

NAS AND OBJECT MIGRATION

OVERVIEW

This service brief details the implementation of a fixed-scope NAS-to-NAS data or Object-to-Object migration using the standard Datadobi approach. If your project does not fit the criteria stated below, Datadobi will create a custom Statement of Work (SOW) for your project.

This service makes use of StorageMAP®, the purpose-built unstructured data management software that enables Datadobi and its authorized service partners to deliver highly predictable and cost-effective NAS and Object migrations.

Datadobi personnel or authorized agents will work closely with the Customer to perform the following services, subject to the Customer satisfying the Customer Responsibilities specified herein.

PREREQUISITES AND CONDITIONS

Projects qualify for this service offering if the following prerequisites and conditions are met:

- Target storage platform is identified, installed, configured, and ready for data migration
- All applications writing to the source platform are compatible with the target platform and its security model and are capable of switchover after data has been migrated
- Provision has been made for remote access by Datadobi staff
- The site survey is completed in advance of the project kick-off

SPECIAL CASES

Additional scoping is required for the following special cases. Please contact us about:

- Microsoft Azure Blob or Google Cloud Storage (GCS)
- Archived/tiered data
- Migration to tape

APPROACH

Prepare the Migration

- Hold a kick-off meeting with Customer to confirm the scope and explain the migration approach
- Confirm the source and target platforms and that the migration environment requirements and prerequisites have been met
- Provide Customer with all necessary documentation
- Plan the schedule for the Customer installation and configuration tasks for the service
- Coordinate all resources (Datadobi and Customer) necessary to complete the migration.
- Customer sign-off on scope and approach after the kick-off meeting

Organize StorageMAP Deployment

- Assist with and verify the deployment
- Configure StorageMAP migration software including Email Home reporting
- Create and configure the migration options to obtain the fastest possible throughput without disruption to the business during the migration
- If needed, configure identity mapping options such as SID mapping or UID and GID mapping

Start the Migration, Monitoring, and Troubleshooting

- Start the migration
- Monitor and report on the migration progress remotely and have status calls with the Customer on a mutually agreed schedule to report on the project's progress and status
- Troubleshoot any issues reported during the migration in collaboration with Customer

Switchover

- Remotely support up to three switchover events
Additional switchover packages may be purchased if required for a Customer's operational reasons

Final Report

- Accept the migration results for completion and confirm this with the customer
- Create a final report and decommission StorageMAP

CONDITIONS

Services, tasks, and activities including, but not limited to, the following will require a custom Statement of Work (SOW):

- Reorganization of data on target platform
- Migration of local users/groups
- Archive/tiering environments
- Development of custom solutions
- Multiple, basic installation services requiring project management services
- Deletion of data
- On-site visits

EXCLUSIONS

The following services, tasks, and activities are considered out of scope:

- Bucket creation
- NFS data in a single directory using different filename character encoding
- Modification of the Customer's application software

CHANGES

Any changes to the services, the schedule, charges, or this service brief must be mutually agreed upon by Datadobi and the Customer. Depending on the scope of such changes, Datadobi may require that a change request detailing the changes, the impact of the proposed change on the charges and schedule, and other relevant terms be mutually agreed to in writing.

SCHEDULE

- The anticipated service start date is within two (2) weeks or a mutually agreed-upon start date after receipt and approval by Datadobi of the Customer's purchase order for this service
- The Customer will have twelve (12) months from the date of the purchase order to use the services described herein (service period). This service shall automatically expire on the last day of the service period if the Customer fails to use this service within the service period, unless otherwise authorized by Datadobi. Under no circumstances will the Customer be entitled to a credit or refund of any unused portion of this service.

MATERIALS

The following materials are provided in connection with this service:

- Kick-off slide deck with detailed and agreed scope definition
- Installation and decommissioning of appropriate StorageMAP software
- Periodic status reports
- Final migration report

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DATADOBI STAFFING

Datadobi provides appropriate off-site personnel or authorized agents to perform the services specified in the Approach section.

CUSTOMER RESPONSIBILITIES

- Provide at least one technical contact with system administration responsibilities and appropriate system/information access and change privileges
- Make appropriate system maintenance windows available for Datadobi (and its authorized agents) as needed to carry out switchover events
- Ensure that all environment and operational requirements are met prior to commencement of the services including installing and configuration of target platform according to the Customer's architecture and provisioning sufficiently performant network equipment
- Provide Datadobi off-site personnel and authorized agents with access to the Customer's systems and networks (including, without limitation, remote systems, and remote network access) as necessary to perform the services during Datadobi's normal business hours, or at mutually agreed times
- Provide support from technical support and application teams for all vendors and third parties, as necessary
- Provide identity mapping if required
- Provide the necessary StorageMAP prerequisites as documented in detail in the prerequisite guide available at the commencement of the project

DELIVERY

The services described in this service brief are delivered on consecutive days during Datadobi's normal business hours (8:00 AM–6:00 PM local time, M–F, excluding Datadobi and local holidays) except for prearranged events. The services described in this service brief are performed on a fixed price basis at the fees specified in the applicable quote. The services will be delivered using Datadobi's standard delivery model, which includes off-site delivery of the services. If the Customer requires a different delivery model, a custom SOW will be created and the project will not be eligible for this standard service.

TERMS AND CONDITIONS

This service brief and the performance of the services detailed herein are subject to Datadobi's Services Agreement, which can be reviewed [here](#).

Due to the risk and complexity associated with the migration of WORM data and archived data, additional support days will be applicable based on the capacity to be migrated and the switchover windows needed. please note the special conditions documented [here](#) if this data is encountered during the migration.

Additional S3 migration configuration and switchover steps to be handled by the Customer can be found [here](#).