



Statement of Work

StruxureWare™ for Data Centers Management Remote Software Administrator Training

Software Education Service

Service

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1.0 Executive Summary

StruxureWare™ for Data Centers Management Remote Software Administrator Training is designed for IT professionals who are new to StruxureWare for Data Centers Management Software applications and require core skills. The center of attention will be on administration tasks that will be required in the workplace. The training will be structured around lab exercises, task-based activities, knowledge checks, and assisted discussions to ensure maximum skill transfer and retention.

Our expert instructors, certified by Schneider Electric, provide expert comprehensive data center management knowledge, based on real-world experience. Our administrator curriculum includes our exclusive data center management administrator tools designed to help you develop and monitor an efficient data center.

There are three intensive, web based, individual, one day, instructor-led, remote administrator training service options to choose from. They are, Remote Data Center Expert Administrator Training, Remote Data Center Operation Administrator Training and/or Remote Data Center Capacity Administrator Training. The courses offer a remote web based, deep dive into the Schneider Electric Management Software applications which are IT ready, scalable, vendor-neutral, offering a unified view and analysis of complex IT physical infrastructure. The skills acquired will provide the IT Manager with the knowledge to access the complex physical infrastructure environments from anywhere on the network, aiding in short and long-term planning and provisioning of data center equipment and resources.

2.0 Features & Benefits

Features	Benefits
Schneider Electric Certified Instructor	Participants will learn the administration tools generated by the world's leading experts on data center power and cooling
Exploration of the data center physical infrastructure management	Transfer of expert administrative knowledge on centralized monitoring, measuring and alerting
Remote formalized class room training	Ensures participant has basic system administration foundation to build upon and
System-level overview	Provides the attendees with a clear understanding of the capabilities of the Data Center Management Software solution.
Interactive hands-on training session	Facilitates an increased, in-depth understanding of operational capabilities by using hands-on training.
	Reviews the functions of the Data Center Expert, including all practical aspects data center management planning.

3.0 Details of Service

The specific activities of each of the 1-day individual service offerings are listed below. For each item, Schneider Electric will perform the work described.

Remote Data Center Expert Administrator Training	
Activities	Description
Presentation	Schneider Electric will present the key features of the chosen Management Software via the intranet, allowing you to quickly monitor and manage your data center.
Monitoring	Schneider Electric will demonstrate how to setup emails and configure alert notification on devices monitored by your Expert software.
Administrating	Schneider Electric will review the administration tasks in Expert such as creating news users, backup/ restore and network configuration.
Functions	Schneider Electric will review the functions of the solutions management, including logging, reporting, graph and event notification.
Maintenance	Schneider Electric will demonstrate how to upgrade the firmware on devices attached to the Expert application.
Interactive training	The opportunity to get hands-on training on your own system will be provided.
Discussion	The opportunity to discuss how you can get the most out of the Expert application in your data center environment will be provided.
Remote Data Center Operation Administrator Training	
Activities	Description
Presentation	Schneider Electric will present the key features of the Operation software, allowing you to quickly take advantage of the functionality of the software management solution. This includes asset management, work flow functionality as well as alarm notifications.
Operation Manager Layout Review	Schneider Electric will demonstrate the rack and/or the floor layout view functions of the Operation application, allowing you to visualize the IT assets in the racks or the floor layout of your data center.
Interactive training	The opportunity to get hands-on overview on your own system will be provided.
Discussion	The opportunity to discuss how you can get the most out of the Operation application in your data center environment will be provided.

Remote Data Center Capacity Configuration Administrator Training	
Activities	Description
Presentation	Schneider Electric will present the key features of the Capacity software, allowing you to quickly manage the power utilization of your data center.
Capacity Policy	Schneider Electric will explain the concept of capacity policies and demonstrate how to setup capacity policies in the Capacity modular.
Interactive training	The opportunity to get hands-on knowledge transfer on your own system via the web will be provided.
Discussion	The opportunity to discuss how you can get the most out of the Capacity modular in your data center environment will be provided.

4.0 Assumptions

The successful performance of the activities defined is based on the following key assumptions:

- Schneider Electric will perform all services during the Schneider Electric business hours (Monday through Friday from 8:00 AM to 5:00 PM weekly, local time).
- The scheduled remote work time will be discussed and approved between Schneider Electric and the customer.
- The customer will ensure that all Schneider Electric, NetBotz, and third-party devices are installed and can be connected to the Schneider Electric private LAN network.
- The customer will ensure that all cable runs between rooms and/or floors are run prior to arrival.

Additional services are offered as a natural expansion to this Statement of Work:

- StruxureWare Data Center Expert Configuration Services
- StruxureWare Data Center Operation Configuration Services
- StruxureWare Data Center Operation Capacity Configuration Services

Any activity not specified in this Statement of Work is not covered by this service.

5.0 Deliverables

- Schneider Electric will provide modules configured to customer specific needs based on their configured solution.
- These modules are for use in the web based classroom and during hands-on sessions.
- Schneider Electric will facilitate the knowledge transfer via a web based class room.

6.0 Exclusions

The following items are outside the scope of this service offering. They can be provided through an alternative Schneider Electric service. Please contact a Schneider Electric sales representative for further details.

- Configuration of StruxureWare for Data Centers Management Software
- Configuration of the customers network for the use of the application
- Project management
- Firmware upgrades
- DCIM Consulting

7.0 Scope of Responsibility

The items stated here are responsibilities of both Schneider Electric and the customer.

7.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Schedule certified personnel to perform the service.
- Provide electronic course material and supporting electronic documentation.
- Provide hands-on overview for up to five (5) attendees.

7.2 CUSTOMER RESPONSIBILITIES

- Schedule the attendance of up to five (5) participants who will interact with the Management Software on a regular basis.
- Grant access to the Management Software.
- Ensure that Management Software is configured and operational prior to the visit.
- Perform a complete system back up the day before the scheduled service.
- Indicate to Schneider Electric any security clearance requirements when ordering the service.
- Provide site-specific policies that need to be adhered to during the service to Schneider Electric.
This must be completed at least 48 hours in advance of the scheduled service.

8.0 Project Work Details

The following details of the project specify the schedule, location and successful completion criteria.

8.1 SCHEDULE

Actual set dates will be discussed and approved between Schneider Electric and the customer.

8.2 LOCATION

The training service will be performed remotely by Schneider Electric trainer via the intranet.

8.3 COMPLETION CRITERIA

Schneider Electric is expected to have finished its written duties when any of the following occurs:

1. Schneider Electric completes all the tasks described in the Details of Service of this Statement of Work.
2. This service and Statement of Work are terminated for other reasons, within the Schneider Electric Customer Agreement.

9.0 Pricing

The StruxureWare Management Software Administrator Training Service is sold in three independent offers. The offers are:

1. Remote Data Center Expert Administrator Training(WNSCRISXCADM)
2. Remote Data Center Operation Administrator Training (WNSCRISXOADM)
3. Remote Data Center Operation: Capacity Administrator Training (WNSCRCAPADM)

Each service covers (1) remote training for up to 5 people during eight (8) normal business hours, discounts are not applicable. A 7x24 uplift is available upon request. Contact your Schneider Electric sales representative for further details. Pricing for this service is available on www.apc.com. Please contact your Schneider Electric sales representative for further details.

10.0 Terms and Conditions

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