Datadobi

File System Assessment

OVERVIEW

This service brief details the implementation of a fixed-scope network-attached storage (NAS) file system assessment using the standard Datadobi approach. If your project does not fit the criteria stated below, Datadobi may need to create a custom Statement of Work (SOW) for your project.

This service makes use of DobiMigrate®, the purpose-built unstructured data migration software that enables Datadobi and its authorized service partners to deliver highly predictable and cost-effective NAS and object migrations (see a demo here).

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.

SCOPE

The scope of this file system assessment service is to provide valuable information that can be used by the customer to make informed decisions about what the customer wants to migrate or otherwise deal with.

Specifically, the service will use DobiMigrate to scan the source system and create reports showing the following:

- Age histogram of modification time.
- Age histogram of last access time.
- Age histogram of creation time (SMB).
- Size histogram.
- File category histogram (e.g. documents, images, etc.).
- Top file types (e.g. *.xls, *.png, *.pdf).
- Top largest files.
- Top largest dirs (most files in the dir).
- Top users (SID or NFS id).
- Top groups (SID or NFS id).

All files scanned and reported for both capacity and file count. The report will be delivered either directly to the Customer or to the Customer's nominated Service Partner. Datadobi or Service Partner will meet with Customer to present and explain the report and discuss further actions.

* The only exception is if the Customer wants to learn the list of top largest files and directories.

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OUT OF SCOPE, ASSUMPTIONS, AND LIMITATIONS

The given project scope and duration estimations are dependent on the following assumptions, conditions, and limitations:

- Datadobi will only provide advice within its ability. If additional advice is required, the customer should seek this from their Service Partner and provide them with the reports generated from this service.
- A maximum of two remote meetings explaining the findings that are included.
- No other activities such as migrating, moving, or deleting data are included in this service.
- No on-site visits.
- No confidential information, such as file content and file names, are shared with Datadobi during this service.*

APPROACH

Prepare the Assessment

- Kick-off meeting with customer to confirm scope and explain the assessment approach.
- Confirm the source platforms and that the assessment environment requirements and prerequisites have been met.
- Provide the 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 kick-off meeting.

Organize DobiMigrate Deployment

- Assist with and verify the deployment.
- Configure DobiMigrate migration software including Email Home reporting.

Start the Assessment, Monitoring, and Troubleshooting

- Start the assessment.
- Monitor and report on the assessment progress remotely.
- Troubleshoot any issues reported during the scanning of the source in collaboration with Customer.

Final Report

- Create the Final Report.
- Deliver either to Customer or Customer's Service Partner.
- Meet with Customer and/or Service Partner to discuss report and further actions.

CHANGES

Any changes to the services, the schedule, charges, or this service brief must be mutually agreed upon by Datadobi and the customer in writing. 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 DobiMigrate software.
- Periodic status reports.
- Final migration report.

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.

- Ensure that all environment and operational requirements are met prior to commencement of the service.

- 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 the necessary DobiMigrate 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 A.M.–6:00 P.M. 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.