

LOGICAL CONFIGURATION FOR VXBLOCK SYSTEM - XTREMIO

PSVC-SALX-00-A01

Service Overview

Logical Configuration for VxBlock System - XtremIO (PSVC-SALX-00-A01) ("Service"):

- Provides the expertise to complete the logical configuration in the factory of one (1) XtremIO storage array to a VxBlock System.
- Performs configuration of XtremIO storage for the VxBlock System using VCE best practices and methodologies.

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:

This service includes the following components (not to exceed the listed values):

- XtremIO array: 1

During this part of the service, VCE:

- Configures the Intelligent Physical Infrastructure (IPI) appliance.
- Configures Storage Area Network (SAN) components for the storage array including VxBlock System SAN components.
- Configures XtremIO storage array.
- Verifies datastore naming configuration.
- Validates Configuration Against LCS.
- Completes all internal quality and process requirements.
- Gathers all required information using methods documented in logical build engineering QA Process.
- Ensures all logical configuration activities are completed by the assigned resource.

The following activities focus on managing the initiation, planning, execution, and closure of the project including

coordinating delivery resources and communicating with stakeholders:

- Manages VCE resources assigned to the project.
- Works with the Customer assigned single point of contact to coordinate project tasks and the resources assigned to complete said tasks.
- Acts as the single point of contact for all project communication and escalations.
- Determines the engagement process and schedule.
- Develops a high-level *Project Plan* with critical path events and milestones.
- Conducts a kickoff meeting to review the project scope, expectations, communication plans, and availability of required resources.
- Conducts periodic status meetings to review project process, issues, and potential risks. The frequency of the meetings will be mutually agreed upon by the Customer and VCE.
- Coordinates project closeout, review, and sign-off.

Roles and Responsibilities

- VCE Project Manager: Plans and coordinates all VCE engagement-related activities.
- VCE Implementation Specialist: Conducts engagement including preparation, assessment and expansion of hardware resources as outlined in the scope statement. .

Key Activities

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

Task	Responsibility
Complete the factory configuration	VCE
Complete documentation	VCE

VCE Staffing

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

Customer Responsibilities

None.

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.

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 May 8, 2018.

For More Information

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