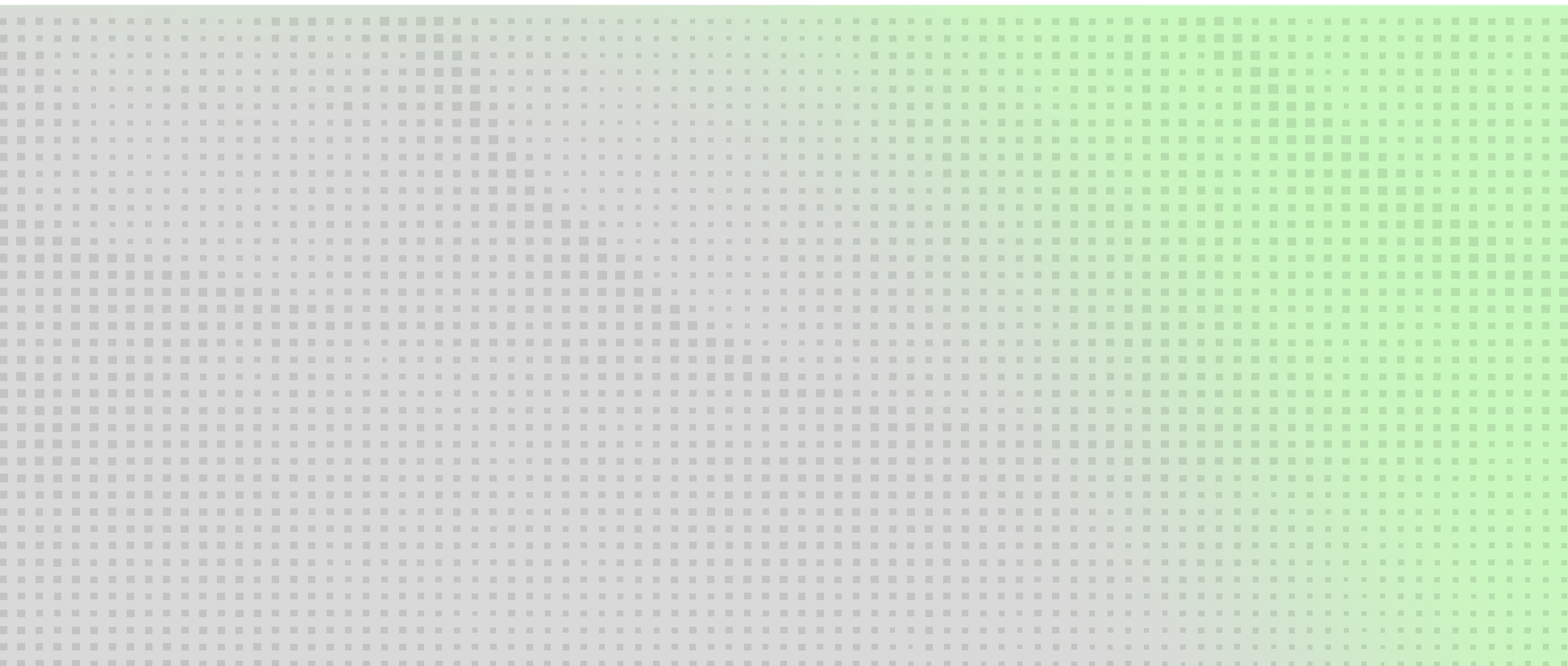


■ SERVICE BRIEF

# Storage Lifecycle *Management Services*





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This document outlines the scope, deliverables, responsibilities, and terms governing The Redesign Group's Storage Lifecycle Management (LCM) Services for Dell PowerStore, PowerVault, and Unity systems.

This engagement is governed by this Service Brief and associated with SKU: STORAGE-LCM. The quantity defined in the quote reflects the number of storage systems under lifecycle management.

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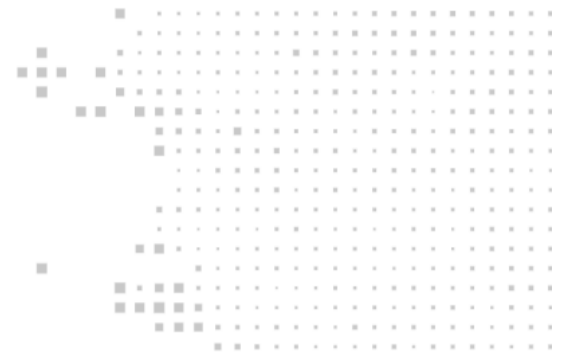
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# 01. Services Overview

Services include system assessments, updates to the latest known good versions, and identification of potential issues.

