

# VCE WORKLOAD MIGRATION

PSVC-WMS(N)-01-A01 and PSVC-WMS(N)-01-A02

## Service Overview

VCE Workload Migration (PSVC-WMS(N)-01-A01 and PSVC-WMS(N)-01-A02) (“Service”) enables customers to migrate virtual and/or physical servers to VCE converged infrastructure systems (“VCE Systems”). The Service provides multiple tiers of virtual to virtual (“V2V”) and/or physical to virtual (“P2V”) migrations to accommodate workload-specific customer requirements.

The Service will migrate virtual and/or physical x86 workloads from existing infrastructure onto VCE Systems depending on the service SKU purchased. VCE will support operations management, communications management, and resource management while using VCE best practices to facilitate the successful completion of pre-migration, migration, and post-migration activities.

- Gather the business and Information Technology (“IT”) requirements, goals, expectations, and success parameters required for the Service.
- Determine the engagement process and schedule.
- Develop a high-level project plan with critical-path events and milestones.
- Perform V2V and/or P2V migrations of x86 workloads in quantities of 50, 100, 150, 200, 250, or 500 workloads depending on the service SKU purchased.

## Roles and Responsibilities

- VCE Project Manager: Plans and coordinates all VCE engagement-related activities.
- VCE Consultant: Conducts engagement including migrating physical or virtual workloads from existing infrastructure remotely.
- Customer Project Manager: Plans and coordinates all customer engagement-related activities.
- Customer Technical Lead: Responsible for providing workload, system, storage, and network information for the customer’s environment.

## Key Activities

The following table represents the key tasks delivered as part of the Service and responsible parties.

| Task                                       | Responsibility |
|--|----------------|
| <b>Project kickoff</b>                     | All            |
| <b>Create migration plan</b>               | VCE            |
| <b>Perform migrations of x86 workloads</b> | VCE            |
| <b>Wrap-up call</b>                        | All            |

## VCE Staffing

VCE provides appropriate on-site and/or off-site representatives to perform the Services specified in the Service Scope section.

| SKU                     | Description             |
|-------------------------|-------------------------|
| <b>PSVC-WMS1-01-A01</b> | Up to 050 V2V Workloads |
| <b>PSVC-WMS2-01-A01</b> | Up to 100 V2V Workloads |
| <b>PSVC-WMS3-01-A01</b> | Up to 150 V2V Workloads |
| <b>PSVC-WMS4-01-A01</b> | Up to 200 V2V Workloads |
| <b>PSVC-WMS5-01-A01</b> | Up to 250 V2V Workloads |
| <b>PSVC-WMS6-01-A01</b> | Up to 500 V2V Workloads |
| <b>PSVC-WMS1-01-A02</b> | Up to 050 P2V Workloads |
| <b>PSVC-WMS2-01-A02</b> | Up to 100 P2V Workloads |
| <b>PSVC-WMS3-01-A02</b> | Up to 150 P2V Workloads |
| <b>PSVC-WMS4-01-A02</b> | Up to 200 P2V Workloads |
| <b>PSVC-WMS5-01-A02</b> | Up to 250 P2V Workloads |
| <b>PSVC-WMS6-01-A02</b> | Up to 500 P2V Workloads |

## Service Scope

Subject to customer meeting its obligations outlined in “Customer Responsibilities,” VCE personnel or authorized agents shall work closely with the customer to perform the following activities as part of the Service:

- Initiate a kickoff meeting in a timely manner to review project scope, expectations, communication plans, and availability of required resources.

## Customer Responsibilities

The customer shall

- Ensure that authorized representatives of the customer will perform activities, attend meetings, make decisions, and complete documentation requested by VCE in a timely fashion and in accordance with the times specified in the agreed project plan. Such activities include project kickoff, project planning, attending interviews, responding to questionnaires and surveys, and agreeing upon an implementation test plan.
- Assign a Customer Project Manager with the authority to make project decisions and represent the customer in all matters related to this Service. Customer Project Manager will provide a single consolidated response to any review, approval, change, or decision request.
- Provide at least one Customer Technical Lead with system administration responsibilities and appropriate system/information access privileges.
- Provide Customer Technical Leads with relevant domain, business, and/or technical expertise, as required. Customer Technical Leads are the acknowledged spokespersons for the areas they represent, and the VCE project team requires regular and timely access to them. If Customer Technical Leads are unable to attend a scheduled meeting, then the Customer Project Manager shall represent the customer's staff as the final authority with respect to the customer on all items of discussion.
- Make appropriate system maintenance window(s) available for VCE (including VCE authorized agents) as needed to prepare equipment.
- Ensure that all environment and operational requirements are met prior to the commencement of the Service.
- Be responsible for, and assume any risk associated with any problems resulting from the accuracy, content, completeness, and/or consistency of any data, materials, or information supplied by the customer.
- Provide VCE Consultant with access remotely to the customer's systems and networks (including, without limitation, remote systems and remote network access) as necessary to perform the Service during VCE's normal business hours, or at mutually agreed times.
- Complete all required communications and change management processes with server owners.
- Assume full responsibility for data backup and recovery.

