PLANNING AND DESIGN FOR CI/HCI - ONSITE

PSVC-VPDO-00-A01

Service Overview

Planning and Design for CI/HCI - Onsite (PSVC-VPDO-00-A01) ("Service"):

- Covers planning and design for a VxBlock System 1000 converged infrastructure solution.

- Is performed at the customer location and provides planning and design for a VxBlock System 1000.

Logical configuration and site surveys are performed onsite to determine the customer requirements to meet operational objectives.

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:

- Performs pre-logical build and implementation project planning.

- Performs site survey workshop and obtains approval.

- Performs Logical Configuration Workshop and obtains approval.

- Performs manufacturing review and approval.

- Finalizes project documentation and submits to Logical Build Engineering.

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:

- 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 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 technical support for implementation teams, all vendors, and third parties as necessary.

- Ensure that an adequate backup and restore process exists and is operational.

- Manage site facility preparation, including but not limited to cabling, HVAC, and power.

- Ensure any site-specific and/or site-to-site network infrastructure required is in place and operational.

- Manage all internal change control procedures and documentation including coordination with application and business owners.

- Provide VCE with reasonable access to Customer functional, technical, and business staff as necessary for VCE to perform the Services.

- Provide VCE personnel, as required, with workstation(s) to enable VCE and/or its agents to gain access to the software identified in the Project Scope section.

- Provide VCE personnel with access to Customer systems and networks (including, without limitation, remote systems and networks access), current processes and procedures, workflow diagrams, architectural designs (Visio or equivalent), and resource personnel who will participate in the Functional Overview.

- 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.

- 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.

- Make appropriate system maintenance windows available for VCE (or authorized agents) as needed to prepare equipment.

- 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 questionnaires supplied by VCE 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. Specifically excluded services include, but are not limited to, the following:

- Procurement of the VCE System or any additional hardware and software, and physical installation of related components.

- Physical build, logical configuration, or integration of any component that is not sold integrally as part of the VCE System.

- Physical build, logical configuration, or integration of the scalable AMP-VX management platform.

- Detailed VMware design, including the implementation, configuration, or integration of VMware vSphere components other than ESXi, NSX if applicable, and vCenter.

- Customized designs for specific customer applications or quality of service requirements, including a customized storage layout.

- Development of a hardening design to meet specific security requirements.

- Installation of an operating system on a non-virtualized server, unless the operating system is integrally architected as part of the deployed VCE System.

- Operational process documentation or "run books."

- Archiving, backup, restoration, business continuance, and/or disaster recovery services.

- Physical or virtual migration services.

- Provision of the power, cooling, and environmental standards needed to support a VCE System.

- Services to expand capacity through the implementation of additional hardware.

- Provision of security-cleared project resources to meet government or customer-specific 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: 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.dellemc.com and from your local representative.

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