

Statement of Work



Configuration Service **Service**

Table of Contents

- 1.0 Executive Summary
- 2.0 Features & Benefits
- 3.0 Details of Service
- 4.0 Assumptions
- 5.0 Deliverables
- 6.0 Exclusions
- 7.0 Scope of Responsibility
- 8.0 Project Work Details
- 9.0 System Requirements
- 10.0 Pricing
- 11.0 Terms & Conditions

1.0 Executive Summary

The StruxureWare™ Data Center Operation: Server Access Configuration service will establish an external connection between the Data Center Operation client and the Data Center Operation: Server Access software module. This is for customers that have purchased the Data Center Operation: Server Access software and have it installed on a server that meets or exceeds requirements. This service is a key part of an overall deployment which delivers the vital resources, and expertise, to effectively and efficiently communicate between Data Center Operation and the Data Center Operation: Server Access module for optimum performance.

From the Data Center Operation module, a Schneider Electric Certified Engineer will seamlessly configure the connection to the Data Center Operation: Server Access module. Supported servers will be discovered and enabled to be remotely managed. Upon discovery the Field Service Engineer will verify the proper placement within the data center floor and rack layout. This service provides the customer with the assurance that the StruxureWare Data Center Operation: Server Access has been facilitated and supported servers they will be managing, are discovered.

This service is part of a complete suite of services offered by Schneider Electric Global Services. Contact your sales representative for more information on services designed to manage your data center from installation and configuration, to training and software maintenance services.

2.0 Features & Benefits

Features	Benefits
Pre-assessment	Schneider Electric will arrange for a pre-assessment discussion with the customer to review server requirements and details of the service.
Software Configuration	The features of Data Center Operation: Server Access will be enabled on the customer designated server. This will allow for remote access of servers with supported base management cards or directly to the Operating system on the server through the Data Center Operation client. This will also enable power controlling of the servers.
Software Integration	Schneider Electric will discover servers on the customers network
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.

Pre-Assessment	
Activities	Description
Pre-Assessment	Prior to going on site, Schneider Electric will contact the customer to discuss details regarding the service. This ensures the Data Center Operation: Server Access is installed and functioning on a server that meets or exceeds requirements.

Integration	
Activities	Description
Data Center Operation: Server Access Integration	Schneider Electric will integrate the Data Center Operation: Server Access with Data Center Operation.
	Schneider Electric will ensure servers from external Data Center Operation: Server Access is viewable in Operation.

Configuration	
Activities	Description
Data Center Operation Configuration	Schneider Electric will configure the remote, virtual, KVM console for the discovered servers.
	Schneider Electric will confirm that remote access is functioning on discovered servers allowing customers to remotely access servers.

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 APC business hours (Monday through Friday from 8:00 AM to 5:00 PM weekly, local time).
- Schneider Electric will perform service at one physical location.
- The customer will ensure a server meeting or exceeding system requirements will be available with Data Center Operation: Server Access installed prior to arrival.
- Schneider Electric will configure the discovered and supported servers in Data Center Operation: Server Access within the Data Center Operation server.
- The customer will ensure that all APC, NetBotz, and third-party devices are connected to the network prior to arrival and firmware is up to date.
- The customer will ensure that all cable runs between rooms and/or floors are run prior to arrival.

5.0 Deliverables

Configuration deliverables to include:

- Schneider Electric will arrange a pre-assessment phone meeting.
- Schneider Electric will meet with you on the morning of the service to review deliverables.
- Schneider Electric will configure the Data Center Operation with supported servers in the Data Center Operation: Server Access.
- Schneider Electric will ensure the remote access is functioning with the servers and those servers are placed in the appropriate rack and row in the data center layout.
- Schedule certified personnel to perform service.
- Execute the service as described in this Statement of Work.

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.

- Configuration of management cards on the customers servers
- Configuration of Operating system on the customers servers
- Network configuring of Hand Held device
- Project management
- Configuration of the customers network for the use of the application
- Firmware upgrades is outside this SOW.
- Configuration of the customers network for the use of the application is outside this SOW.
- Upgrading firmware of utilized power devices is outside this SOW.
- NetBotz Appliance Configuration is outside this SOW.
- configuration is outside the SOW.
- Training in Expert, Operation or other software products are outside this SOW.

