between the parties for the delivery of professional services, or in lieu of a signed agreement, (b) the standard VCE Professional Services Terms and Conditions available at:

<http://www.vce.com/serviceterms> (the “Governing Agreement”).

VCE licensed software is subject to the VCE standard end-user license agreement available at <http://www.vce.com/noindex/legalterms>. License rights for any third-party software pass directly from the third-party supplier to customer and are subject to such third party’s software terms, which customer authorizes VCE to accept on its behalf or on behalf of its end users as a condition of installing or using such software.

This document constitutes a Service Order, or SOW, as defined in the Governing Agreement. This is a fixed-price order. VCE will bill and invoice customer at its standard time and material rates plus travel expenses for any additional services beyond the Service including, but not limited to, any remediation services performed by VCE as deemed necessary by VCE, or any costs incurred for customer’s failure to meet its responsibilities specified in this document. All project activities will be conducted in English and all documentation supplied to VCE by customer to support the delivery of the Services will be provided in English.

Unless otherwise provided in the Governing Agreement, customer is deemed to accept the Service rendered if no objection is raised within 10 (ten) days after customer is presented with a milestone completion form or other statement of completion by VCE. VCE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.

Effective for orders placed on or after February 10, 2018.

### For More Information

More information about Dell EMC solutions and services is available from [www.dell EMC.com](http://www.dell EMC.com) and from your local representative.