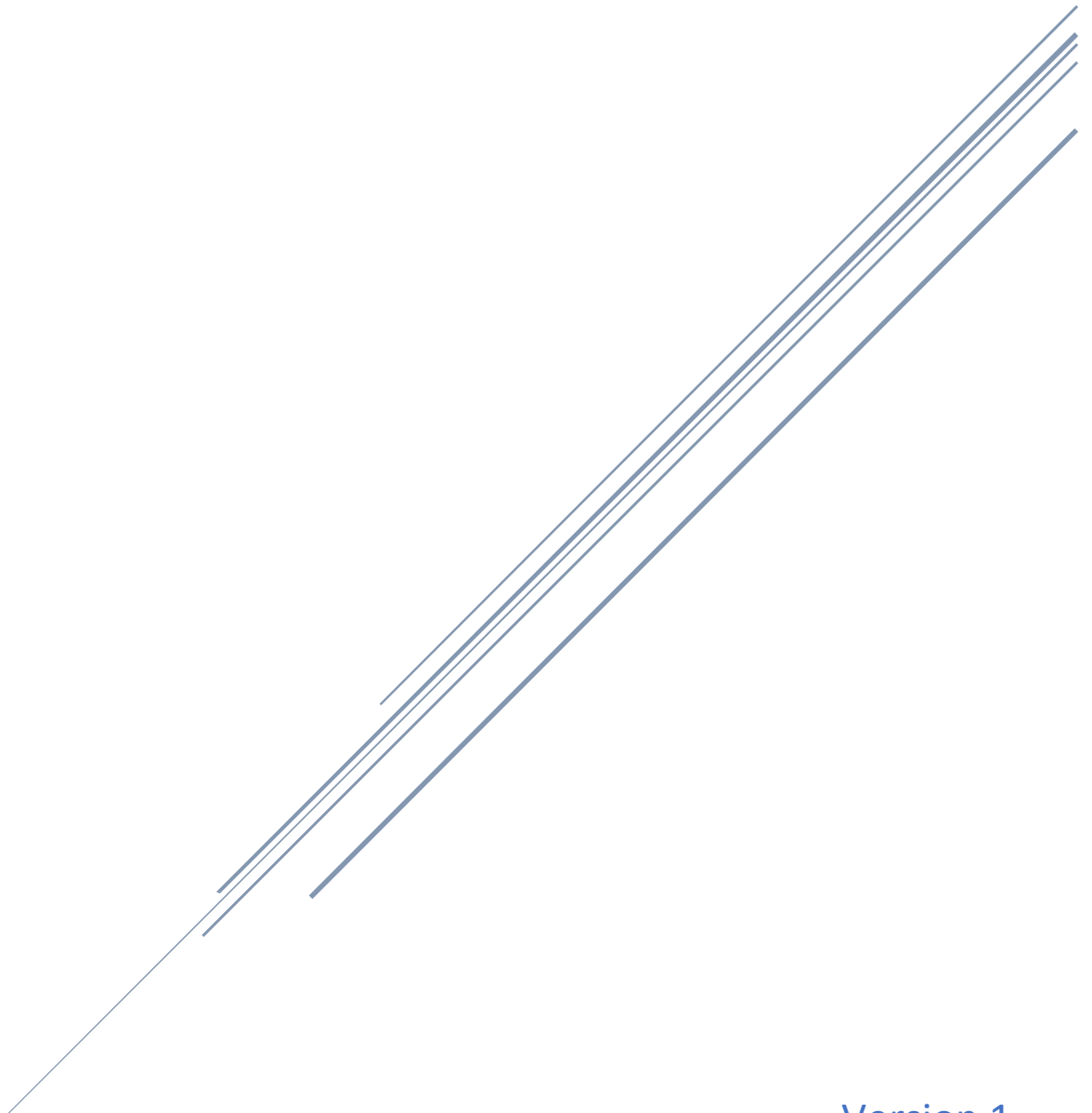# GLOBALXPERTS NAS SERVICE DELIVERY

Deploying XI Systems - TrureNAS Scale Product

Version 1
Created by: GlobalXperts

Contents

Statement of Work Outline

The purpose of this project is to install a new NAS system on site and configure it for backups to AWS in conjunction with Managed Service monitoring and support. The new NAS system will be used to store non-administrative files for the organization. The AWS storage will be used to create backups of the data stored on the NAS system. Prior to work starting work commencing an Internet gateway performance monitoring should be performed to ensure stability and adequate bandwidth is available to transfer expected data from site to cloud. This statement will also include the following information:

- Primary customer point of contact
- Customer technical point of contact
- Address of onsite installation location
- Target date for installation
- Access hours to perform work
- Work hour limitations, if any beyond standard work hours
- Indemnity statement
- Provide Limited liability insurance information
- Field Service member contact information performing work
- Project Manager point of contact
- Managed Service contact information
- Billing information
- Escalation information if there are issues during the onsite visit.

