

Service Description: NS500G Replicator Implementation - Standalone

Service SKUs

Legend	SKU #	Description	Partner
NS5RPAL	982-2859	EDT Replicator Implementation	EDT

Service Overview

This service provides for the implementation of Replicator in a Dell | EMC² NS500G Network Attached Storage ("NAS") environment (the "Service" or "Services") as set forth more specifically in this Service Description. These Services include the setup, configuration and testing of one replication across a pair of NS500G NAS Data Movers at the same physical location. This Service is applicable to Dell | EMC² SAN/DAS solutions only and is not available for Dell PowerVault™ or EMC² sold (non-Dell) solutions. Planning and implementation support (Project Management) for standard deployments is included in this Service.

These Services will be provided during the hours of 8:00am to 6:00pm, Monday through Friday, excluding holidays, unless other arrangements have been made through the sales team and the project manager.

Not Included With This Service:

- De-installation or re-installation of product(s) or application(s).
- Configuration or upgrades to Customer's anti-virus software.
- Development of custom solutions including scripting.
- Performance tuning, system optimization, teaming/load balancing of network cards or other similar Services.
- Implementing Replicator in remote environments.
- Any activities other than those specifically noted in this Service Description.

Customer's Responsibilities:

- **Complete a backup of all existing data and programs on affected storage systems prior to Dell arriving at the location to deliver this Service. DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS.**
- Make at least one technical contact, with system administration responsibilities, available and provide appropriate system/information access privileges as a resource to Dell during the performance of this Service.
- Schedule appropriate system maintenance time for Dell (or authorized agents) as needed to prepare equipment.
- Ensure all environment and operational requirements are completed prior to implementation.
- Provide access to required systems and networks as necessary to perform the Services during normal business hours, or other mutually-agreed times.
- Make technical support available on affected systems and networks for Dell and its agents as necessary.
- Assume all responsibility for network connectivity, performance, and configuration issues.
- Verify the equipment location (work site) is prepared to perform the engagement Services.

Key Service Steps:

- **Design:**
 1. Verify that the current configuration is valid and is error free.
 2. Create Design Document:
 - a. Confirm the NAS Gateway type and requested infrastructure connectivity.
 - b. Gather NAS configuration information, including:
 - i. LUN configurations.
 - ii. SnapSure configuration.
 3. Review and finalize NAS Gateway specific test and acceptance criteria.
 4. Verify the configuration meets the minimum hardware and software requirements.
- **Planning:**
 1. Review this document with the Customer to ensure the understanding of the scope of work.
 2. Review the site environmental and technical readiness requirements.
 3. Confirm Customer reviews, accepts, and abides by the terms and conditions of this Service Description.
- **Implementation and Testing:**
 1. Verify that the link between Data Movers is functioning as per the required specifications.
 2. Create a SnapSure checkpoint of the source file system.
 3. Create the destination file system on the destination site.
 4. Copy the baseline checkpoint to the destination file system.
 5. Begin the replication process.
 6. Create a second checkpoint of the source file system.
 7. Copy the changes between the first and second checkpoint.
 8. Check the replication status.
 9. Set the replication parameters (Refresh).
- **Product Awareness:**
 1. Conduct a brief product orientation session and review the associated documentation. This overview does not replace any available Customer education courses for this product.
- **Project Closeout:**
 1. Provide documentation to reflect the work performed during this engagement.
 2. Obtain Customer sign off acceptance.

Important Additional Information

Dell is pleased to provide the Services in accordance with this Service Description and the terms and conditions of the Dell Customer Master Services Agreement at http://www.dell.com/Service_contracts/, or Customer's applicable separate signed agreement with Dell.

