

» Service Brief

PowerScale Lifecycle Management





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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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

04. Quantity & Effort Model

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



05. Services & Key Activities

Stage	Key Activities
1. Discovery Phase	✓ 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
2. Assessment Phase	✓ Conduct cluster health checks and log reviews ✓ Validate readiness of nodes, protocols, and associated services ✓ Review alerts, cluster stability, and hardware health
3. Implementation Phase	✓ 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
4. Post-Engagement	✓ Validate services post-LCM upgrade ✓ Provide summary report and sign-off ✓ Coordinate next LCM cycle, if applicable

06. Deliverables



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

Unless explicitly agreed upon, 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

09. Customer Responsibilities

- Provide valid remote access and credentials for PowerScale 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:

www.redesign-group.com/legal

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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