NetApp Storage and Data Services Resident — Execution Model Snapshot

Last updated: 2026-02-27

Service Identification

- Service Name: NetApp Storage and Data Services Resident
- ISV Name: NetApp
- Product Name: NetApp Storage Systems
- Service Family: Storage Operations Staffing
- Service Type: Resident
- Service Code: NA-005

How the Work Is Performed

Resident Services provide time-bound access to experienced NetApp delivery resources embedded within the customer team to support NetApp storage and data management initiatives. Residents assist across planning, implementation, troubleshooting, optimization, and advisory activities as directed by customer priorities. This offering is capacity-based rather than outcome-based and does not define fixed scope, deliverables, or milestones. Work performed may span multiple storage domains over the engagement period.

Customer Responsibilities

- Customer-defined priorities and work direction
- Access to NetApp environments
- Collaboration with customer storage team
- Appropriate tooling and access permissions

Purpose

Defines how NA-005 is executed in practice, including delivery approach, customer responsibilities, dependencies, and completion criteria.

Dependencies and Prerequisites

- Customer provides clear prioritization, direction, and work allocation
- On-site or remote access as agreed
- Standard business hours unless otherwise arranged
- Tasks may change over time without contract modification
- Success depends on effective collaboration with customer teams

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 delivery capacity for the engagement period has been provided and knowledge transfer activities have been conducted.
- The resident will have assisted across planning, implementation, troubleshooting, and optimization activities as directed by customer priorities throughout the engagement period.

Visit entelligence.com/capabilities to learn more.

© 2026 Entelligence LLC and Entelligence Federal LLC. All product and company names are trademarks ™ or registered® trademarks of their respective holders. Use of them does not imply any affiliation with or endorsement by them.