

Service Identification

- Service Name: NetApp Managed Upgrade Service
- ISV Name: NetApp
- Product Name: NetApp ONTAP | NetApp StorageGRID | NetApp E-Series
- Service Family: Storage Lifecycle Management
- Type: Outcome
- Service Code: NA-003



How the Work Is Performed

This service delivers remotely managed software upgrades for installed and configured NetApp ONTAP, StorageGRID, or E-Series storage systems. Entelligence engineers plan, execute, and validate up to two upgrades annually, including major software releases and interim security or firmware patches. The service follows NetApp best practices to minimize business disruption while keeping storage infrastructure current, secure, and operating with the latest features and capabilities.

Purpose

Defines how NA-003 is executed in practice, including delivery approach, customer responsibilities, dependencies, and completion criteria.

Customer Responsibilities

- Active NetApp support contracts in place for all systems
- Remote administrative access to NetApp systems
- Customer participation for scheduling and coordination
- Network connectivity for remote service delivery
- Customer stakeholders available for upgrade validation

Dependencies and Prerequisites

- NetApp storage systems are installed, configured, and operational
- Systems have active NetApp support contracts
- Remote access provided for upgrade execution
- Customer coordination available for maintenance windows
- AutoSupport enabled and functional
- Standard upgrade paths apply (non-custom configurations)
- Up to two upgrades delivered within 12-month service period

What Happens if Dependencies Are Missing

If required inputs or prerequisites are not met, delivery may be paused until gaps are resolved. Delays caused by unmet dependencies may affect overall timelines.



Exit Criteria

- The service is complete when the contracted upgrade events for the annual period have been successfully executed and validated.
- This includes pre-upgrade planning and assessment, remote upgrade execution following NetApp best practices, post-upgrade validation, and delivery of Upgrade Advisor Plan documentation.
- Each upgrade must include rollback planning, risk assessment, project coordination, and knowledge transfer to ensure the customer team understands what was changed and how to maintain the upgraded system.
- The service concludes when all contracted upgrades are delivered and the system is confirmed operational at the target software versions.

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