



Statement of Work

InfraStruXure® Central Post Configuration Insight

Installation Service

Service

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1.0 Executive Summary

The InfraStruXure® Central Post Configuration Insight Service provides comprehensive training that optimizes the value of the as configured InfraStruXure Central. The training service increases the customer knowledge base, understanding, and ability to interface with the InfraStruXure Central product.

The service provides the customer with an effective and concise process of transferring this critical knowledge to their operation and maintenance personnel. APC has created standardized training modules, but the trainer will customize it to the customer software solution if required.

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

Contact an APC 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 training	Provides the attendees with a clear understanding of the capabilities of the InfraStruXure Central solution.
Customer Specific curriculum	Training is tailored towards the specific solution implemented in the customer environment.
Interactive hands-on training session	Facilitates an increased, in-depth understanding of operational capabilities by using hands-on training.
	Reviews the functions of the InfraStruXure Central, including all practical aspects of the capacity management planning.
Professional expertise	Ensures quality by using only APC 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, APC will perform the work described.

Name of Configuration	
Activities	Description
Presentation	APC will present the key features of the InfraStruXure Central, allowing you to quickly monitor and manage your data center.
Monitoring	APC will demonstrate how to setup emails and configure alert notification on devices monitored by your InfraStruXure Central.
Administrating	APC will review the administration tasks in InfraStruXure Central such as creating news users, backup/ restore and network configuration.
Functions	APC will review the functions of the solutions management, including logging, reporting, graphing and event notification.
Maintenance	APC will demonstrate how to upgrade the firmware on devices attached to the InfraStruXure Central.
Interactive training	The opportunity to get hands-on training on your own system will be provided.
Discussion	The opportunity to discuss how you can get the most out of InfraStruXure Central 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:

- APC will perform all services during the APC 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 APC and the customer.
- The customer will ensure that all APC, NetBotz, and third-party devices are installed and can be connected to the APC 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:

- InfraStruXure Operations Configuration Services
- InfraStruXure Capacity Configuration Services
- InfraStruXure Post Configuration Insight Services

5.0 Deliverables

Configuration deliverables to include:

- APC will meet with the customer on the morning of the service to review the deliverables.
- APC will provide training modules configured to customer specific needs based on their configured solution.
- These training modules are for use in the classroom and during hands-on sessions.
- APC will facilitate the training 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 APC service. Please contact an APC sales representative for further details.

- Project management
- Firmware upgrades
- Configuration of the customers network for the use of the application
- Training on any module other than InfraStruXure Central

7.0 Scope of Responsibility

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

7.1 APC RESPONSIBILITIES

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

7.2 CUSTOMER RESPONSIBILITIES

- Schedule the attendance of up to four (4) participants who will interact with the InfraStruXure Central on a regular basis.
- Grant access to the InfraStruXure Central software.
- Ensure that InfraStruXure Central is configured and operational prior to the visit.
- Perform a complete system back up the day before the scheduled service.
- Indicate to APC any security clearance requirements when ordering the service.
- Ensure that the InfraStruXure Central Configuration service has been completed, for all floor mounted or rack mounted power equipment covered in this service.
- Provide access to a training facility with a computer or laptop that is able to connect to the InfraStruXure Central server is installed.
- Provide site-specific policies that need to be adhered to during the training to APC. 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 APC and the customer.

8.2 LOCATION

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

8.3 COMPLETION CRITERIA

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

1. APC 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 APC Customer Agreement.

9.0 Pricing

The InfraStruXure Central Post Configuration Insight Service (WNSC010401) is a component of the standard fixed-fee InfraStruXure Management Software Configuration Suite. Pricing for the service components contained within a solution will be aggregated under InfraStruXure Management Software Configuration Suite (WNSC01). Please contact your APC sales representative for further details.

10.0 Terms and Conditions

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