7.0 Scope of Responsibility

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

7.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

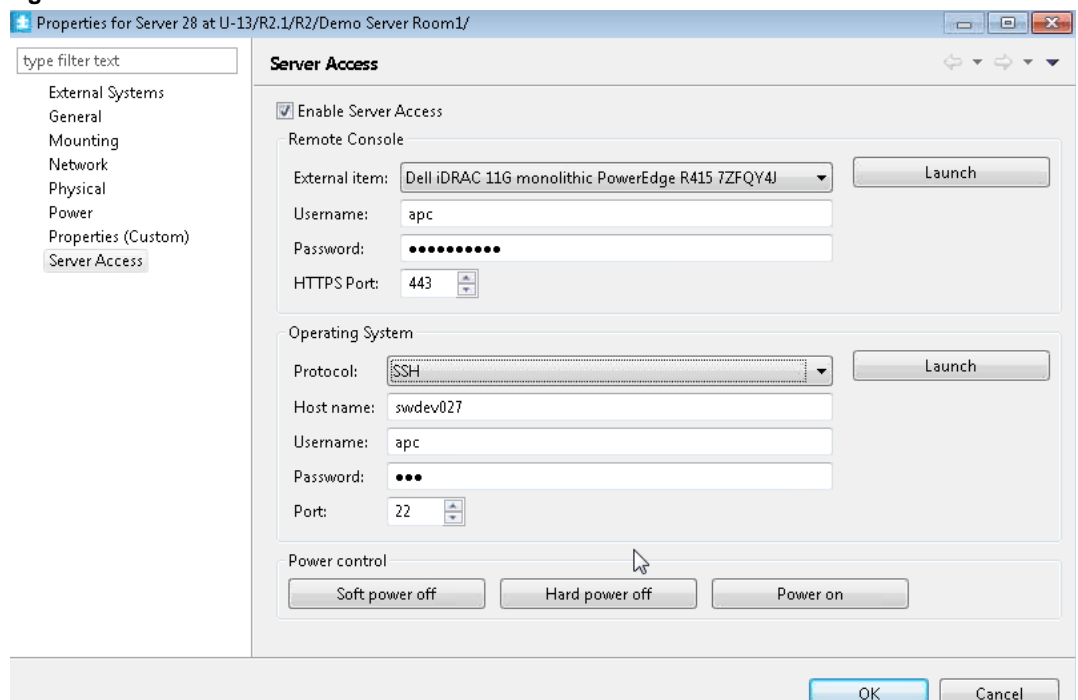
- Schedule certified personnel to perform service.
- Execute the service as described in this Statement of Work.
- Identify and document open Schneider Electric and/or customer issues at end of service.

7.2 CUSTOMER RESPONSIBILITIES

- Identify dates and times when the Data Center Operation: Server Access service can be conducted.
- Schedule the attendance of minimum one person for the duration of the service that will interact with the Operation Server Access on a regular basis. ***This person must have root access credentials for configuration to be successful.***
- Customer will provide access to a keyboard, video monitor, and mouse for the installation.

- Prior to the Schneider Electric engineer arriving on-site management cards needs to be enabled and configured.
- Prior to the Schneider Electric engineer arriving on-site Operation system needs to be configured to allow remote access.
- As displayed in Figure 1 below the customer must provide all necessary information for accessing and discovering the servers.
 - a. This includes, but not limited to
 - b. List of servers where Server Access should be enabled
 - c. Server IP address and/hostname
 - d. Username and password to access the management card
 - e. Username, Password and protocol for accessing the Operating system

Figure 1



- Ensure the Data Center Operation: Server Access is installed and operational prior to the visit.
- If your network is not available during Data Center Operation: Server Access, Schneider Electric will not be able to:
 - Receive data from Data Center Operation or Data Center Operation: Server Access.
 - a. Validate network address information
 - b. Validate power control
 - c. Discover and remotely manage supported servers
- Provide a point of contact at the completion of service to sign off on completed work.
- Provide access to the data center and provide administrator access to Operation server.
- Provide Schneider Electric with site specific policies that need to be adhered to during the visit.
- Notify Schneider Electric engineers of any security clearance requirements prior to onsite arrival.
- Provide the name of the project manager (if applicable).
- Provide a single point of contact during time of service.
- Provide adequate servers to support the software modules as identified in System Requirements section of this Statement of Work.
- Identify switch-ports and static IP addresses for Schneider Electric networked devices.

10.0 Pricing

The StruxureWare Data Center Operation: Server Access Configuration service (WNSC010113) is a standard fixed-fee component of the StruxureWare Data Center Management Software Configuration Suite. Pricing for the service components contained within a solution will be rolled up under StruxureWare Data Center Management Software Configuration (WNSC01). Contact your Schneider Electric sales representative for further details.

11.0 Terms and Conditions

Schneider Electric standard Terms and Conditions apply. All Schneider Electric trademarks are property of American Power Conversion. Other trademarks are property of their respective owners. The information provided in this Statement of Work cannot be used or duplicated, in full or in part. Other uses for this document are prohibited without written consent from Schneider Electric. All documentation, photographs, thermal imaging or other information provided by the customer, or gathered at the customer site, will be for internal Schneider Electric use only and used solely for the purpose of report generation, analysis and recommendations. Disclaimer: This information is reliable at the point of creation and may be subject to change without notice. All Schneider Electric standard Terms and Conditions apply.

© 2013 Schneider Electric. All rights reserved. All Schneider trademarks are property of Schneider Electric and its subsidiaries and affiliates. Other trademarks are property of their respective owners. Specifications are subject to change without notice. Disclaimer: This information is reliable at the point of creation and may be subject to change.