The engagement consists of distinct stages:

- Pre-Engagement Preparation
- Storage Lifecycle Management Assessment
- Storage Lifecycle Management Implementation
- Enhancement/Optimization (Out of Scope)
- Post-Engagement Close-Out



# 02. Offer Structure

## PRIMARY SERVICES

- Pre-engagement access validation and discovery
- Storage lifecycle management assessment
- System updates and log reviews
- Post-upgrade validation and engagement close-out

## OPTIONAL ADD-ONS

### Separate SOW

- Enhancement/Optimization services (performance tuning, extended assessments, additional feature configuration)
- Environment redesign or custom documentation

## 03. Project Scope

This engagement includes lifecycle management services for Dell PowerStore, PowerVault, and Unity environments that meet the following criteria:

### In-Scope Storage Systems

- Dell PowerStore/PowerVault/Unity systems under valid Dell support agreements
- Systems fully accessible to Redesign via secure remote access
- Systems in a fully operational state with functional iDRAC on each node (and strongly recommended: BMC on connected hosts)
- Systems supporting latest stable firmware/OS versions

### Scope Includes

- Upgrade planning and sequencing
- Execution of system updates to latest known good versions
- Validation of system health, resource utilization, and event logs
- Post-upgrade performance validation




### Out-of-Scope Systems (without separate SOW)

- Unsupported or outdated OS versions
- Environments without licensing/support agreements
- Appliances requiring extensive remediation or rebuilds
- Associated networking, arrays, and hardware not explicitly in scope

## 04. Quantity & Effort Model

- Service SKU: STORAGE-LCM
- Quantity: Number of storage systems to be evaluated and upgraded
- Effort: Based on system type, software version, environment scale, and support matrix alignment

## 05. Services & Key Activities

Stage	Key Activities
✓ Pre-Engagement	<ul style="list-style-type: none"> <li>Remote access validation</li> <li>System access validation (PowerStore/PowerVault/Unity)</li> <li>Discovery questionnaire distribution</li> </ul>
 Assessment Phase	<ul style="list-style-type: none"> <li>Structured discovery meetings with customer stakeholders</li> <li>Review of discovery questionnaire responses</li> <li>Environment evaluation, including resource, log, and infrastructure health</li> </ul>
 Implementation Phase	<ul style="list-style-type: none"> <li>Perform system updates to latest known good versions</li> <li>Analyze resource allocation and logs for potential issues</li> <li>Validate cluster/system services post-upgrade</li> </ul>
 Post-Engagement	<ul style="list-style-type: none"> <li>Validate overall performance and stability</li> <li>Provide service sign-off documentation</li> <li>Collaborate on next LCM cycle timeline</li> </ul>

## 06. Deliverables



Completed  
Discovery  
Questionnaire



Service Sign-Off  
Document per  
upgrade cycle

## 07. Services Scope Changes

Changes to supported components, upgrade paths, or additional feature requests will require a revised quote or formal Change Request (CR) and may require a new SOW.

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## 08. Services Scope Exclusions

Unless explicitly agreed upon, this engagement does not include:

- Performance tuning or optimization services
  - Implementation of features/configurations not in-scope
  - Post-deployment changes requiring additional updates
  - Custom documentation (e.g., "as-built" deliverables)
- 

## 09. Customer Responsibilities

- Provide valid remote access and credentials for in-scope systems
- Ensure systems are covered under active Dell support
- Complete backups of critical data and pause backups during upgrades
- Provide required licenses for major upgrades (if applicable)
- Assign key stakeholders for coordination, testing, and approvals

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

## 10. Services Schedule

- **Start Date:**  
Confirmed upon receipt of signed quote
- **Completion:**  
Customer sign-off via DocuSign

## 11. Terms and Conditions

This engagement is governed by the following documents:

### ⓘ SERVICES WILL NOT BEGIN UNTIL THE FOLLOWING PREREQUISITES ARE MET:

- Signed quote referencing SKU: STORAGE-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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