VCE LOGICAL CONFIGURATION FOR CONVERGED TECHNOLOGY EXTENSION

PSVC-ISFL-00-A02
PSVC-STEF-00-A01

Service Overview

VCE Factory Logical Configuration for Converged Technology Extension ("Service") provides logical configuration of one (1) VCE Converged Technology Extension ("Technology Extension"). The Service consists of two available SKUs:

- PSVC-ISFL-00-A02 provides logical configuration for one of the following:
  - Technology Extension for Cisco Unified Compute System

Technology Extension for Isilon

- PSVC-STEF-00-A01 provides logical configuration for one of the following:
  - Technology Extension for VNX storage
  - Technology Extension for VMAX storage
  - Technology Extension for Unity storage
  - Technology Extension for XtremIO storage

The Service configures the Technology Extension in accordance with documented requirements provided to VCE by the customer. It also validates the operating system and firmware levels per the Release Certification Matrix (RCM). For the Technology Extension, the Service validates connectivity to the associated VCE converged infrastructure system ("VCE System").

This Service is only available for a new Technology Extension purchased from the VCE factory. The Service must be performed in the factory before the Technology Extension is shipped to the customer.

For the Technology Extension, the Service adds another storage type to a VCE System rather than expanding an existing storage subsystem. Only one (1) storage type can be installed within a rack.

The Service is available in conjunction with the VCE Deployment for Converged Technology Extension service (PSVC-ISFD-00-A02 or PSVC-STED-00-A01 or

PSVC-CTED-00-A01). The Service must be performed in the VCE factory before the specific Technology Extension is shipped to the customer.

An accredited VCE delivery organization is required to perform subsequent site deployment and integration of the Technology Extension with the VCE System.

This Service is available for purchase from VCE and is priced on a per-rack basis. The customer must purchase one Service SKU for each installed rack of the Technology Extension.

Service Scope

Subject to the "Customer Responsibilities" and any restrictions in applicable product documentation, VCE personnel or authorized agents shall work closely with the customer to perform the following activities as part of the Service.

- Initiate a kickoff meeting in a timely manner 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
- Gather the business and IT requirements, goals, expectations, and success parameters associated with the engagement
- Configure IP addresses for network access
- Perform testing and validation of the implemented Technology Extension
- Perform quality assurance testing for the logical build with reference to the provided LCS
- Create the configuration reference guide for backup and field validation of the Technology Extension
- Perform a clean shutdown of the Technology Extension

- Register the Technology Extension hardware component serial numbers
- Validate operating system and firmware levels
- Verify the installation and/or configuration results
- Initialize a single rack of the Technology Extension, including internal network connections and power cables, if the associated VCE System is being configured at the same time
  - **For EMC VNX Storage:** Supported upper limit on VNX2 array depends on Storage Area Network ("SAN") and Advanced Management Platform ("AMP") port availability.
  - **For EMC VMAX Storage:** Supported upper limit on VMAX array depends on SAN and AMP port availability.
  - **For EMC Unity Storage:** Supported upper limit on Unity array depends on SAN and AMP port availability.
  - **For EMC XtremIO Storage:** Supports X-Bricks subject to configuration sold, and SAN and AMP port availability.
- Initialize a single cabinet of the Isilon Technology Extension, including internal network connections and power cables, if the associated VCE System is being configured at the same time, as required in the Logical Configuration Survey (LCS)
  - Copy software packages to Isilon nodes in preparation for implementation
  - Install OneFS® software, if necessary
  - Configure up to five (5) CIFS shares, NFS exports, or combination thereof per the Logical Configuration Survey (LCS)
- Initialize a single cabinet of the UCS Compute Technology Extension, including internal network connections and power cables, if the associated VCE System is being configured at the same time, as required in the Logical Configuration Survey (LCS)
  - Configure for boot from SAN dual fabric and LAN dual virtual network interface card (vNIC) with appropriate customer VLANs identified for up to six (6) Technology Extension servers
  - Configure the boot logical unit numbers (LUNs), shared data stores, and storage groups for Technology Extension servers
  - Install and configure ESXi on the Technology Extension servers and add to VMware vCenter
- Initialize a single rack of the UCS Compute Technology Migrate Technology Extension servers to Cisco Nexus 1000V or Distributed Virtual Switch

Roles and Responsibilities

- VCE Consultants: Conduct the installation and provide documentation detailing the customer's Technology Extension configuration
- 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: Responsible for any component that is not sold integrally as part of the Technology Extension, including server hardware, storage, and networking

Key Activities

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

Task	Responsibility
Project kickoff	All
Logical configuration information gathering	All
Customer configuration design review	VCE
Factory hardware installation of the Technology Extension	VCE
Logical configuration of Technology Extension	VCE
Configuration testing of the Technology Extension	VCE
Documentation finalization	VCE

VCE Staffing

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

Customer Responsibilities

Customer must

- Purchase VCE Deployment for Converged Technology Extension service (PSVC-ISFD-00-A02 or PSVC-STED-00-A01) in addition to this Service.
- Complete questionnaires supplied by VCE within required timelines.
- Provide VCE on-site and/or 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 Service during normal VCE business hours or at mutually agreed times.
- Manage interface with customer's technical support and application teams, including all vendors and third parties, as necessary.

- Perform any necessary changes to the customer network, including, but not limited to, Domain Name System (DNS) configuration.

- 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. 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.

- 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 Service as quickly as commercially reasonable, but in all events within ten (10) business days of delivery (not including local public holidays). If such acknowledgment is not received within this period, all deliverables will be deemed acknowledged and accepted. Customer will use the VCE project milestone completion form to indicate acceptance of deliverables.

- 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 VCE System and/or the Technology Extension, including, but not limited to, personally identifiable information.

Service Schedule

The Service will be performed subsequent to receipt and approval by VCE of the customer's purchase order for this Service, provision of a completed Logical Configuration Survey or per mutually agreed-upon schedule. Customer shall have twelve (12) months from the date of purchase to complete the Service ("Service Period"), after which this Service shall automatically expire 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 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 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:

- Procurement of the Technology Extension, as well as any additional hardware and software

- Any change to the standard Technology Extension hardware configurations (with options if applicable), as described in the product data sheets

- Upgrades to a compatible Release Certification Matrix level

- Installation of additional hardware or software to meet SAN or AMP minimum requirements

- Design of any leaf-spine network architecture and the associated configuration policies

- Configuration of any Software-Defined Networking (SDN) policy

- Routing configuration for external connectivity to the customer's existing data center

- Modification of the customer's application software

- Development of custom solutions including, without limitation, scripting

- Multiple, basic installation services requiring project management services

- Third-party application support

- Any configuration work to non-virtualized bare-metal servers

- Operational process documentation or "Run Books"

- Any database/application installation and/or replatforming

- Physical or virtual migration services
- Provision of security-cleared project resources to meet government or customer-specific security requirements
- Any other services offered under separate part number

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 the 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 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 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, 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 ten (10) 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 August 19, 2017.

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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