VCE WORKLOAD PERFORMANCE ASSESSMENT

PSVC-VWPA-00-A01

Service Overview

VCE Workload Performance Assessment (PSVC-VWPA-00-A01) ("Service") provides customers with improved visibility into resource utilization by a VCE converged infrastructure system ("VCE System") as a means of enhancing the performance and efficiency of customer workloads running on the VCE System. The Service uses the VMTurbo™ Operations Manager ("VMTurbo") virtual appliance to analyze virtual environment performance data and system constraints over a period of time. Based on captured metrics, the VMTurbo tool identifies the most efficient resource utilization and workload performance mix for the VCE System. This information is then delivered to the customer as a consolidated, actionable report.

The Service will be delivered remotely on one (1) general-purpose VCE System (i.e. Vblock System, VxBlock System, or VxRack System); the Service is not delivered for Vblock Specialized Systems. An additional instance of the Service must be purchased for each VCE System.

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:

- Initiate a kickoff meeting in a timely manner to review project scope, expectations, communication plans, and availability of required resources.

- Gather the business and IT requirements, goals, expectations, and success parameters required for the Service.

- Determine the engagement process and schedule.

- Obtain the necessary temporary license to install and utilize the VMTurbo Operations Manager software for the Service.

- Install the VMTurbo virtual appliance on the customer's target VCE System.

- Run the VMTurbo virtual appliance to capture metrics related to workload priorities, virtual machine ("VM") metrics (e.g. virtual memory, virtual CPU, affinities), hypervisor metrics, host metrics (e.g., memory, CPU, input/output, swapping), and storage metrics (e.g., input/output operations per second, latency).

- Transfer data file to VCE for report preparation.

- Develop an in-depth report providing recommendations to the customer on the optimal VCE System resource configuration to support efficient resource utilization while maximizing workload performance. Recommendations may cover the following areas:

  o Cluster density improvement

  o Cluster merge / workload migration

  o Storage workload density improvement

  o Recovery of wasted storage

  o VM candidates for right-sizing

  o Hardware refresh opportunities

  o Return on investment modeling

- Conduct an executive presentation session that details the findings and recommendations identified during the engagement.

- Uninstall the VMTurbo virtual appliance prior to completion of the Service.

Roles and Responsibilities

- VCE Consultants: Conduct engagement, including installation and de-installation of the VMTurbo virtual appliance, and produce the final report.

- 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 providing access to customer's target VCE System.

Key Activities

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

Task	Responsibility
Project kickoff	All
Install VMTurbo virtual appliance	VCE Consultants
Run VMTurbo tool	VCE Consultants
Prepare report	VCE Consultants
Conduct executive presentation session	VCE Consultants
Remove VMTurbo virtual appliance	VCE Consultants

VCE Staffing

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

Customer Responsibilities

The customer shall

- Provide remote access for VCE to deploy and configure the VMTurbo virtual appliance.
- Provide ESXi server with 4 vCPUs, 16 GB RAM, and 16 GB disk space available to temporarily host the VMTurbo virtual appliance.
- 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 at least one Customer Technical Lead with system administration responsibilities and appropriate system/information access privileges.
- 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 the customer on all items of discussion.

- Make appropriate system maintenance window(s) available for VCE (including VCE authorized agents) as needed to prepare equipment.
- Ensure that all environment and operational requirements are met prior to the commencement of the Service.
- Be responsible for, and assume any risk associated with any problems resulting from the accuracy, content, completeness, and/or consistency of any data, materials, or information supplied by the customer.
- Provide VCE 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 VCE's normal 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.
- Assume all responsibility for network connectivity, performance, and configuration issues.
- Assume all responsibility for determining the customer's requirements and retain overall responsibility for any business process impact and any process change implementations.
- Assume full responsibility for data backup and recovery. VCE is not responsible for any loss of, damage to, or corruption of data, including 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 including, but not limited to, personally identifiable information.
- 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). The customer will use the project milestone completion form supplied by VCE to indicate acceptance of deliverables. If such acknowledgment is not received within this period, all deliverables will be deemed acknowledged and accepted.

Service Schedule

The anticipated 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. No refund will be due or paid to the customer for unclaimed or incomplete work

Service Scope Changes

Any changes to the Services, 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 work as provided in this document and such work 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 VCE System or ESXi server to host the VMTurbo virtual appliance, as well as any additional hardware and software

- Procuring of any software licenses

- Upgrading to an approved Release Certification Matrix level

- Interim patches and upgrades that are released but not defined as mandatory and do not require immediate implementation, as determined by VCE

- Providing this Service on Vblock Specialized Systems

- Post-service delivery capacity analysis and planning

- Third-party application support unless specifically agreed in writing

- Any database/application installation and/or replatforming

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

- 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: 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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