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## Service Brief

# EMC PowerPath Integration Services for Open Systems Operating Environments

## Stack Professional Services

### Solution Description --

This professional services engagement will provide for the integration and configuration of EMC PowerPath software. A stack engineer will integrate and configure EMC PowerPath for multi-path operation with supported disk array subsystems.

### Deliverables --

- Environment discovery and readiness audit.
- Analysis of switched fabric zone requirements.
- Integration and configuration of PowerPath software.
- PowerPath functionality test and verification.
- Functional overview of solution with supporting documentation.

### Assumptions --

- Services will be performed at one location.
- Normal services hours are Mon-Fri, 8:30am – 06:00pm.
- After-hours service may be scheduled as required without incurring additional cost.
- Customer is responsible for ensuring proper licenses have been purchased for all software to be integrated by Stack.
- Administrative access will be granted to Stack service personnel and system maintenance windows will be provided as required and scheduled.
- Supported Host Bus Adapters have been pre-installed and configured on each host to meet software compatibility requirements.
- Customer is responsible for host operating system adjustments and installation of required patches, firmware, and driver software as identified by Stack discovery and readiness audit.
- Customer is responsible for ensuring a full system backup has completed prior to scheduled service delivery.
- Services will be provided based on compatibility with the following host operating environments: MS Windows, UNIX, and Linux.

### Services Not Included --

- Data Centre layout, power, and cable planning, physical cable runs, and connectivity.
- Physical racking, placement, or relocation of hardware.
- De-allocation, de-installation and/or replacement of existing hardware components.
- General System Administration tasks unrelated to service deliverables.
- System performance analysis, tuning, and troubleshooting.

This service brief is not intended to replace an official Statement of Work for services. Upon placing order for services as described in this service brief a Statement of Work will be presented for review and signature of acceptance by the customer.