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## 1.0 Executive Summary

The StruxureWare™ Data Center Operation: Change Post Configuration Review provides comprehensive overview that optimizes the value of the as configured StruxureWare Data Center Operation: Change. This knowledge transfer service increases the customer knowledge base, understanding, and ability to interface with the Change module. The overview service provides the customer with an effective and concise process of transferring this critical knowledge to their operation and maintenance personnel. Schneider Electric has created standardized modules, but will customize it to the customer software solution if required.

Increasing the operators' knowledge is accomplished by completing the Schneider Electric modules presented during classroom and hands-on overview. The 4 hour module addresses all aspects of the Change solution, which the operator needs to be familiar with, to maximize the value of the deployed solution.

Contact a Schneider Electric sales representative for more information on services designed to manage the data center from installation and configuration, to training and software maintenance, as well as customizable services that meet unique software integration or enhancement needs.

## 2.0 Features & Benefits

Features	Benefits
System-level overview	Provides the attendees with a clear understanding of the capabilities of the Change solution.
Customer specific curriculum	Knowledge transfer is tailored towards the specific solution implemented in the customer environment.
Interactive hands-on overview session	Facilitates an increased, in-depth understanding of operational capabilities by using hands-on knowledge transfer.
	Reviews the functions of the Change module, including all practical aspects of change management planning.
Professional expertise	Ensures quality by using only Schneider Electric Certified Engineers with several years of industry experience.

## 3.0 Details of Service

The specific activities of this service are listed below. For each item, Schneider Electric will perform the work described.

<b>Data Center Operation: Change Configuration Overview</b>	
Activities	Description
<b>Presentation</b>	Schneider Electric will present the key features of the Change software, allowing you to quickly manage IT assets in your data center.
<b>StruxureWare Data Center Change Rack Layout Review</b>	Schneider Electric will demonstrate the rack layout view functions of the Change software, allowing you to visualize the IT assets in your data center.
<b>Work Order Management</b>	Schneider Electric will demonstrate how work orders can be created and managed in the Change software.
<b>Interactive Knowledge Transfer</b>	The opportunity to get hands-on overview on your own system will be provided.
<b>Discussion</b>	The opportunity to discuss how you can get the most out of Change software in your data center environment will be provided.

## 4.0 Assumptions

The successful performance of the activities defined is based on the following key assumptions:

- Schneider Electric will perform all services during the Schneider Electric business hours (Monday through Friday from 8:00 AM to 5:00 PM weekly, local time).
- The scheduled on-site work time will be discussed and approved between Schneider Electric and the customer.
- The customer will ensure that all Schneider Electric, NetBotz, and third-party devices are installed and can be connected to the Schneider Electric private LAN network.
- The customer will ensure that all cable runs between rooms and/or floors are run prior to arrival.

Additional services are offered as a natural expansion to this Statement of Work:

- StruxureWare Data Center Management Software Configuration Base – Mandatory service
- StruxureWare Data Center Expert Software Configuration – Optional
- StruxureWare Data Center Operation Software Configuration – Optional
- StruxureWare Data Center Capacity Software Configuration – Optional
- StruxureWare Data Center Post Configuration Review - Optional

## 5.0 Deliverables

Post configuration deliverables to include:

- Schneider Electric will arrange a phone meeting prior to the overview to understand special requirements.
- Schneider Electric will provide modules configured to customer specific needs for use in classroom and during hands-on sessions.
- Schneider Electric will facilitate the knowledge transfer on site and at the customer appointed facility.

## 6.0 Exclusions

The following items are outside the scope of this service offering. They can be provided through an alternative Schneider Electric service. Please contact a Schneider Electric sales representative for further details.

- Project management
- Firmware upgrades
- Configuration of the customers network for the use of the application
- Knowledge transfer on anything other than the configured Data Center Operation: Change

## 7.0 Scope of Responsibility

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

### 7.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Schedule certified personnel to perform the service.
- Provide course material and supporting documentation.
- Provide hands-on overview for up to four (4) attendees.

### 7.2 CUSTOMER RESPONSIBILITIES

- Schedule the attendance of up to four (4) participants who will interact with the Data Center Operation: Change on a regular basis.
- Grant access to the Data Center Operation: Change software.
- Ensure that Expert module is installed and operational prior to the visit.
- Perform a complete system back up the day before the scheduled service.
- Indicate to Schneider Electric any security clearance requirements when ordering the service.
- Ensure that the Change Configuration service has been completed for the IT devices covered in this service.
- Provide access to a training facility with a computer or laptop, which is able to connect to the Expert server where Change module is installed.
- Provide site-specific policies that need to be adhered to during the service to Schneider Electric.  
This must be completed at least 48 hours in advance of the scheduled service.

## 8.0 Project Work Details

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

### 8.1 SCHEDULE

Actual set dates will be discussed and approved between Schneider Electric and the customer.

### 8.2 LOCATION

The configuration service will be performed on-site at the location indicated to Schneider Electric by the customer by the time of ordering the service.

### 8.3 COMPLETION CRITERIA

Schneider Electric is expected to have finished its written duties when any of the following occurs:

1. Schneider Electric completes all the tasks described in the Details of Service of this Statement of Work.
2. This service and Statement of Work are terminated for other reasons, within the Schneider Electric Customer Agreement.

## 9.0 Pricing

The Change Post Configuration Review Service (WNSC010404) is a component of the standard fixed-fee StruxureWare Management Software Configuration Suite. Pricing for the service components contained within a solution will be aggregated under StruxureWare Management Software Configuration Suite (WNSC01). Please contact your Schneider Electric sales representative for further details.

## 10.0 Terms and Conditions

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