NAS installation

Pre deployment Planning session

A pre-planning session between GlobalXperts NAS vendor and customer to discover the following:

- Customer - VLAN information of the network segment
- Customer - IP address of NAS, Subnet Mask, and default gateway to be configured
- Customer – File share information
- Customer – Group OU in active directory
- GlobalXperts - Configure Wire Guard VPN target information for remote management (GlobalXperts target resources if services have been purchased)
- NAS Vendor - Disabled any features that are on by default to ensure hardened security posture.
- Customer - Prior to shipping unit the customer is asked to enter the configuration items list above the NAS vendors ISO document on-online service to ensure that the information provided is immutable. PandaDocs is the vendor's choice of document management resource.
- NAS Vendor - Once the information has been filled out the device being purchased will be configured and then shipped to the customer's location for installation.

The customer will receive a Network attached server. The field service person will have a scheduled dispatch to the location to inventory the sealed package.

Step 1: Once the packaging slip has been verified, the Field Service person will assemble the NAS in accordance with the vendors assembly instructions and following Standard ESD safety and prevention guidelines. If package is delivered damaged ("No Go" flag is raised by customer to GlobalXperts)

Step 2: After inserting all zero tool drive caddies, SSD and HDD drives will mount NAS assembly into the rack location designated by the customer.

Step 3: Connect NAS to networking equipment in communications room.

Step 4: Power on equipment and listen for the post beeps and if they are normal.

Step 5: Customer logs into NAS

Step 6: Connect with NAS Vendor technical support to review NAS configuration with customer via Net Meeting or any other preferred screen sharing software with NAS Vendor.

Step 7: Field Service person explain to place spare is a safe location with anti-static packaging intact.

Step 8: Field Service person asks and gets signature of acceptance on paper work once the customer with on-site work performed.

Step 9: After checking NAS configuration and NAS stability customer can release Field Service Resource

Security

NAS User Security

Network attached storage security directive will be provided by high availability Microsoft Active Directory running onsite provided by the customer. Discovery and planning session will happen before the product is shipped and out line in my prior section of this document

NAS Security

Vendor will configure and check security systems setting prior to shipping equipment.

AWS Security and other custom configurations (if purchased)

Create new account after customer contract and Statement of Work has been completed using Tower Landing Zone Account factory. After the account has been create go to IAM

Step 1: Create Target S3 bucket

Step 2: Set privileges on bucket ensuring leased privileges are set to garner control over a S3 bucket. Also set list, put, get functions.

Step 3: Create backup user account in SSO

Step 4: Show customer how to login to AWS Console and retrieve programmatic security keys

Step 5: Configure NAS AWS programmatic access for remote backup.

Step 6: Test communications (true | false)

Step 7: Set parameters, such as schedule, and bandwidth consumption

Project Deliverables

The following are the project deliverables:

- A new NAS system installed and configured

- The data on the NAS configuration backed up to AWS

- A documentation of the NAS system and the AWS storage configuration

Expected Timeline

The project is expected to take 6 weeks to complete. The following is a breakdown of the project timeline:

- Week 1: Planning and procurement

- Week 3: Installation of the NAS system

- Week 3: Configuration of the NAS system

- Week 3: Backup of the data to AWS

- Week 4: Testing and documentation

- Week 4: Handover to customers

Project Implementation Phases

The project will be implemented in the following phases:

- Planning and procurement: This phase will involve identifying the requirements for the NAS system and AWS storage, as well as procuring the necessary hardware and software.

- Installation of the NAS system: This phase will involve installing the NAS system and configuring it for the organization's needs.

- Configuration of the NAS system: This phase will involve configuring the NAS system for backups to AWS.

- Backup of the data to AWS: This phase will involve backing up the data on the NAS system to AWS.

- Testing and documentation: This phase will involve testing the NAS system and AWS storage configuration, as well as documenting the configuration for future reference.

- Handover to customers: This phase will involve handing over the NAS system and AWS storage configuration to the customers.

Roles and Responsibilities

The following are the roles and responsibilities for the project management and technical consultants:

- Project manager: The project manager will be responsible for the overall coordination and management of the project.

- Technical consultants: The technical consultants will be responsible for the technical implementation of the project.

- Field Service staff: The Field Service Staff will be responsible for the installation of on-site equipment at the customer location.

Handover to Customers

The NAS system and AWS storage configuration will be handed over to the customers at the end of the project. The customers will be given documentation on how to use the system.

Additional Notes

- The project plan is subject to change based on the actual progress of the project.

- The project manager will be responsible for communicating any changes to the project plan to the stakeholders.

Managed Services Deployment (if purchased)

XI Systems True Command Software Deployment

TBD - Serval options were discussed during the call with Engineering Support Staff of XI Systems.

Options discussed:

- XI Systems sponsored portal
- GlobalXperts AWS or other Kubernetes deployment
- GlobalXperts AWS or other Docker Deployment