



# VCE ESSENTIALS PARTNER MENTORSHIP PROGRAM

PSVC-EPMP-00-A03

## Service Overview

The VCE Essentials Partner Mentorship Program PSVC-EPMP-00-A03 (“Service”) is designed to enable VCE Service Delivery Partners (“Partner”) to take the lead on Vblock™ Systems deployment and implementation services, as defined by VCE from time to time (“Deployment and Implementation Service”) through a multi-stage mentorship program.

After the completion of the program, including this Service, Partner is accredited to deliver its own Deployment and Implementation Service. VCE expects the Partner will maintain delivery teams to perform implementation services and follow best practices for configuration, administration and ongoing infrastructure management, as developed by VCE.

## Service Scope

VCE personnel shall work closely with the Partner to perform the following activities subject to the Partner satisfying the “Partner Responsibilities” specified below.

- During the first engagement (“First Engagement”), the Partner must successfully complete all required VCE eLearning mentorship modules, available through the VCE Partner Training Portal: <https://education.emc.com/part/campaign/vce.aspx>. All such eLearning mentorship modules must be completed prior to commencing the second engagement.
- VCE will lead the second engagement (“Second Engagement”) by performing necessary activities and providing complete support for the Deployment and Implementation Service for a specific customer, which includes implementation, best practices for configuration, administration and ongoing infrastructure management. VCE will provide personnel for up to 5 business days during the Second Engagement.
- During the third engagement (“Third Engagement”), VCE will provide the Partner with VCE remote support resources via phone or Telepresence. Partner is expected to lead the Third Engagement for a specific customer.

## Roles and Responsibilities

- VCE Consultants: Conduct Second Engagement and provide remote support for Third Engagement.

- VCE Project Manager: Plans and coordinates all VCE engagement-related activities.
- Partner Consultants: Defined set of named Partner Consultants complete First Engagement, shadow Second Engagement and conduct Third Engagement.
- Partner Project Manager: Plans and coordinates all Partner and customer engagement-related activities. The Partner Project Manager will shadow Second Engagement and lead Third Engagement.

## Key Activities

The following table represents the key tasks delivered as part of the Service and responsible parties, based on the stage of the mentorship program.

Task	Responsibility
Complete eLearning mentorship modules	Partner Consultant
Collaborate to review bill of materials and services scope for the specific customer	Project Managers
Participate in relevant planning sessions	Consultants
Engage with the customer for logical build questionnaire and configuration validation	Consultants
Perform site survey for delivery of the Vblock System	Consultants
Engage with Partner resources during the performance of the Deployment and Implementation Service, sharing checklists, documentation and best practices	Consultants
Provide customer knowledge transfer and solution documentation review	Consultants
Perform post-implementation review of the Vblock System with the customer prior to transition to VCE™ Support	Consultants



## VCE Staffing

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

## Partner Responsibilities

Partner will provide appropriate resources with required domain expertise to complete the First Engagement and to shadow VCE through the delivery of the Second Engagement. Involvement from Partner must be such that Partner gains sufficient knowledge of VCE delivery methodology and tools to be able to lead Third Engagement. Demonstration of delivery capability will be measured by the completion and signoff of the VCE Partner Mentoring Guide. Partner is required to utilize the same delivery resources for the First Engagement, Second Engagement and Third Engagement to qualify for VCE support, as defined in this Service.

The Partner will work with the end customer to ensure the following activities occur:

- Provide at least one technical contact with system administration responsibilities and appropriate system/information access privileges.
- Complete VCE-supplied Logical Configuration Survey (LCS) and Site Survey within required timelines.
- Make appropriate system maintenance window(s) available for VCE (and its authorized agents) as needed to prepare equipment.
- Ensure that all environment and operational requirements are met at the installation location prior to the commencement of the Services.
- Provide VCE on-site/off-site representatives with access to the customer's systems and networks (including, without limitation, remote systems and remote network access) as necessary to perform the Services during VCE's normal business hours, or at mutually agreed times.
- Manage interface with end customer's technical support and application teams including all vendors and third parties, as necessary.
- Assume all responsibility for network connectivity, performance, and configuration issues.
- Assume full responsibility for data backup and recovery. VCE is not responsible for any loss of, damage to, or unrecoverable data in connection with the Service.
- Restrict and prevent VCE access to customer data not pertinent to the configuration and deployment of the Vblock System, including but not limited to personally identifiable information.

## Service Schedule

The anticipated on-site Service start date is 4 weeks after receipt and approval by VCE of the Partner's purchase order for this Service or as mutually agreed upon. Partner shall have 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 Partner for unclaimed or incomplete work.

## Service Scope Changes

Any changes to the Service, the schedule, charges, or this Service Scope must be mutually agreed upon in writing by VCE and the Partner. Depending on the scope of such changes, VCE may require that a separate Professional Services Statement of Work ("SOW") detailing the changes, the impact of the proposed change on the charges and schedule, and other relevant terms, be mutually agreed to in writing.

## 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 list:

- Mentoring related to other activities beyond those included in the standard VCE Deployment and Implementation Service
- Training on the Vblock System core infrastructure and software components, which should be completed as a pre-requisite to entry into the Essentials Partner Mentoring Program
- Provision of security cleared project resources to meet government or customer specific security requirements
- Any other services offered under separate part number

Failure of Partner to participate in the mentoring program, including without limitation providing sufficiently skilled personnel, having personnel attend all sessions, timely performance of tasks by Partner on Second Engagement or Third Engagement, will result in VCE charging Partner for any resulting costs of either re-performing mentoring or performing services for the end customer at Partner's expense.

## Terms and Conditions

Partner'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").

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 Partner at its standard time-and-material rates plus travel expenses for any additional services beyond the Service or any costs incurred for Partner'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, Partner is deemed to accept the Service rendered if no objection is raised within 10 days after Partner is presented with a milestone completion form or other statement of completion by VCE. VCE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.

The accreditation is valid for two years from the date awarded.

Effective for orders placed on or after February 25, 2013.

#### [For More Information](#)

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

## ABOUT VCE

VCE, formed by Cisco and EMC with investments from VMware and Intel, accelerates the adoption of converged infrastructure and cloud-based computing models that dramatically reduce the cost of IT while improving time to market for our customers. VCE, through the Vblock Systems, delivers the industry's only **fully integrated and fully virtualized cloud infrastructure system**. VCE solutions are available through an extensive partner network, and cover horizontal applications, vertical industry offerings, and application development environments, allowing customers to focus on business innovation instead of integrating, validating, and managing IT infrastructure. **For more information, go to [www.vce.com](http://www.vce.com).**



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