Learn about add-on services

Keystone

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Burst capacity add-on for Keystone subscriptions

You can opt for the burst capacity add-on service as part of your NetApp Keystone subscription. This service allows you to increase your burst capacity limits to 40% or 60% above your committed capacity, providing the flexibility to handle unexpected surges in workload demand.

Burst capacity refers to the additional storage capacity that can be utilized beyond the committed capacity of your subscription. It is measured and billed per performance service level. By default, your burst limit is set at 20% above the committed capacity. However, with this add-on service, you can increase the limit to 40% or 60%.

To change your burst limit to 40% or 60%, contact the NetApp Keystone support team.

To learn more about how burst capacity is billed, refer to Billing based on burst consumption.

Data Infrastructure Insights add-on for Keystone

NetApp Data Infrastructure Insights (DII, formerly known as Cloud Insights) is an add-on offering for Keystone STaaS. The integration of this service with Keystone STaaS enhances the monitoring, troubleshooting, and optimization capabilities of Keystone-provided storage resources across public clouds and private data centers.

To learn more about Data Infrastructure Insights, refer to Data Infrastructure Insights documentation.

DII is available for both new and existing subscriptions. It can be integrated into a Keystone subscription as an add-on for the committed capacity. When DII is integrated into a Keystone subscription, it will have a corresponding performance service level for each base performance service level in the subscription. For example, Extreme maps to DII Extreme, Premium maps to DII Premium, and Performance maps to DII Performance. These mappings ensure that the DII performance service level aligns with the base performance service level of your Keystone subscription.

A view of DII performance service levels within a **Keystone Subscriptions** widget on the Digital Advisor dashboard:
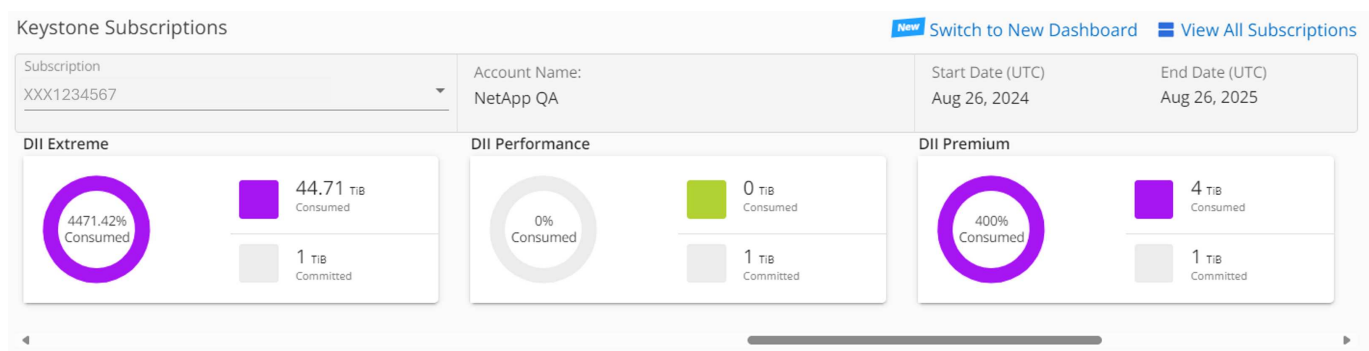
Deployment of DII for Keystone

Customers can integrate DII for Keystone in two ways: either as part of an existing instance that monitors other non-Keystone environments, or as part of a new instance. It is the customer's responsibility to set up DII. If help is needed for setting up DII in a complex environment, the account team can engage NetApp Professional Services.

To set up DII, refer to Data Infrastructure Insights onboarding.

Note the following:

- If the customer is starting a new DII instance, it is recommended to begin with a DII free trial. To learn about this feature and the required startup checklist, refer to Feature Tutorials.

- For each site, an Acquisition Unit is required. To install an Acquisition Unit, refer to Install an Acquisition Unit. If the customer already has a DII instance and Acquisition Unit set up, they can proceed with configuring the data collector.

- For each storage hardware deployed, the customer must configure a data collector on the Acquisition Unit. To configure data collectors, refer to Configure Data Collectors. The required data collectors for Keystone storage, based on the underlying hardware, are as follows:

Storage hardware	Data collector
ONTAP Systems	NetApp ONTAP Data Management Software
StorageGRID	NetApp StorageGRID
Cloud Volumes ONTAP	NetApp Cloud Volumes ONTAP

