



Product Bulletin:

New Operations Manager Implementation Service and Part Numbers

Revision History

September 19, 2008 – Initial version

October 9, 2008 - Edited version

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This PRODUCT bulletin informs NetApp sales and NetApp partners about new or changed NetApp™ products or services.

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1. Summary

This product bulletin announces the availability of a new Professional Services Implementation offering for Operations Manager, (formally known as Data Fabric Manager or DFM).

Operations Manager enables scalable storage management for your NetApp storage assets, including your NetApp NAS and SAN resources. From a central point of control, the solution provides alerts, reports and configuration tools that keep your storage infrastructure in line with business requirements and policies to maximize availability and reduce total cost of ownership.

2. What's New?

Reduce Risk and Time-to-Operation with our 5-Phased Operations Manager Implementation Process

To successfully implement your Operations Manager software, NetApp Professional Services Engineers will deliver a 5-phased implementation process that includes the following:

- 1) **Discovery:** We will gather all requirements for implementation, including number of datacenters and their locations, number of storage controllers, expected storage and infrastructure growth, and other parameters
- 2) **Design:** Next, we'll create the implementation design, including location and topology, basic architecture, server and storage sizing, clustering recommendations and more.
- 3) **Implementation:** Implementation includes installing and configuring the solution and its features—such as the management console, host agents, and global options for security and communications to other systems.
- 4) **Testing:** Testing involves ensuring implemented features meet your needs and requirements and includes operational and performance tests.

- 5) Information transfer: Finally, we will transfer all required knowledge to you via basic training. You will learn how to create basic reports, add and delete devices; manage users and control access, and other important functions.

Your Customized Implementation

Product options

Based on Operations Manager version 3.7, Operations Manager Implementation Services provide a custom Statement of Work (SOW) for one or more new installations of Operations Manager. Product options include:

- Operations Manager (included core license)
- Performance advisor (included in core license)
- File storage resource management (optional license)
- Additional frame node packs (optional licenses)

3. Sales Tools (Sales Guides, Training Presentations, SE Presentations)

NetApp sales benefits from the ability to offer consistent scoping, pricing and deployment of Operations Manager on a global basis. Implementation Services improve the customer experience with NetApp storage solutions and technologies, resulting in greater product pull-through. Operations Manager provides a base platform for other products, such as Protection Manager and Provision Manager, so ensuring the customer has a proper implementation is essential.

Implementation service for Operations Manager for new installs and upgrades will open up the doors and may even enforce an on-going PS engagement with customers. Future offerings like customization and third party integration services will help establish NetApp as a trusted advisor to the customers with role expanding above and beyond the storage in the data centers only.

- **Sales Information:**

[**Operations Manager Implementation Service FAQ**](#)

4. Customer-Ready Tools (Customer Presentations, Datasheets)

Customers benefit from a timely, cost-effective turnkey implementation of their NetApp management solution, which can be customized by the PS team to meet specific business requirements. Having the experience and expertise of our professional service engineers reduces risk during implementation. Plus, customers receive comprehensive service handoff, complete with performance and operational testing and knowledge transfer.

- **NetApp Sales:**

[**Operations Manager Professional Services & Sales Presentation**](#)

5. Software System Requirements

Minimum server hardware requirements

For minimum server hardware requirements, see the Operations Manager Installation and Upgrade Guide, available on NOW™ (NetApp on the Web). If you plan to use separately licensed applications, such as Protection Manager or Provisioning Manager, see the Operations Manager Sizing Guide on NOW for minimum requirements for those applications.

[**Sizing Guides**](#)

Installation Requirements and upgrade Guide

*Refer to the [NOW™ \(NetApp on the Web\)](#) site for supported platforms and compatibility matrix.

6. Product Service Information

The following table lists the Operations Manager Implementation Service part numbers as of the date of this product bulletin. Partners should contact their channel representative for pricing information.

Part Number	Description	Discount Category Code
PS-OPSMGR-IMPL-SOW	Ops Manager Custom Implementation Services	P

Software Licensing

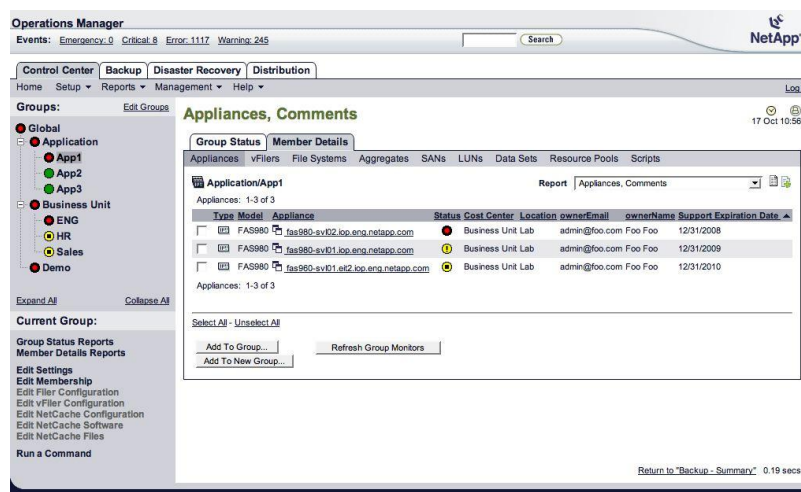
Operations Manager is licensed for each NetApp storage system being managed. Operations Manager is the base license for all other feature licenses.

Software Subscription Plans

Each Operations Manager, Provisioning Manager, and Protection Manager software license must be sold with a Software Subscription Plan for a minimum of 1 year. Protection Manager DR does not have a separate SSP license and is included in the Protection Manager SSP.

Quoting

For detailed instructions on how to quote this product or service using the Quote Tool, see [OM LOE Sizing tool](#)



on PSTN.

Downloading

For downloading software go to [NOW Download Software](#)

Follow the link to NetApp Manageability Software Operations Manager (Data Fabric Manager).

Product Availability

Operations Manager Server, (DataFabric Manager server) 3.7 with, Protection Manager, Protection Manager DR, and Provisioning Manager which was made available on June 9th 2008.

7. Regulatory Compliance

Products need to be validated against the NetApp Safety/EMI Regulatory Compliance List prior to order submission. This is required to ensure that products are being sold only in the countries in which NetApp has received regulatory compliance certification.

8. Warranty and Service

Standard software warranty and services warranty apply.

9. Additional Information

Contact Information: Please contact your NetApp sales or channel partner representative with questions concerning this bulletin.

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