



Product Bulletin:

New RDS+ Services and Oracle SOW Part Number

Revision History

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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 set of Professional Services RDS+ service offerings including Storage Implementation and V-Series Implementation in addition to a new Oracle® SOW part number.

2. What's New?

RDS+ service offerings now offer a modular approach to service structures. This type of service offers a "base" service with optional add-on service components that are available to better address your customer requirements. A base service must always be selected before an add-on service component can be selected, and add-on service components can never be sold as standalone components.

The Storage Implementation Service is a base service and the optional add-on service components that are available include SAN, SnapMirror®, MetroCluster, SnapVault®, and Open Systems SnapVault. The V-Series Implementation Service is a base service with an optional SAN add-on service component.

The new Oracle on NTAP Implementation Service is a replacement for all of the existing Orcl-3, Orcl-5, and Orcl-7 consulting part numbers. This new part number will eliminate today's problem of confusing part numbers and descriptions for Oracle Consulting Services.

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

N/A

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

N/A

5. System Requirements

NA

6. Product Information

The Storage Implementation Service and the V-Series Implementation Service are base services and their respective add-on service components are listed below. As a reminder, a base service must be selected before an optional add-on service component can be selected.

The Oracle on NTAP Implementation Service is the new SOW-based part number that should be used for all general Oracle consulting activities.

Part Number	Description	Discount Category Code
PS-STOR-IMPL-BASE-RDSP-Zx	Storage Implementation Base RDSP,Zx	P
PS-STOR-IMPL-SAN-RDSP-Zx	Storage Impl SAN Add-on RDSP,Zx	P
PS-STOR-IMPL-SM-RDSP-Zx	Storage Impl SnapMirror Add-on RDSP,Zx	P
PS-STOR-IMPL-MC-RDSP-Zx	Storage Impl MetroCluster Add-on RDSP,Zx	P
PS-STOR-IMPL-SV-RDSP-Zx	Storage Impl SnapVault Add-on RDSP,Zx	P
PS-STOR-IMPL-OSSV-RDSP-Zx	Storage Impl OSSV Add-on RDSP,Zx	P
PS-VSER-IMPL-BASE-RDSP-Zx	V-Series Implementation Base RDSP,Zx	P
PS-VSER-IMPL-SAN-RDSP-Zx	V-Series Impl SAN Add-on RDSP,Zx	P
PS-SOW-ORCL-IMPL	Oracle on NTAP Implementation,SOW	P

Software Subscription Plans

NA

Downloading

NA

Product Availability

The Storage Implementation Service, the V-Series Implementation Service, and all of their respective add-on service components will be available to quote in the August 4, 2008, release of the Quote Tool.

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

NA

9. Additional Information

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

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