

Service Description

Dell Compellent SAN Health Check

Service Overview

This Service Description ("Service Description") is entered among you the customer ("you" or "Customer") and the Dell entity identified on your invoice for the purchase of this Service. This Service is subject to and governed by Customer's separate signed master services agreement with Dell that explicitly authorizes the sale of this service (as defined below) or, in the absence of such agreement, Dell's terms of sale applicable to commercial customers, which is available at www.Dell.com/Terms or your local country-specific www.Dell.com website, hereby incorporated by reference and available in hardcopy from Dell upon request. The parties acknowledge having read and agree to be bound by such online terms.

The Dell Compellent Managed Services SAN Health Check is intended to assist customers in reviewing their current environment configuration, disaster recovery needs and general system state to ensure that the SAN is performing as expected and that the environment is able to meet their business requirements.

The SAN Health Check will include gathering of information about the SAN from Phone Home logs, Enterprise Manager data when available and customer questionnaires. Work will include reviewing the configuration and state of the SAN, and interviewing customer personnel to gather data. Once the work is completed, the final step of completing the health check deliverables will occur and a customer review meeting will be scheduled to deliver the health check report.

Scope of Compellent Health Check Services

The Scope of this project is limited to two Dell Compellent Storage Center Systems (single controller or clustered controller) located at one site.

Onsite visit is limited to up to 8 hours of assistance during normal business hrs. (M – F 8:00 AM – 5:00 PM holidays excluded)

Health Checks for additional systems will require a separate work order

Copilot Optimize Deliverables

The completed SAN Health Check will consist of the following information in documented form, to be reviewed with End User:

1. Current System State
 - a. Network configuration and diagrams
 - b. Disk enclosure configuration and diagrams
 - c. Disk folder and volume configurations
 - d. Software configuration, including Replay schedules
 - e. Connected servers/hosts (hba configuration)
 - f. Connected FC switches (zoning)
 - g. Information from Enterprise Manager and logs
2. Customer Requirements
 - a. Business Requirements
 - b. Disaster Recovery Plan
 - c. Backup and Restore windows
 - d. Redundancy Requirements
 - e. Performance Requirements
3. Current State vs. Customer Requirements comparison
4. Recommendations
 - a. Configuration changes for hardware and software
 - b. Future needs based on anticipated growth
 - c. Best Practices recommendations
 - d. Change control procedure
 - e. Support procedure recommendations

Assumptions

In order to provide a comprehensive health check and valuable recommendations, Compellent will require the following information and assistance prior to onsite work:

1. SAN environment information
 - a. System configurations
 - b. Servers connected to system
 - c. Switch configuration settings – FC and iSCSI as applicable
 - d. Other required information as required per environment
2. Enterprise Manager
 - a. Installed onsite in order to produce reports
 - b. EM should be configured to Phone Home or be able supply Compellent with system data if Phone Home is not accessible.
3. Policies related to customer requirements
 - a. SLAs
 - b. Disaster/Recovery plans

- c. Backup and restore time windows
- d. Maintenance windows
- e. Anticipated growth rate of connected systems – either in size or transaction volume

Compellent will use this information to facilitate an onsite visit which will consist of the following:

1. Review of physical configuration will include: (as applicable)
 - a. Cabling
 - b. Remote sites
 - c. Connected servers
 - d. Connected switches
2. Interviews with End User administrators to gather any information missing from pre-work questionnaires
3. Meeting with End User management to review business needs

Compellent personnel will need to have access to the physical systems, access to the management tools or assistance from customer personnel to gather required data and cooperation from customer management in order to provide relevant and appropriate recommendations.

The SAN Health Check will be considered complete when the customer and Compellent conduct a final meeting reviewing the completed Health Check document.

Additional Responsibilities

- A. Authority to Grant Access.** Customer represents and warrants that it has obtained permission for both Customer and Dell to access and use the Supported Product, the data on it, and all hardware and software components included in it, for the purpose of providing these Services. If Customer does not already have that permission, it is Customer's responsibility to obtain it, at Customer's expense, before Customer asks Dell to perform these Services.
- B. Cooperate with phone analyst and on-site technician.** Customer agrees to cooperate with and follow the instructions given by Dell phone analyst and its on-site technicians. Experience shows that most system problems and errors can be corrected over the phone as a result of close cooperation between the user and the analyst or technician.
- C. On-site obligations.** Where Services require on-site performance, Customer must provide free, safe and sufficient access to Customer's facilities and the Supported Product(s). Sufficient access

includes ample working space, electricity, and a local telephone line. A monitor or display, a mouse (or pointing device), and keyboard must also be provided (at no cost to Dell), if the system does not already include these items.