- Manage interface with customer's technical support and application teams including all vendors and third parties, as necessary.
- Assume all responsibility for network connectivity, performance, and configuration issues.
- Assume full responsibility for data backup and recovery. VCE is not responsible for any loss of, damage to, or unrecoverable data in connection with the Service.
- Restrict and prevent VCE access to data not pertinent to the delivery of the Service including, but not limited to, personally identifiable information.
- Acknowledge receipt and acceptance/rejection of all deliverables associated with the Service as quickly as commercially reasonable, but in all events within 10 (ten) business days of delivery (not including local public holidays). Customer will use the project Milestone Completion Form ("MCF") supplied by VCE to indicate acceptance of deliverables. If such acknowledgment is not received within this period, all deliverables will be deemed acknowledged and accepted.

## Service Schedule

The anticipated on-site Service start date is four (4) weeks after receipt and approval by VCE of the customer's purchase order for this Service or as mutually agreed upon. Delivery of this Service excludes local public holidays. No refund will be due or paid to the customer for unclaimed or incomplete work. Once VCE has commenced performance of the Service, the duration of the Service will be as follows:

- For 50 workloads, the customer will receive a 90-day window to complete the Service.
- For 100 workloads, the customer will receive a 90-day window to complete the Service.
- For 150 workloads, the customer will receive a 120-day window to complete the Service.
- For 200 workloads, the customer will receive a 120-day window to complete the Service.
- For 250 workloads, the customer will receive a 135-day window to complete the Service.
- For 500 workloads, the customer will receive a 210-day window to complete the Service.

## Service Scope Changes

Any changes to the Service, the schedule, charges, or this Service Scope must be agreed upon in writing by VCE. Until changes are agreed to in writing, VCE will continue to perform the Service as provided in this document and such Service is deemed to be in accordance with the obligations of VCE.

## Service Scope Exclusions

Only the work stated in this document is included, and any additional work is out of scope of the Service and must be purchased separately. Specifically excluded services include, but are not limited to, the following:

- Procurement of the VCE Systems, as well as any additional hardware and software
- Migration of more than the number of workloads for the service SKU purchased
- Data center moves or migrating non-x86 devices
- For P2V, any P2V migration of a server that contains over 1 TB of data
- Design, configuration or resource provisioning for the VCE System
- Customized designs for specific customer applications or quality-of-service requirements, including a customized storage layout
- Providing or procuring of any software licenses including, but not limited to, VCE Vision Intelligent Operations, pursuant to this document; the end customer must license software and purchase products via a separate contractual document
- Development of a hardening design to meet specific security requirements
- Upgrading to an approved Release Certification Matrix level
- Post-implementation capacity analysis and planning
- Any loss of, damage to, or unrecoverable data in connection with the Service
- Integration with existing management platforms
- Physical build, logical configuration, or integration of any components
- Third-party application support unless specifically agreed in writing
- Any database/application installation and/or replatforming
- Business continuance and/or disaster recovery services
- Provision of security-cleared project resources to meet government or customer-specific security requirements
- Any other services offered under separate part number or SKU

## Terms and Conditions

Customer's issuance of an order to purchase the Service signifies its agreement to the terms and conditions in this document and its acknowledgment that the Service is provided under and is governed by either (a) a separate written agreement between the parties for the delivery of professional services, or in lieu of a signed agreement, (b) the standard VCE Professional Services Terms and Conditions available at: [www.vce.com/serviceterms](http://www.vce.com/serviceterms) (the "Governing Agreement").

VCE licensed software is subject to the VCE standard end-user license agreement available at [www.vce.com/noindex/legalterms](http://www.vce.com/noindex/legalterms). License rights for any third-party software pass directly from the third-party supplier to customer and are subject to such third party's software terms, which customer authorizes VCE to accept on its behalf or on behalf of its end users as a condition of installing or using such software.

This document constitutes a Service Order, or SOW, as defined in the Governing Agreement. This is a fixed-price order. VCE will bill and invoice customer at its standard time and material rates plus travel expenses for any additional services beyond the Service including, but not limited to, any remediation services performed by VCE as deemed necessary by VCE, or any costs incurred for customer's failure to meet its responsibilities specified in this document. All project activities will be conducted in English and all documentation supplied to VCE by customer to support the delivery of the Services will be provided in English.

Unless otherwise provided in the Governing Agreement, customer is deemed to accept the Service rendered if no objection is raised within 10 (ten) days after customer is presented with a milestone completion form or other statement of completion by VCE. VCE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.

Effective for orders placed on or after August 19, 2017.

## For More Information

More information about Dell EMC solutions and services is available from [www.dell EMC.com](http://www.dell EMC.com) and from your local representative.