

Scale Computing Basic Installation Statement of Work

Project Description:

This project entails configuration of the Scale Storage Nodes, implementation of the Scale Storage Cluster and connection of storage resources to servers.

A Certified Scale Computing Installation Resource (IR) will provide the following services:

1. Pre-Installation Questionnaire (PIQ)
2. Physical Installation (on-site installations only)
3. System Check of all Storage Nodes
4. Configuration of Scale solution
5. Application Server Configuration to connect to Scale Storage Nodes (CIFS, NFS, iSCSI)
6. End-user system management training
7. Technical Support
8. Post-Installation Report

Goals:

1. Successful deployment of Scale solution.
2. Ensure customers are trained and prepared to manage the solution.

Deliverables:

The following documents are available to all involved parties upon the completion of the project

1. Pre-Installation Questionnaire (PIQ) - proposed initial implementation design and requirements for implementation.
2. Post Installation report – to be completed following the installation in order to capture any on-site modifications to the original plan outlined in the PIQ.

Work Plan Outline

Pre-Installation Questionnaire

(Completed prior to installation by Certified Scale Computing Installation Resource and Customer)

Task	Location
Interview – speak with technical team to understand objectives and expectations	Off-site
Pre-Installation Questionnaire	Off-site
Best Practice Recommendations for IP addressing Scheme, Network architecture, etc	Off-site
Sign-Off from the customer and the Scale Computing Installation Resource (IR)	Off-site
Installation date determined following completion of the PIQ	Off-site

Installation

(15 minutes per node.)

(Onsite Install: Completed by IR. Remote / Phone Install: Completed by Customer)

Task	Location
Un-box/Inspect equipment – verify all parts and accessories	Onsite
Install rack-mount hardware	Onsite
Install equipment into customer supplied rack	Onsite
Connect equipment to customer supplied power	Onsite

Note: On occasion, Scale Computing will utilize alternate field resources to perform the physical installation and system validation prior to a Scale Computing Installation Resource arriving on-site for the on-site configuration and training.

System Configuration and Test

(1 hour - Certified Scale Computing IR and Customer)

Task	Location
Initial Storage Node Configuration – Configure customer supplied <ul style="list-style-type: none">• IP Addresses• Validate Login via serial port connection, KVM	Remote or Onsite
Management Console – Verify connectivity to UI on Scale nodes via customer supplied server or workstation	Remote or Onsite
Network Configuration – configure networking features as defined in the Pre-Installation Questionnaire. Includes: <ul style="list-style-type: none">• NIC Failover (HA Nodes Only)• Storage Nodes and Switches• NTP or Time/Date Setup	Remote or Onsite

<p><u>DNS Configuration</u> – configure DNS. Includes:</p> <ul style="list-style-type: none"> • Verify connection to DNS server can be made without error • Verify DNS Round Robin 	Remote or Onsite
<p><u>Application Server Configuration</u> – configure access to the shares/volumes. Includes:</p> <ul style="list-style-type: none"> • CIFS, NFS, and/or iSCSI configuration • Service Dependencies (iSCSI) 	Remote or Onsite
<p><u>Basic Storage Node Setup</u> - Includes:</p> <ul style="list-style-type: none"> • Create application shares/volumes • Connect to shares/volumes on application servers 	Remote or Onsite
<p><u>Snapshot Setup</u> – Includes:</p> <ul style="list-style-type: none"> • Snapshots and schedules 	Remote or Onsite
<p><u>Monitoring Setup</u> – Includes: (as specified in Pre-Installation Questionnaire)</p> <ul style="list-style-type: none"> • Email Alert configuration • SNMP Alert configuration(future) • Syslog Server configuration 	Remote or Onsite
<p><u>System Test</u> – perform basic tests to verify operation of Scale solution.</p> <ul style="list-style-type: none"> • Monitoring Setup – Test e-mail alerts 	Remote or Onsite

End-user Scale Storage Cluster System Management Training

(30 minutes - Certified Scale IR and Customer)

Task	Location
Hardware Management – Alerts, Monitoring, Logs	Remote or Onsite
Volume Creation – Quota recommendations and uses	Remote or Onsite
Mounting shares/volumes – CIFS, NFS, iSCSI	Remote or Onsite
Volume Management	Remote or Onsite
Snapshots – Creating, mounting, Single file restore, Volume Rollback	Remote or Onsite
Best Practices discussion for production implementation	Remote or Onsite

Technical Support

(15 minutes - Certified Scale Computing IR and Customer)

Task	Location
Discuss technical support options – Hardware support and technical phone support	Remote or Onsite
Discuss software update methodology	Remote or Onsite

Post Install

(Completed by Certified Scale Computing IR)

Task	Location
Prepare Post-Installation Report	Off-site
Deliver completed report	Off-site

Out of Scope Items (billable, on request):

The following tasks are not provided within the scope of a basic installation:

1. Data Migration Services
2. Server Clustering implementations
3. Database re-design
4. Snapshot Script design/development
5. Backup Server Implementation

These services are offered separately and can be scoped at any time. Every Scale Computing Professional Services engagement involves a requirements assessment, architecture and design, and implementation and is billable at the current, published Scale Computing rates.