



Operational model, roles, and responsibilities

NetApp Keystone

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NetApp Keystone Flex Subscription (Flex Subscription) is based on the model of tenancy.

Flex Subscription offers three operational models for service delivery.

- **NetApp-operated 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 manages the day-to-day infrastructure management operations by using NetApp storage and IT resources. Available storage service types are file, block, and object. Storage subscriptions based on Cloud Volumes Service for GCP and AWS can also be managed through your NetApp Keystone instance.
- **Partner-operated model** is similar to the NetApp-operated model, but with the partner operating the service for their end customers. In this model, the partner is the referenced contracted party. Tenants are customers of partners or service providers and have no billing relationship with NetApp. A partner-operated model usually has a multi-tenant environment where tenants and end customers/subtenants have their own subscriptions that are billed by the service provider/partner. The partner admin performs the administrative tasks for all the tenants. The functions that an admin can perform in a partner-operated model are different from that of an admin in a NetApp-operated model.
- **Customer-operated 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. A customer can be tied to NetApp or a partner/service provider, and based on that, the service requests can be raised and addressed to NetApp or the service provider. A customer admin can perform the administrative tasks in a customer-operated environment. These tasks are tied to the tenants and subtenants for the specific customer.

The features and options in the offering vary based on the models. For information, see [Roles and operations of service providers and customers](#)

This figure summarizes the overall service lifecycle model and categorizes the associated services.

Roles and Responsibilities across Service Lifecycle

	NetApp Operated	Partner Operated	Customer Operated	
	NetApp	Partner	NetApp	Customer
Build	<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"/>	
Monitor & Administer	<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"/>
Operate & Optimize	<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"/>
Support	<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"/>	

Roles and responsibilities summary

The following list summarizes NetApp's roles and responsibilities:

- NetApp delivers, installs, configures, and enables the applicable service (including applicable version of NetApp Service Engine at a customer-designated data center or a CoLo). NetApp is responsible for the uninstallation at the end of the contract term or if the customer chooses to terminate the contract sooner.
- While interfacing with other IT service providers, NetApp cooperates with the customer's IT service providers or their technical team.
- Performance of the NetApp-operated services are included, with the assumption that shared responsibilities are applicable to the supported environment.

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