



# Statement Of Work



Professional Services

Assessment Services

## 1.0 Executive Summary

The APC Network Closet Assessment service provides an assessment and analysis of the critical infrastructure components of your network closet including; power systems, cooling systems, rack configurations and room analysis. APC will supply you with the information necessary to manage your network closet for optimum performance, extend the life of your hardware and ensure the highest level of network availability.

The APC Network Closet Assessment service offers a detailed review of your network closet. APC professional services consultants will visit the site and collect data pertaining to:

- Environmental and physical conditions
- Critical infrastructure conditions, capacity and utilization
- Cooling effectiveness
- Critical network closet equipment information
- Alarms or deficiencies affecting uptime and availability

With this data, APC will develop a comprehensive report that will include recommendations to:

- Address your specific concerns
- Correct deficiencies
- Optimize existing conditions
- Increase infrastructure capabilities
- Extend network closet service life

## 2.0 Features and Benefits

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Features	Benefits
Measurement of existing environmental conditions	Indicates areas where temperatures are not within tolerances established by industry standards and equipment manufacturers.
Network closet power, cooling and space utilization analysis	Verifies network closet power and cooling loads and identifies the key infrastructure constraints that limit full space utilization.
Recommendations to optimize infrastructure utilization	Identifies methods to maximize availability and the efficient use of power, cooling and space.
Documents network closet equipment	Provides an equipment inventory for the purposes of sizing power and cooling requirements, identifying current capabilities and planning for future expansion.

### 3.0 Details of Service

The APC by Schneider Electric Network Closet Assessment service provides an onsite assessment of the existing network closet components, conditions and operational practices. The specific activities of the onsite data collection and analysis are listed below.

Power	
Activities	Description
<b>Network Closet Electrical Distribution</b>	Perform a visual inspection, check for proper installation practices, damaged equipment, and labeling of circuits.
	Documents the rack mount PDUs. Identify any conditions that affect compromise availability.
	Assess the network closet power feed, electrical panels and available panel pole positions.
<b>Rack Cable Management Analysis</b>	Document the data and power cable wiring. Provide recommendations to improve present cable management practices.
<b>UPS Analysis</b>	Visually assess the UPS for physical condition, installation and operational practices. Provide analysis and recommendations.
	Record UPS location, designation, load, utilization and spare capacity.
	Record UPS make, model and serial number.
	Analyze the UPS load characteristics for availability and industry best practices.
Cooling	
Activities	Description
<b>Record Network Closet Temperature Levels</b>	Document room temperature. Analyze and make recommendations to bring room temperatures into conformance with recognized industry standards.
<b>Air Distribution Effectiveness</b>	Identify and document cooling topology for the network closet. Perform analysis and recommendations to optimize.
	Examine rack enclosures for airflow suitability and identify where blanking panels should be installed.
	Analyze rack arrangements for air distribution effectiveness. Identify airflow obstructions within, above, and below the rack environment.
<b>Recommendations for Optimal Air Solution</b>	Document and analyze conditions that compromise cooling effectiveness. Provide recommendations to correct problems.
Physical Space	
Activities	Description
<b>Document Site Conditions</b>	Provide photographs of the general room conditions and layout. Provide analysis and recommendations for conformance to industry best practices.
<b>Security</b>	Document the security system for the room.

## 4.0 Deliverables

APC will deliver a comprehensive assessment report to the customer that includes:

- A Network Closet Assessment Report that identifies problem areas based on analysis performed using digital photography and actual field measurements. This report will include recommendations and network closet best practices.
- Tabular data collected from all the activities defined in Section 3.0, Details of Service.
- A PDF of the final report.
- An optional follow-up conference call to review the report and answer questions.

## 5.0 Exclusions

The following items are outside the scope of this standard service offering. They are available in other data center assessment services provided by APC by Schneider Electric.

