

# VCE LOGICAL CONFIGURATION FOR DATA PROTECTION FOR CONVERGED INFRASTRUCTURE - DPA

PSVC-DPAL-00-A01

## Service Overview

VCE Logical Configuration for Data Protection for Converged Infrastructure – DPA (PSVC-DPAL-00-A01) (“Service”):

Performs the installation and logical configuration of Data Protection Advisor (DPA) on one AMP-VX. Included in this DPA service is the logical installation and configuration of one Data Domain Data Processor virtual machine.

- This service addresses the factory logical build process including the following:
  - *Logical Configuration Survey* (LCS) as input to the factory logical service.
  - *Logical Build Guide* (LBG) will be updated to support changes to the existing services and support factory processes.

In addition, to complete the DPA configuration, the deployment service for DPA customization of the customer’s site can be offered: VCE Deployment for Data Protection for Converged Infrastructure- DPA (PS-BAS-DPDA).

## 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):

During this part of the service, VCE:

- Conducts a requirements-gathering and use-case definition workshop with the customer to determine technical requirements and objectives.

- Creates a requirements document to capture business and technical assumptions, including measurable objectives.
- Creates, documents, and reviews the solution architecture design.
- Conducts customer reviews and gain customer agreement to the requirements and architecture prior to implementation.
- Implements the design architecture.
- Installs and Configures Data Protection Advisor on VCE Data Protection for Converged Infrastructure, including:
- Installs and configures Data Protection Advisor on AMP-VX, including:
  - Logical installation and configuration of a Data Domain Data Processor virtual machine.
  - Verifies the implementation meets the requirements of the defined architecture design.

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 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:

- 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.

- Provide VCE with reasonable access to Customer functional, technical, and business staff as necessary for VCE to perform the Services.
- 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 EMC Support Matrix and applicable EMC Compatibility Matrixes.
- Obtain licenses and related maintenance support under separate contract for any necessary VCE products before the commencement of Services.
- Allow VCE to post any documents necessary for VCE to provide Services in compliance with the law at any site at which Services are performed.
- Complete VCE-supplied questionnaires within required timelines.

## 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 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.