NTT DATA

Infrastructure Management - Physical Servers

1 Overview of Service

This service provides configuration, monitoring and management of physical servers (rackmount) in the Client's on-premises or colocation data center.

This service description does not include the management of specialized software to support virtualization, applications, or operating systems (all contracted separately).

2 Client Responsibilities

(a) Client must be in possession of an active hardware service contract with NTT Uptime Support Services or the vendor of the physical servers under management

(b) Client must delegate authority to contact the vendor of the physical servers directly

3 Service Specific Operations

3.1 Monitors

The following monitors can be configured by default:

Monitor	Description	Alerts	Resolution
Fans and PSUs status	Checks that all fans and power supplies are operative and redundant	Yes	Check and if hardware failure, contact the vendor
System temperature	Check system temperature	Yes	Escalation to hosting facility
Device bays status (only HP)	Check status of pass-thru modules and switches	Yes	Check and if hardware failure, contact the vendor
Fabric interconnect status (only UCS)	Check hardware status of the Fabric Interconnect devices	Yes	Check and if hardware failure, contact the vendor
Management modules status (only HP)	Check status of the Onboard Administrator modules	Yes	Check failover and if needed contact the vendor
Server status	Check status of servers and hardware components	Yes	Check and if hardware failure, contact the vendor

3.2 Service Requests

As part of the Service, the fulfillment of the following types of requests are included for physical servers:

Task	Description
Server reset	Reset of the server at Client request
Disk and RAID management	Creation, change and deletion of RAID disks from the Management Console
Server upgrade	Management of server upgrades (memory, disk) through the console. Does not include physical installation

As part of the Service, the fulfillment of the following types of requests are included:

Task	Description
Disk and RAID management	Creation, change and deletion of RAID disks from the Management Console
Server Upgrade	Management of server's upgrades (mezzanines, memory, disk, etc.); physical installation not included
Switch Management	Changes to internal switching (Ethernet or Fiber Channel)
External Switching	Configuration of external LAN and SAN uplinks

4 Supported Technologies

The following physical servers are supported

(a) HP servers of the DL3XX, DL5XX type

(b) Dell servers of the RSeries type

(c) Cisco Servers of the C-Series type

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5 Supported Environments

The following environments are supported:

(a) Client premises

(b) Colocation data center

6 Limitations

The following limitations apply:

(a) Server must be racked in a suitable rack

(b) The server(s) must be subscribed to a valid support contract with the manufacturer

(c) Redundant management modules required

(d) Redundant power supplies and fans required

(e) Fabric Interconnects are not supported as Layer2 or Layer3 network devices, and are required to be connected to external Ethernet and/or SAN/Fabric switches

7 Tasks Included in the Standard Transition

As part of the Service, the following tasks are included in the setup fee for Physical Servers:

(a) Initial accesses setup - configuration of console management interfaces

(b) Configuration of internal disks and RAIDs

(c) Configuration of power and thermal settings

(d) Configuration of internal Ethernet switches (or pass-thru)

(e) Configuration of internal Fiber Channel switches (or pass-thru)

(f) Configuration of external switching connections

8 Tasks Not Included in the Standard Transition

The following tasks are not included in the standard transition for physical servers:

(a) Configuration of the external switches if not managed by NTT

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