- Specialized testing or commissioning
- Fire detection and fire suppression
- Physical security analysis
- Structural analysis

## 6.0 Scope of Responsibility

The items stated here are responsibilities of both APC and the customer.

### 6.1 APC RESPONSIBILITIES

- Assign a Professional Services Fulfillment Manager to the case.
- Initiate a meeting to:
  - Review the assessment process and deliverables.
  - Establish project stakeholders and key contacts.
  - Review the Assessment Preparation Questionnaire to identify customer specific existing conditions and issues in the network closet.
- Schedule assessment and manage complete assessment process through the APC Professional Services office.
- Perform an assessment of the customer site.
- Provide a written report to the customer of the completed field survey.

### 6.2 CUSTOMER RESPONSIBILITIES

- Complete and return the Assessment Preparation Questionnaire. This will identify issues or problems in the network closet needing specific detailed analysis and recommendations.
- Provide physical access to the network closet and all power, cooling and infrastructure components within it.
- Provide qualified personnel to access to the power, cooling and infrastructure systems in the network closet as required, including:
  - Uninterruptible power supplies
  - Breaker panels
  - Cooling system components
  - Ceiling panel removal and drop-ceiling access
- Notify the APC Professional Services Fulfillment Manager of any non-disclosure agreement, security clearance, safety or other certification requirements prior to arrival on site.
- Provide a single point of contact to assist during assessment.

## 7.0 Project Work Details

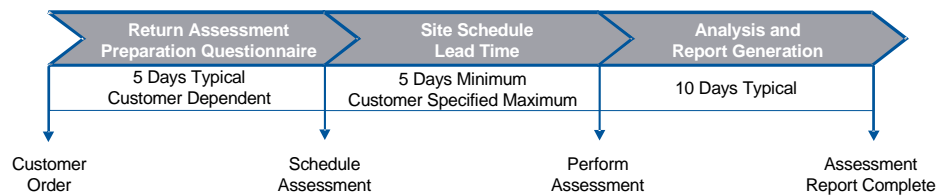
The following details of the project specify the schedule, location and successful completion criteria.

### 7.1 SCHEDULE

1. All onsite services performed by APC are executed during the normal business hours of APC. Exceptions are national or provincial holidays. Services performed outside of normal working hours may incur additional charges.
2. The service will be scheduled as quickly as possible, at the convenience of the customer. Delays in fulfilling the service caused by labor disputes of third parties, customer contracted services, or other unforeseen conditions may affect the schedule. APC will not be responsible for delays related to circumstances outside of its control.

### 7.2 ASSESSMENT PROCESS TIMELINE AND FLOW

1. Customer Purchase Order received by APC.
2. Assessment Preparation Questionnaire complete and returned to APC.
3. Site assessment scheduled with the customer through the APC Professional Services office.
4. Meet with IT, facility management and APC representative as appropriate to coordinate site visit.
5. Site assessment performed at customer location.
6. Customer site assessment report completed.



The actual and specific dates will be determined when the service is scheduled through the APC project coordinator.

### 7.3 COMPLETION CRITERIA

APC will have completed its duties when any of the following occurs:

1. APC completes all the items described in the Deliverables section of this SOW.
2. This project and SOW are terminated for other reasons, within the APC Customer Agreement. Termination fees may apply.

## 8.0 Ordering Information

Part Number: QWPAWIRINGCLOSET-MISC

### Pricing

Pricing for this service depends on location and number of network closets to be assessed. To receive a price quote for your application, please visit [www.apc.com](http://www.apc.com) or contact your APC sales representative.

## 9.0 Terms and Conditions

- APC by Schneider Electric standard Terms and Conditions apply.
- The information provided in this SOW cannot be used or duplicated, in full or in part. Other uses for this document are prohibited without written consent from APC by Schneider Electric.
- All documentation, photographs, thermal imaging or other information provided by the customer, or gathered at the customer site, will be for internal use only and used solely for the purpose of report generation, analysis and recommendations.