

■ SERVICE BRIEF

PowerScale Lifecycle *Management*





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's PowerScale Lifecycle Management (LCM) Services. This engagement supports the discovery, planning, assessment, and implementation of lifecycle operations—such as OneFS upgrades, firmware, and platform updates—across Dell PowerScale clusters.

This engagement is governed by this Service Brief and associated with SKU: POWERSCALE-LCM.

The quantity defined in the quote reflects the number of PowerScale clusters and nodes under lifecycle management

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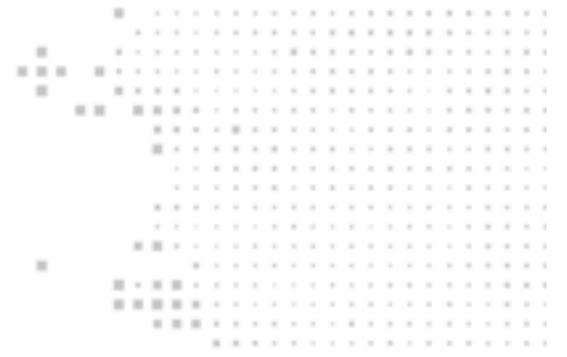
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01. Services Overview

Redesign's PowerScale Lifecycle Management Services are designed to maintain platform stability and ensure continued supportability by applying validated OneFS, firmware, and hardware updates using Dell-approved procedures.



02. Offer Structure

PRIMARY SERVICES

- Pre-engagement remote access and readiness validation
- Discovery and lifecycle assessment
- OneFS and firmware upgrades
- Post-upgrade system validation and summary

OPTIONAL ADD-ONS

Separate SOW

- SmartPools, SyncIQ, or SnapshotIQ optimization
- PowerScale cluster expansion
- Multi-protocol (NFS/SMB/HTTP/S3) upgrade validation
- Custom documentation ("as-built") or environment redesign

03. Project Scope

This engagement includes lifecycle management services for PowerScale environments that meet the following criteria:

In-Scope Platforms:

- **Dell PowerScale/Isilon clusters running supported OneFS versions**
- **Clusters managed under Dell ProSupport or ProSupport Plus coverage**

Scope Includes:

- **Upgrade planning and sequencing**
- **Execution of OneFS and node firmware upgrades**
- **Validation of cluster services and client protocol access post-upgrade**

All devices must be functional, supported, and reachable for inclusion.

04. Quantity & Effort Model

- **Service SKU: POWERSCALE-LCM**
- **Quantity: Number of clusters and nodes to be evaluate and upgraded**
- **Effort: Based on OneFS version, cluster size, protocol mix, and support matrix alignmen**

MONTHLY SUPPORT TERMS

This service includes up to the number of hours specified in the associated quote for operational support per month, limited to the activities defined in this Service Brief.

Unused hours do not carry over to subsequent months. Additional support hours may require a revised quote or a separate Statement of Work (SOW).

05. Services & Key Activities

Stage	Key Activities
 Discovery Phase	<ul style="list-style-type: none">▪ Validate remote access and system credentials▪ Send and review a Discovery Questionnaire▪ Review PowerScale support contracts and software entitlements▪ Identify upgrade paths based on current OneFS version
 Assessment Phase	<ul style="list-style-type: none">▪ Conduct cluster health checks and log reviews▪ Validate readiness of nodes, protocols, and associated services▪ Review alerts, cluster stability, and hardware health
 Implementation Phase	<ul style="list-style-type: none">▪ Stage and install lifecycle upgrade package▪ Upgrade OneFS and applicable firmware▪ Sequentially reboot and reintegrate nodes into the cluster▪ Validate protocol services (NFS, SMB, S3, etc.) and cluster performance
 Post-Engagement	<ul style="list-style-type: none">▪ Validate services post-LCM upgrade▪ Provide summary report and sign-off▪ Coordinate next LCM cycle, if applicable

06. Deliverables



Completed
discovery
questionnaire



Lifecycle
management
summary report



Signed service
completion
document per
upgrade cycle

07. Services Scope Changes

Changes in supported components, upgrade paths, or integration requests will require a revised quote or formal Change Request(CR).

08. Services Scope Exclusions

This engagement does not include:

- Performance tuning, troubleshooting, or optimization
 - Cluster expansions or new node deployments
 - Application-specific testing or validation beyond core services
 - Major architectural redesigns or new integrations
 - Custom or "as-built" documentation
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09. Customer Responsibilities

Maintain valid vendor support agreements:

- Provide valid remote access and credentials for Power-Scale clusters
- Ensure all systems are under active OEM support
- Complete backups and snapshot verifications prior to LCM
- Provide any required upgrade licenses or entitlement updates
- Assign stakeholder for coordination, testing, and sign-off

Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.

10. Terms and Conditions

This engagement will be governed by the Seller's terms and conditions located at:

ⓘ ONSITE SERVICES WILL NOT BEGIN UNTIL THE FOLLOWING PREREQUISITES ARE MET

- Signed quote referencing SKU: POWERSCALE-LCM
- Remote access and scope confirmation
- Completion of Discovery Questionnaire

Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.

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