VCE™ DEPLOYMENT AND IMPLEMENTATION SERVICE
VBLOCK® SYSTEM 300 FAMILY/ VBLOCK® SYSTEM 500 FAMILY/
VBLOCK® SYSTEM 700 FAMILY
PSVC-DEP(N)-00-A04

Service Overview
The VCE™ Deployment and Implementation Service for Vblock® System 300 family, Vblock® System 500 family, and Vblock® System 700 family PSVC-DEP(N)-00-A04 (“Service”) provides collaborative planning, design, and on-site/remote deployment and implementation services for Vblock® Systems. The Service can help align the scalability, flexibility, and cost saving associated with Vblock Systems to operational objectives. Best practices and proven processes help to ensure non-disruptive integration of Vblock Systems into a customer’s environment. This Service also includes an interactive customer knowledge-transfer session of up to eight (8) hours in length to maximize the investment in the Vblock Systems.

Service Scope
Subject to the “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.
- 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 VCE Deployment and Implementation Service engagement.
- Collect customer-supplied documentation to gain an understanding of the existing customer environment from both an operational and technical perspective.
- Prepare the planning, design, and project deliverables to include design and end-state documentation for the deployed Vblock System.
- Perform the on-site deployment and implementation of one Vblock System up to and including VMware vSphere ESXi.
- Implement either (i) the non-redundant Advanced Management Platform (“AMP”) for a Vblock System 720 or a Vblock System in the Vblock 300 family, or (ii) the physical AMP, known as AMP-2P, for a Vblock 720 or a Vblock System in the Vblock 300 family, or (iii) the High Availability AMP, known as AMP-2HA, for a Vblock System 540 or Vblock System 740.
- Install VCE Vision™ Intelligent Operations, if the customer purchased the VCE Vision™ software with the Vblock System.
- Install VMware vCenter Operations Manager with the VCE Vision™ Intelligent Operations Adapter for vCenter Operations Manager, if purchased.
- Conduct one interactive knowledge-transfer session of up to eight (8) hours in length.

Roles and Responsibilities
- VCE Consultants: Conduct the deployment and implementation, provide documentation detailing the customer’s Vblock System configuration, and provide one knowledge-transfer session, covering best practices for configuration and administration.
- 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 Vblock System, 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.

<table>
<thead>
<tr>
<th>Task</th>
<th>Responsibility</th>
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<td>Project kickoff</td>
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<td>Site survey</td>
<td>VCE</td>
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<td>Logical configuration information gathering</td>
<td>All</td>
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<td>Customer configuration design review</td>
<td>VCE</td>
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<td>Vblock System implementation test planning</td>
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<td>Vblock System implementation</td>
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<td>Vblock System implementation testing</td>
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<td>Documentation finalization</td>
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<td>Knowledge-transfer session</td>
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<td>Final documentation review</td>
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<td>Wrap-up call</td>
<td>All</td>
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<tr>
<td>Transition to VCE™ Support</td>
<td>VCE</td>
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### 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

- Ensure that all environment and operational requirements are met prior to the commencement of the Service.
- 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.
- 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 all responsibility for network connectivity, performance, and configuration issues.

Verify that the equipment installation location is prepared prior to the commencement of the Service.

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 Vblock System, including but not limited to personally identifiable information.

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. 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. VCE provides personnel on-site for up to five (5) days to complete this Service.

Service Scope Changes
Any changes to the Service, the schedule, charges, or this Service Scope must be mutually agreed upon in writing by VCE and the customer in a separate Professional Services Statement of Work (“SOW”) or Project Change Request (“PCR”) detailing the changes, the impact of the proposed change on the charges and schedule, and other relevant terms including services fees. 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 until a custom SOW or PCR is signed by both parties.

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 Vblock System, as well as any additional hardware and software
- Detailed VMware design, including the implementation, configuration, or integration of VMware vSphere components other than ESXi 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
- Creation and deployment of virtual machines other than those required for the AMP or AMP-2
- Capacity analysis and planning
- Integration with existing management platforms beyond the routing of alerts to a customer-nominated management server
- Implementation and configuration of the redundant high-availability AMP (HA-AMP or AMP-2HA) on a Vblock 720 or a Vblock System in the Vblock 300 family
- Physical build, logical configuration, or integration of any component that is not sold integrally as part of the Vblock System
- Third-party application support unless specifically agreed in writing
- Any configuration work to non-virtualized bare-metal servers
- Operational process documentation or “Run Books”
- Any database/application installation and/or re-platforming
- Business continuance and/or disaster recovery services
- Physical or virtual migration services
- Provision of the power, cooling, and environmental standards needed to support a Vblock System
- 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 [http://www.vce.com/serviceterms](http://www.vce.com/serviceterms) (the “Governing Agreement”).
VCE licensed software is subject to VCE’s 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 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.

The Service price is based on the Vblock System configuration and Service version number, determined by VCE as part of the configuration process. The Service purchased is listed on the VCE quote by replacing the variable values in the parentheses in the above Service part number with the appropriate corresponding configuration and version values.

Effective for orders placed on or after October 13, 2014.

For More Information
More information about VCE solutions and services is available from www.vce.com and from your local VCE representative.

ABOUT VCE
VCE, formed by Cisco and EMC with investments from VMware and Intel, accelerates the adoption of converged infrastructure and cloud-based computing models that dramatically reduce the cost of IT while improving time to market for our customers. VCE, through the Vblock Systems, delivers the industry’s only fully integrated and fully virtualized cloud infrastructure system. VCE solutions are available through an extensive partner network, and cover horizontal applications, vertical industry offerings, and application development environments, allowing customers to focus on business innovation instead of integrating, validating, and managing IT infrastructure.

For more information, go to vce.com.