

VCE INSTALLATION FOR ORACLE RAC

PSVC-HPD1-01-A01

Service Overview

VCE Installation for Oracle RAC (PSVC-HPD1-00-A01) (“Service”) installs a sample Oracle relational database management system (“RDBMS”) and its supporting Oracle Grid infrastructure onto one VCE converged infrastructure system (“VCE System”). The Service includes the assessment, planning, and execution of installation activities in order to minimize the implementation effort of Oracle Grid infrastructure and risk to the customer’s systems. Additional activities include validating Real Application Clustering (“RAC”) interconnect readiness and benchmarking performance against industry standards.

The Service also includes a knowledge-transfer session to enable the customer to effectively manage this Oracle-related infrastructure.

The Service is available in the United States and Canada. It will be delivered with a combination of on-site and remote resources.

Service Scope

Subject to the “Customer Responsibilities,” VCE personnel or authorized agents shall work closely with the customer to perform the following activities as part of the Service:

- Initiate a planning conference call to review project scope, expectations, communication plans, and availability of required resources.
- Determine the engagement process and schedule.
- Develop a high-level project plan with critical-path events and milestones.
- Provide oversight and coordination during the preparation, execution, and closure of the Service.
- Coordinate with an assigned customer project manager to perform the Service during the customer’s scheduled maintenance window.
- Assign and schedule resources required for execution of the Service.
- Work with the customer to assign and configure network access parameters including IP and host names.

- Install Oracle Grid infrastructure per the Oracle Optimal Flexible Architecture (“OFA”) standard, which includes
 - Oracle Clusterware
 - Oracle Automatic Storage Management (“ASM”)
 - Oracle HA (“Oracle Restart”)
- Configure Red Hat Linux per customer requirements.
- Install the RDBMS Home per the OFA.
- Set up the sample database using Oracle Database Configuration Assistant (DBCA) per the OFA.
- Verify RAC interconnect readiness, including validation of Oracle Restart, load balancing, and interconnect scalability.
- Benchmark performance of Oracle infrastructure using standard industry tools.
- Develop build documentation.
- Verify successful installation of the RDBMS and Grid Infrastructure, with high-level test plan steps that include
 - Network failure
 - Node failure
 - Add/remove node
- Conduct knowledge-transfer session for up to four hours on the following topics:
 - Network provisioning, SCAN address, VIP, and public and private interfaces
 - Storage allocation and provisioning
 - ASM administration and RAC disk group provisioning
 - Multi-instance management, including memory allocation and huge pages management

Roles and Responsibilities

- VCE Consultant(s): Conduct Oracle RAC database installation; provide documentation detailing the customer's Oracle configuration; and conduct one knowledge-transfer session.
- VCE Project Manager: Plans and coordinates all VCE engagement-related activities.
- Customer Project Manager: Plans and coordinates all customer engagement-related activities.
- Customer Technical Lead(s): Responsible for providing system, database, 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
Identify network configuration information	VCE
Identify database installation location and system resources	VCE
Identify storage location and sizing	VCE
Deploy database-related software	VCE
Develop build documentation	VCE
Verify successful installation	VCE
Conduct knowledge transfer	VCE
Wrap-up call	All

VCE Staffing

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

Customer Responsibilities

Customer must

- Participate in VCE-hosted remote web conferencing sessions, as required.
- Provide VCE access to all necessary VCE Systems and other hosts or systems, as required to facilitate the Service, including but not limited to, a syslog server.
- Provide the VCE System that is installed in the customer environment and ready for the Oracle deployment. The Service assumes Oracle database version 11.2.0.4 or higher, with up to a 4 node RAC cluster.
- Ensure that authorized representatives of the customer will perform activities, attend meetings, make decisions, and complete documentation requested by VCE in a timely fashion and in accordance with the times specified in the agreed project plan. Such activities include project kickoff, project planning, attending interviews, responding to questionnaires and surveys, and agreeing upon an implementation test plan.
- Assign a Customer Project Manager with the authority to make project decisions and represent the customer in all matters related to this Service. The Customer Project Manager will provide a single consolidated response to any review, approval, change, or decision request.
- Provide Customer Technical Leads with relevant domain, business, and/or technical expertise, as required. Customer Technical Leads are the acknowledged spokespersons for the areas they represent, and the VCE project team requires regular and timely access to them. If Customer Technical Leads are unable to attend a scheduled meeting, then the Customer Project Manager shall represent the customer's staff as the final authority with respect to customer on all items of discussion.

