

Statement of Work: Installation and Implementation Service

This Statement of Work ("SOW") between Western Digital Technologies, Inc. or an affiliate of Western Digital Technologies, Inc. ("Vendor") and the customer that receives the services ("Customer") is governed by the terms and conditions of the applicable services agreement on the Vendor support web site. The services to be provided by Vendor upon its acceptance of an order are described in this SOW. Customer accepts the terms of this SOW by submitting an order that Vendor accepts, accepting this SOW at the time of registration or receiving the services described herein. The person accepting this SOW for Customer represents that he or she has the authority to bind Customer to this Agreement.

Service Summary

This SOW describes installation and implementation services to be provided by Vendor in connection with certain Sandisk-brand system products, such as InfiniFlash150 and InfiniFlash550 Series Products.

Services are comprised of the following activities:

- Site Survey
 - This phase initiates the service. A Vendor professional would partner with the customer to discuss site readiness requirements from an environmental and technical stand point.
- Inspection and Inventory
 - Based on the previous phase, a Vendor professional will inspect and inventory the system delivered to customer site
- Installation
 - Vendor professional will go onsite to install the system which will include racking system in customer racks, and performing basic network configurations.
- Implementation
 - Based on the final Design Document, a Vendor professional will go onsite to implement the system in a single site by configuring Network and Security, Alerts and Notifications.
- Testing and Validation
 - At the completion of Implementation of the system, a Vendor professional will perform a System Health check, network connectivity check and IO check.
- Training and Hand-off
 - This will be the last phase to complete the engagement. After demonstrating system functionality, a Vendor professional would document the final system configuration delivered to the customer. Vendor will also conduct an operational training for the customer's system administrator to ensure that customer can operate and manage the system.

1. General Service Activities

Vendor Responsibilities

- Provide Customer with a list of designated Vendor roles and responsibilities under this Services offer.
- Participate in scheduled project review meetings or conference calls, if required.
Provide Customer with the identity of personnel requiring access to Customer premises, at least ten (10) Business Days prior to the scheduled date.

Customer Responsibilities

- Provide Vendor with a list of designated Customer personnel roles and responsibilities under this Services offer.
- Ensure that key Customer personnel (such as architecture design and planning, network engineering, network operations personnel) are available to provide information and to participate in review sessions, workshops and other information gathering activities. The Customer PM will also ensure that Vendor is provided with all information, data and documentation as Vendor reasonably requires to provide Services and comply with Vendor's responsibilities in this Services offer.
- Identify primary and backup Customer authorized site contacts who shall provide necessary information, obtain access clearances and coordinate with other organizations/third parties with respect to Services at that site.
- Participate in scheduled project review meetings or conference calls, if required.
- Ensure that Vendor's request for information or documentation needed for the project is provided within three (3) Business Days of Vendor's request, unless the parties agree to another time period for response.

2. [Site Survey](#)

Vendor Responsibilities

- Set up a remote Kick-Off meeting with customer to discuss environment, site, and system requirements for Vendor system, including space and Rack Specification to which Vendor system will be racked.
- Provide Site Survey Form to Customer for review and Customer input.
- After customer completes Site Survey, Vendor will review and provide site survey assessment listing items that do not meet Vendor installation requirements.

Customer Responsibilities

- Perform site survey limited to identifying possible discrepancies between Customer site specifications and the specifications set forth by Vendor.
- Identify issues that may prevent installation activities prior to site installation start dates and document requirement for resolution.
- Review with Vendor the content of the Site Survey assessment.

3. [Inspection and Inventory](#)

Customer Responsibilities

- Unpack and Inspect products.
- Inventory all products and document in inventory list.
- Ensure site installation location and all Products, are available and prepared for Vendor installation.

4. [Installation](#)

Vendor Responsibilities

- Rack the Vendor systems into the customer rack(s).
- Label, dress, and anchor all data and power cabling.
- Cable the systems.

Customer Responsibilities

- Provide facilities and adequate space for installation of the rack.

- Ensure power requirements and network cables are met as per the site survey.

5. [Implementation](#)

Vendor Responsibilities

- Perform the initial site verification to ascertain that the datacenter conforms to the site requirements as listed under Site Requirements document.
- Power up the system.
- Perform the following configuration for respective product family.

Configuration – Onsite configuration of applicable components	InfiniFlash IF150 series	InfiniFlash IF550 series
InfiniFlash OS Ceph software		•
Data network ports	•	•
Fabric zoning		•
Provisioning of initial volumes for servers/applications	•	•
High-Availability links		

Customer Responsibilities

- The Physical installation of the rack at the desired location must be completed prior to Vendor starting implementation.
- Move the rack from loading doc to its final location in the datacenter.
- Customer will be responsible for accepting the EULA .

6. [Testing](#)

Vendor Responsibilities

- Perform system health check based on standard health check procedures.
- Ensure cluster health (for IF550) and host-side multi-pathing where applicable.

Customer Responsibilities

- Customer reviews the health check results and NW connectivity results.

7. [Knowledge Transfer](#)

Vendor Responsibilities

- Schedule a Knowledge Transfer session (not to exceed 90 minutes), after implementation of the system. This session will be done onsite after the implementation or will be conducted with an online meeting, that needs to be scheduled within 3 business days of completion of implementation.
- This session would be limited to operational training of the system which may include Configuration and use, Basic Troubleshooting and Engaging Customer Support. The session will also provide the Customer with the Vendor Support Welcome Package: Package covers how to register and access the Support Web Portal, download Software and Product Documentation and open Support cases.

Customer Responsibilities

- Ensure that customer team attends onsite knowledge transfer session or the online meeting within 3 business days of completion of implementation.

8. Service Assumptions

- Customer will provide a healthy working environment for the Vendor professionals visiting customer site for this engagement
- Customer will ensure that site readiness is complete before implementation phase
- Customer will configure Public network including Jumbo frames, Load balancer and/or firewall
- Customer to register the system after the service is complete to ensure support and warranty for this system
- Customer to own the decision for the final cut-over to production after this service is complete
- Vendor will remove all the IP, including tools and scripts, used for implementation and testing of the environment
- Customer will provide a healthy working environment for the Vendor professionals visiting customer site for this engagement

9. Service Exclusions and Out-of-Scope Activities

- Any physical movement of the rack to or at the final location
- Configuration and testing of any Client or 3rd party application connectivity configuration
- Performance testing or tuning or Data Migration
- In depth training and education.
- Configuration of any other product provided by Vendor that may or may not be part of this solution
- Configuration of customer's network switches/routers to ensure correct routing/public connectivity
- Vendor will follow pre-defined test and validation procedures.

10. Completion of Services

Vendor will provide written notification upon completion of the Services to Customer. The Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Vendor's completion of the Services. Customer's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Customer's acceptance of completion of the Services in accordance with this Service Description.

11. Invoicing

Services will be invoiced upon completion of the Services.