



# **Operational models and responsibilities**

## **NetApp Keystone**

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# Operational models and responsibilities

There are three operational models in Flex Subscriptions. These FAQs are related to those operational models.

## What are the different operating models and who is responsible for the major activities?

The following chart is an overview of the three operating models that a customer can select: NetApp Operated, Partner Operated, and Customer Operated. For each of the operating models, the chart below shows the roles and responsibilities across the service lifecycle.

### Roles and Responsibilities across Service Lifecycle

	NetApp Operated	Partner Operated	Customer Operated	
	NetApp	Partner	NetApp	Customer
<b>Build</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
• Install	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
• Configure	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
• Deploy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
• Onboard	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>Monitor &amp; Administer</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
• Monitor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
• Alert	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
• Administer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
• Report	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
<b>Operate &amp; Optimize</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
• Manage capacity	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
• Manage performance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
• Manage SLA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
<b>Support</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
• Support customer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
• HW break fix	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
• SW support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
• Upgrades and patches	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

## What is a NetApp-operated model?

This operating model allows the customer to subscribe to the offered services, according to the selected performance tiers and storage service types and selects the NetApp operated option at an extra cost. NetApp defines the architecture and products, installs at the customer premises, and NetApp manages the day-to-day infrastructure management operations using our storage and IT resources. Available storage service types are file, block (iSCSI), and object. Cloud Volumes Service for GCP and AWS are also supported.

NetApp also creates and manages the partners, tenants, as applicable, and manages the subscriptions.

### **What is a partner-operated model?**

The operating model for the partner or service provider is similar to the NetApp-operated model, but with the partner operating the service for their end customer. In this model, the partner is the referenced contracted party. Tenants are customers of the service providers and have no billing relationship with NetApp. They manage their tenancy and customers. The tenants support requests are first triaged by the service provider before being escalated to NetApp.

### **What is a customer-operated model?**

This operating model allows the customer to subscribe to an offered service, according to the selected performance tiers and storage service types. NetApp defines the architecture and products and installs at the customer premises and allows customers to manage the infrastructure using their storage and IT resources. Available storage service types are file, block (iSCSI), and object. In this model, the customer referenced the contracted party, and this can be an end-user or partner.

### **Who owns the equipment?**

In all three operating models, NetApp owns the title to all the hardware and software installed at the customer premises.

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