- Provide VCE at least one technical contact with system administration responsibilities and appropriate system/information access privileges.
- Make reasonable facility accommodations for the VCE project team for engagement activities that occur at the installation location. These accommodations will include a desk/cubicle, voice telephone, Internet access, and shared access to laser printer, copier, fax, and conference room facilities.
- Be responsible for, and assume any risk associated with any problems resulting from the accuracy, content, completeness, and consistency of any data, materials, or information supplied by the customer.
- Acknowledge receipt and acceptance/rejection of all deliverables associated with the Services as quickly as commercially reasonable, but in all events within ten (10) business days of delivery (not including local public holidays). The customer will use the VCE project milestone completion form to indicate acceptance of deliverables. If such acknowledgment is not received within this period, all deliverables will be deemed acknowledged and accepted.
- Complete all required communications and change management processes with server owners.
- Make appropriate system maintenance window available for VCE (including authorized agents of VCE) as needed to conduct the Service.
- Complete all data backup and migration of workloads prior to the scheduled maintenance window.
- Assume full responsibility for data backup and recovery. VCE is not responsible for any loss of, damage to, or corruption of data, including unrecoverable data, in connection with the Service.
- Restrict and prevent VCE access to customer data not pertinent to the delivery of the Service, including, but not limited to, personally identifiable information.

Service Schedule

The anticipated 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. The Service will be delivered on a contiguous basis, excluding local public holidays. Customer shall have twelve (12) months from the date of purchase to complete the Service ("Service Period"), after which this Service shall automatically expire at the end of the Service Period and will be null and void. No refund will be due or paid to customer for unclaimed or incomplete work.

Service Scope Changes

Any changes to the Services, 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 work as provided in this document and such work is deemed to be in accordance with the obligations of VCE.

Service Scope Exclusions

Only the Service 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:

- Procuring any VCE Systems, as well as any additional hardware and software
- Providing or procuring of any software licenses, including, but not limited to, Red Hat Linux and all Oracle products, pursuant to this document; customer must license software and purchase products via a separate contractual document
- Additional customizations, integration, or implementation of activities related to Oracle database installation and operation
- Any database migration
- Providing knowledge transfer to the customer on topics outside of the Service requirements—i.e., the knowledge transfer is not a substitute for Oracle, Linux, vSphere, network, storage, or Oracle E-Business Suite classroom training, and/or equivalent experience
- Upgrading to an approved Release Certification Matrix level
- Services to expand capacity through the implementation of additional hardware or software
- Application and customer data backups
- Troubleshooting for previously and newly identified Specialized System failures or errors
- Production of customer internal documentation
- Archiving, backup, restoration, business continuance and/or disaster recovery services for any data and/or applications related to the Specialized System or individual servers housed on the Specialized System
- Any customization of third-party management tools or configurations
- Interim patches and upgrades that are released but not defined as mandatory and do not require immediate implementation, as determined by VCE
- Performance tuning, configuration changes, and other modifications to comply with VCE best practices

- Provision of security-cleared project resources to meet government or customer-specified security requirements
- 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 www.vce.com/serviceterms (the "Governing Agreement").

VCE licensed software is subject to VCE standard end user license agreement available at www.vce.com/noindex/legalterms. License rights for any third-party software pass directly from the third-party supplier to the customer and are subject to such third party's software terms, which the 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 statement of work (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 or any costs incurred for the 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 the customer to support the delivery of the Service will be provided in English.

Unless otherwise provided in the Governing Agreement, the customer is deemed to accept the Service rendered if no objection is raised within 10 days after the 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 August 19, 2017.

For More Information

More information about Dell EMC solutions and services is available from www.dell EMC.com and from your local Dell EMC representative