

Standard installation service scope of work

Service: Storage system

1 Service features and deliverables

- 1.1 Kick-off conference and meeting
- 1.2 Pre-installation survey & collect user requirement
 - 1.2.1 Low level design for RAID group & LUN size
 - 1.2.2 Low level design for SAN Zone configuration
- 1.3 Hardware burning test (at PCCW office) when need
 - 1.3.1 Power on-off checking
 - 1.3.2 LED light checking
 - 1.3.3 Firmware upgrade
- 1.4 Onsite hardware setup & rack mounting for 1 storage system unit with max. 2 controller inside (Customer need to provide the additional rack shelf if mounting frame depth not fit)
- 1.5 Cabling directly connection between Storage & SAN Switch (customer provide cable)
- 1.6 System configuration for the Storage
- 1.7 Setup SAN switches (up to 8-port configuration) zoning configuration
- 1.8 Configure RAID group, LUN setting & formatting (up to 20 LUN)
- 1.9 LUN assignment to host (max. 5 host) with native Windows/Linux MPIO setup (but not include storage vendor MPIO)
- 1.10 Standard handover form (admin/password and equipment serial number)
- 1.11 System Acceptance Test
- 1.12 2-hour session system hand-over briefing for system administrator
- 1.13 Carry out installation job within normal office hours

2 Excluded items

- 2.1 Detail documentation
 - 2.1.1 Detail O&M manual
 - 2.1.2 Detail design configuration
- 2.2 Both official/non official training course
- 2.3 Migration
 - 2.3.1 Data Migration (Any recovery or transfer of data)
 - 2.3.2 Migration plan
 - 2.3.3 Fallback plan
 - 2.3.4 Study and review current devices configuration
 - 2.3.5 Migrate configuration from existing equipment
 - 2.3.6 Onsite support after migration
- 2.4 DR solution design and DR drill test
- 2.5 Configuration, optimization, relocation, or upgrades on storage system feature (i.e. security setting, system fine tune, etc) and other related devices (i.e. HBA card, etc)
- 2.6 Storage system and SAN switch management installation/setup and integration
- 2.7 Site check (i.e. Customer ensure to reserve enough space and electrical for equipment)
- 2.8 Any other equipment reconfiguration (i.e. LAN switch, host,..etc)
- 2.9 Disassemble the equipment rack for alignment to fit the storage equipment
- 2.10 Join test support
 - 2.10.1 Onsite standby for user application testing

2.11 Any activities or services not expressly described in this service description

3 Customer Responsibilities

- 3.1 Provide the technical requirement and existing equipment/environment information
- 3.2 Facilities a suitable environment like sufficient physical space, power consumption and correct power outlets, sufficient UPS capacity, temperature, ventilation, etc. for installation
- 3.3 Provide equipment rack and cabling system (i.e. patch panel, patching, labeling, etc) for equipment
- 3.4 Coordinate with other working parties if required
- 3.5 Provide the safe working place & environment during implementation
- 3.6 Customer's responsibility to complete a backup of all existing data, and programs (HKT will not be responsible for loss of or recovery of data, programs, or loss of use the system)