

HIGH PERFORMANCE STORAGE (ISILON / POWERSCALE)

RM1557.15 G-Cloud 15 (Lot 1a IaaS/PaaS)



CCS Approved Supplier:

RM1557.15 G-Cloud 15, RM3764.3 Cyber Security Services 3 DPS, RM6116 Network Services 3,
RM6190 Technology Services 4, RM1043.9 Digital Outcomes (DOS) v7, RM3825 HSCN DPS,
RM6094 SPARK DPS; RM6200 Artificial Intelligence DPS

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Overview of the Service

Exponential-e's High-Performance Storage (Isilon / PowerScale) Service provides scale-out network-attached storage for high-volume unstructured data storage, backup and archiving. It is scalable to 50PB or more and can be integrated with our Object Storage Service to optimise the cost of long-term archiving.

The service provides high-capacity file storage and can be provided at Exponential-e's managed hosting racks within Exponential-e Data Centres or at customer sites. The Service can be configured to meet the performance demands of almost any workload and can provide presentation via SMB, NFS, S3 and Hadoop protocols.

Exponential-e shall manage all hardware and underlying connectivity within the solution as required to provide the Service and the portal to enable the customer to manage provisioned storage resources. The customer shall be responsible for all shares, buckets, permissions, and other presentation layer functionality.

Exponential-e leverage the market leading unstructured data storage technology from Dell Technologies, PowerScale (formerly Isilon) to deliver the service, providing the customer a best-in-class service and operational model. Data encryption in transit and at rest can be configured and integrated with customer provided or Exponential-e provided Key Management Systems.

Service Components

The following components will be provided by Exponential-e as standard:

- ✓ Dell Switching for both back-end and front-end networks (with 10, 25, 40, or 100Gbps uplinks to customer infrastructure)
- ✓ PowerScale Nodes as necessary to meet storage capacity and performance requirements
- ✓ Predefined access levels to PowerScale UI/Portal via Role Based Access Controls
- ✓ Management by Exponential-e (up to but excluding the provision of shares/buckets/permissions) with integration to the Exponential-e Service Desk for support.
- ✓ Deployment by Exponential-e at the applicable site.

Deployment Specifics – Customer Responsibilities

Where the Service is deployed outside the Exponential-e data centres, the customer shall provide power, racking and a suitable environment (as per the Recommended Dry Bulb Temperature and Recommended Non-Condensing Humidity Range stated in the below

ASHRAE guidelines) within the site, and shall ensure that all hardware associated with the service at the customer site(s) are physically secured at all times.

ASHRAE 2008 Thermal Guidelines

Class	Equipment Environment Specifications									
	Product Operation							Product Power Off		
	Dry Bulb Temperature (°C)		Humidity Range Non Condensing		Maximum Dew Point (°C)	Maximum Elevation (m)	Maximum Rate of Change (°C/h)	Dry Bulb Temperature (°C)	Relative Humidity (%)	Maximum Dew Point (°C)
	Allowable	Recommended	Allowable (%RH)	Recommended						
1	15 to 32	18 to 27	20 to 80	5.5°C DP to 60%RH and 15°C DP	17	3050	5/20	5 to 45	8 to 80	27
2	10 to 35	18 to 27	20 to 80	5.5°C DP to 60%RH and 15°C DP	21	3050	5/20	5 to 45	8 to 80	27
3	5 to 35	NA	8 to 80	NA	28	3050	NA	5 to 45	8 to 80	29
4	5 to 50	NA	8 to 80	NA	28	3050	NA	5 to 45	8 to 80	29

In addition, where the Service is deployed at customer sites, the customer shall:

- ✓ Provide adequate contiguous rack space for the hardware provisioned to provide the service, inclusive of switching;
- ✓ provide reasonable remote access for Exponential-e and access via an agreed remote access mechanism, through firewall policies where connectivity is via the Internet or Exponential-e Core network;

The customer will not be able to utilise the included switching for any purpose beyond connectivity to the Service from the allocated uplink ports or as specifically directed by Exponential-e.

Licensing

Certain features of the Service, such as integration with Cyber Recovery Vault and dual-site replication, require specific feature licenses. These will be specified during the discovery and design phase.

Target Service Commencement Date*

High Performance Storage (Isilon / PowerScale) Service: 40 Working Days

*From order acceptance. Lead-time is subject to confirmation if changes are made by the Customer and/or further information comes to light which would have affected the initial design.

High Performance Storage (Isilon / PowerScale) Service Level Agreement

Service Availability

The Service is considered available if connection can be made to a defined share (or bucket endpoint) from a compatible client attached directly to the front-end network.

Applies To	Target Availability
Each share, object endpoint, or other presentation layer access point	99.9%

Service Credits

	Measure	Service Credit*
Availability	Below Target	5%
	>0.1 Below Target	10%
	>0.2 Below Target	20%

*The Service Credit is applied as a percentage of the Monthly Charge for the resources that are Unavailable (calculated on a pro-rata basis). Monthly Charge is the Annual Charge divided by 12.

Data Processing

When Exponential-e provides the Service, this may result in Exponential-e processing customer personal data. The following applies to the processing of such personal data by Exponential-e:

Subject Matter of Processing

The Personal Data (if any) that the customer stores within the Service.

Nature of the Processing

Exponential-e will not block, delete, correct, pseudonymise or encrypt any data. Exponential-e has no responsibility for data accuracy in respect of the Stored Data.

Return of Personal Data

Exponential-e will not extract the customer personal data from the stored data and return it to the customer. The customer shall remain responsible for removing all the stored data.

Appropriate Technical and Organisational Measures

The customer agrees that as far as it is concerned the security measures set out in the GCloud 14 Call-Off contract and Exponential-e's maintenance of (a) the ISO27001 (Information Security Management) standard and (b) the CSA: Star Cloud standard (or any

replacement or equivalent of either subsisting from time to time) (collectively the “Security Measures”) fulfils the requirement of appropriate technical and organisational measures and the customer agrees not to contend otherwise, recognising that the charges for the Service directly relate to the Security Measures to be applied.

Management

Aspect	Exponential-e Responsibilities
Capacity Planning	Service performance capacity monitoring and analysis Collect and aggregate performance data from automated monitors as it relates to the Service Provide reports on this collected data on a monthly basis Recommend and dialog with the Customer to enact environment changes, including the addition of hardware resources Discuss possible remediation options with the Customer to address capacity bottlenecks
Documentation	Maintain solution design documentation for the Service. Maintain solution configuration documentation for the Service. Implement and maintain version control for all documentation.
Licensing	Exponential-e is responsible for licensing and licensing maintenance under this Contract to cover specified PowerScale system licenses.
Monitoring	Monitor and alert on the Service
Patch & Firmware Management	Updating the Service manually or via an alternate management platform, at Exponential-e’s discretion Review and test critical Dell updates Install critical and security updates onto the Service Install non-critical updates onto the Service Notify the Customer of proposed updates to the Service Carry out software patches to the Service

	Configure the Service for manual update installation by the Service Desk
Proactive Remediation	Investigate the cause of issues generated through the monitoring and alerting toolsets, or reported by the Customer Communicate recommended remediation activities to the Customer and request approval from the Customer for carrying out remediation activities Provide proactive remediation of issues as agreed with the Customer