- D. Data backup.** Complete a backup of all existing data and programs on all affected systems prior to the delivery of this Service by Dell. DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS or loss of use of system(s) arising out of this Service or related support activities or any act or omission, including negligence, by Dell or a third-party service provider.

Additional Important Information

- A. Third Party Warranties.** These Services may require Dell to access hardware or software that is not manufactured by Dell. Some manufacturers' warranties may become void if Dell or anyone else other than the manufacturer works on the hardware or software. It is Customer's responsibility to ensure that Dell's

performance of Services will not affect such warranties or, if it does, that the effect will be acceptable to Customer. Dell does not take responsibility for third party warranties or for any effect that the Dell services may have on those warranties.

- B. Commercially reasonable limits to scope of service.** Dell may refuse to provide Services if, in its opinion, providing the Services creates an unreasonable risk to Dell or Dell's Service providers or is beyond the scope of Services. Dell is not liable for any failure or delay in performance due to any cause beyond its control. Service extends only to uses for which the Supported Product was designed.
- C. Optional services.** Optional services (including point-of-need support, installation, consulting, managed, and professional, support or training services) may be available for purchase from Dell and will vary by Customer location. Optional services may require a separate agreement with Dell. In the absence of such agreement, optional services are provided pursuant to this Agreement.
- D. Rescheduling.** Once this service has been scheduled, any changes to the schedule must occur at least 8 calendar days prior to the schedule date. If customer reschedules this service within 7 days or less prior to the schedule date, there will be a rescheduling fee not to exceed 25% of the customer price for the services. Customer agrees that any rescheduling of the service will be confirmed at least 8 days prior to commencement of the service
- E. Assignment.** Dell may assign this Service and/or Service Description to qualified third party service providers.
- F. Cancellation.** Dell may cancel this Service at any time during the Service term for any of the following reasons:
- Customer fails to pay the total price for this Service in accordance with the invoice terms;
 - Customer refuses to cooperate with the assisting analyst or on-site technician; or
 - Customer fails to abide by all of the terms and conditions set forth in this Service Description.

If Dell cancels this Service, Dell will send Customer written notice of cancellation at the

address indicated on Customer's invoice. The notice will include the reason for cancellation and the effective date of cancellation, which will be not less than ten (10) days from the date Dell sends notice of cancellation to Customer, unless state law requires other cancellation provisions that may not be varied by agreement. If Dell cancels this service pursuant to this paragraph, customer shall not be entitled to any refund of fees paid or due to Dell.

- G. Geographic limitations & relocation.** This Service will be delivered to the site(s) indicated on the Customer's invoice. This Service is not available at all locations. Service options, including service levels, technical support hours and onsite response times will vary by geography and certain options may not be available for purchase in Customer's location. Dell's obligation to supply the Services to relocated Supported Products is subject to local service availability and may be subject to additional fees, and to inspection and recertification of the relocated Supported Products at Dell's then current time and materials consulting rates. Customer will provide Dell with sufficient and safe access to Customer's facilities at no cost to Dell for Dell to fulfill Dell's obligations.
- H. Transfer of service.** Subject to the limitations set forth in this Service Description, Customer may transfer this Service to a third party who purchases Customer's entire Supported Product before the expiration of the then-current service contract term, provided Customer is the original purchaser of the Supported Product and this Service, or Customer purchased the Supported Product and this Service from its original owner (or a previous transferee). Transfer of Service requires a minimum 12 month contract in order to transfer. In the event less than 12 months exists on the contract transferee will be required to extend the contract with credit applied for the remaining term of the service contract. Additional transfer and hardware recertification fees may apply, and hardware items may be priced as out-of-warranty. **Software Licenses are not eligible for transfer.** Please note that if Customer or Customer's transferee moves the Supported Product to a geographic location in which this Service is not available (or is not available at the same price) as Customer paid for this Service, Customer may not have coverage or may incur an additional charge to maintain the same categories of support coverage at the new

location. If Customer chooses not to pay such additional charges, Customer's Service may be automatically changed to categories of support

which are available at such price or a lesser price in such new location with no refund available.

For more information about any of our service offerings, please contact your Dell representative or visit www.dell.com/services or www.compellent.com

Availability varies by country. To learn more, customers and Dell Channel Partners should contact your sales representative for more information.

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