Once configured, the DII instance will begin monitoring the NetApp storage resources deployed as part of Keystone.
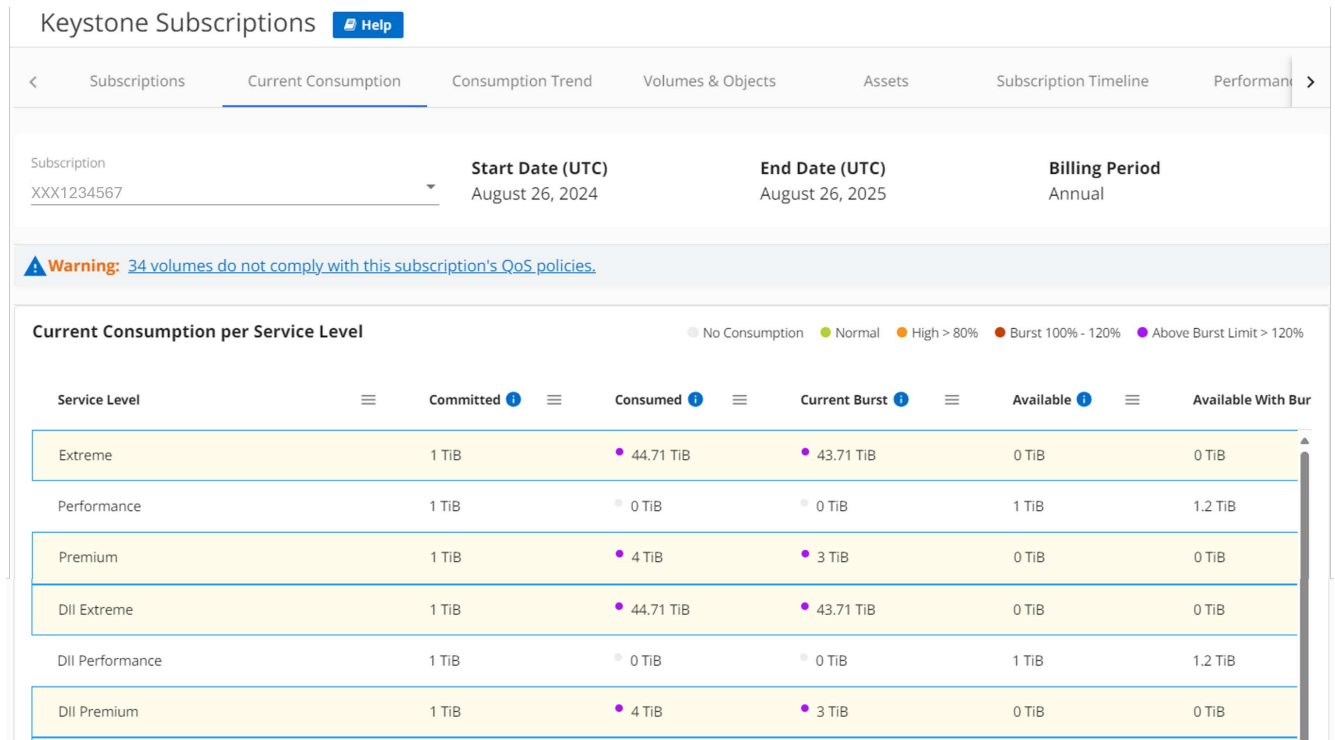
> (i) While DII offers extensive monitoring capabilities for the deployed hardware, it does not provide insights into your Keystone subscription, such as subscription usage or details on performance service levels. For subscription insights, see Keystone dashboard and reporting.

Billing and metering

The following outlines the billing and metering details of the DII add-on service:

- This service is measured in the same way as your main subscription. For example, if your main subscription includes 100 TiB of Extreme service and 100 TiB of Premium service, both measured on a logical usage basis, the add-on services, DII Extreme 100 TiB and DII Premium 100 TiB, are also measured on a logical usage basis. If your main subscription is measured on a provisioned basis, the add-on service is measured the same way for the same capacity. The add-on service will follow the same measurement method as your main subscription.

Keystone Subscriptions [Help]

Subscription XXX1234567	**Start Date (UTC)** August 26, 2024	**End Date (UTC)** August 26, 2025	**Billing Period** Annual

⚠ **Warning:** 34 volumes do not comply with this subscription's QoS policies.

Current Consumption per Service Level ○ No Consumption ● Normal ● High > 80% ● Burst 100% - 120% ● Above Burst Limit > 120%

Service Level	Committed ⓘ	Consumed ⓘ	Current Burst ⓘ	Available ⓘ	Available With Bur
Extreme	1 TiB	● 44.71 TiB	● 43.71 TiB	0 TiB	0 TiB
Performance	1 TiB	○ 0 TiB	○ 0 TiB	1 TiB	1.2 TiB
Premium	1 TiB	● 4 TiB	● 3 TiB	0 TiB	0 TiB
DII Extreme	1 TiB	● 44.71 TiB	● 43.71 TiB	0 TiB	0 TiB
DII Performance	1 TiB	○ 0 TiB	○ 0 TiB	1 TiB	1.2 TiB
DII Premium	1 TiB	● 4 TiB	● 3 TiB	0 TiB	0 TiB

- This service is metered and invoiced along with your Keystone subscription on the same invoice. If you configure DII for Keystone before activating your Keystone subscription, billing still begins from the Keystone subscription activation date, or the modification date for existing subscriptions.

- This service is metered and invoiced based on both committed capacity and burst usage for DII performance service levels, in addition to the standard Keystone invoice. The metering of this add-on service follows the same methodology as the underlying Keystone subscription performance service level, which could be logical, provisioned, or physical.

- This service ends with the Keystone subscription to which it is linked. At renewal, you can choose whether to renew the add-on service. If you don't renew the Keystone subscription, the monitored hardware is decommissioned, and the add-on service automatically terminates.

Support and user access

Approved NetApp Support team members can access the customer's DII instance if the customer enables the **Allow NetApp Access to your Data Infrastructure Insights Environment** option. To do so, go to **Help > Support**, and enable the option.

Customers can provide access to internal or external users from the **User Management** screen using the **+ User** option.

Data tiering add-on service for Keystone

Keystone STaaS standard services for file and block storage include tiering capabilities that identify less-frequently used data, and tiers it to Keystone STaaS-supported NetApp

cold storage. You can use data tiering as an add-on service if you want to tier your cold data to any Keystone STaaS-supported, non-NetApp storage.

For information about standard and add-on services, see Keystone STaaS services.
For information about performance service Levels, see Performance service levels in Keystone.

> ⓘ The tiering add-on service is required only when data is tiered to any non-NetApp storage such as Amazon Web Services (AWS) S3, Azure Blob, Google Cloud Platform (GCP), and other Keystone STaaS-supported, S3-compatible, third party object storage.

The tiering capability leverages the NetApp FabricPool technology that enables automated tiering of infrequently accessed data to object storage tiers on and off premises.

The add-on data tiering service enables tiering from Extreme, Premium, Performance, Standard, and Value tier to an object storage target. The ratio of hot to cold data to be tiered is not fixed, and each tier is metered and invoiced separately.

For example, if the target for cold storage tier is:

- Keystone STaaS Value tier, Keystone STaaS StorageGRID Object Tier, or existing StorageGRID Webscale (SGWS) grid (customer owned) - There is no additional charge; it is part of the standard service.
- Public cloud (AWS, Azure, Google) or Keystone STaaS-supported, third party object storage - There is an additional charge for data capacity that is tiered to cold storage target.

The charges for add-on tiering services apply through the entire subscription term.

> ⓘ Hyperscaler-based compute, storage, and network services required by Cloud Volumes ONTAP are not provided by NetApp as a part of Keystone STaaS subscriptions; these services need to be procured directly from hyperscaler cloud service providers.

Related information

How to approximate Keystone consumption with data tiering (FabricPool) using the ONTAP CLI

Non-returnable, non-volatile components, and SnapLock compliance add-on service for Keystone

As a part of your NetApp Keystone subscription, NetApp extends the non-returnable, non-volatile components (NRNVC) offering for your file, block, and object services.

NetApp does not recover the physical storage media used during the entire service tenure or at service termination when NetApp otherwise recovers all of its physical assets used in the delivery of the service.

You can subscribe to this add-on service as a part of your Keystone subscription. If you have purchased this service, note the following:

- You do not need to return any drives and nonvolatile memory at end of the service term or if they failed or were found defective during the service term.
- However, you need to produce a certificate of destruction for the drives and/or nonvolatile memory and cannot be used for any other purpose.

- The additional cost associated with the NRNVC is charged as a percentage of the total subscription services (includes standard service, Advanced Data Protection, and data tiering) monthly bill.

- This service is applicable only to file, block, and object services.

For information about the standard and cloud services, see Keystone STaaS services.

For information about performance service Levels, see Performance service Levels in Keystone.

SnapLock compliance

The SnapLock technology enables the NRNVC feature by making the drive unusable after the expiry date set in the volume. For using the SnapLock technology on your volumes, you need to subscribe to NRNVC. This is applicable only to file and block services.

For information about SnapLock technology, see What SnapLock is.

USPS add-on for Keystone

United States Protected Support (USPS) is an add-on offering for NetApp Keystone Subscriptions. It entitles you to receive delivery and support of ongoing Keystone services from U.S. citizens on U.S. soil.

Read the following sections to understand which elements of your subscriptions are bound by this add-on service and are provided under the terms of NetApp Keystone Agreement. [1]

NetApp USPS monitoring

NetApp USPS Keystone support team monitors the health of your products and subscribed services, provides remote support, and collaborates with your Keystone Success Manager. All personnel monitoring the products associated with the relevant Keystone subscription orders are U.S citizens operating on U.S. soil.

Keystone Success Manager

The Keystone Success Manager (KSM) is a U.S. citizen operating on U.S. soil. Their responsibilities are specified in your NetApp Keystone Agreement.

Deployment activities

Where available, onsite and remote deployment and installation activities are conducted by U.S. citizens on U.S. soil. [2]

Support

Where available, the necessary onsite troubleshooting and support activities are conducted by U.S. citizens on U.S. soil. [2]

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[1] The services and offerings described here are subject to, and limited and governed by a fully-executed Keystone Agreement.

[2] Availability of appropriate personnel for onsite activities is dependent on the geographical location at which the Keystone systems are deployed.