

Allegato 1

Caratteristiche Tecniche del servizio di manutenzione dell'infrastruttura di Calcolo, Storage e Rete del Consortium GARR

Descrizione del servizio di supporto richiesto:

- SLA NEXT BUSINESS DAY – 24 x 7
- Responsabile tecnico account dedicato, un unico punto di contatto per la risoluzione dei problemi e per la generazione di report mensili
- Risposta per componenti e manodopera entro il giorno lavorativo successivo
- Analisi predittiva per la prevenzione dei problemi e l'ottimizzazione tramite SupportAssist
- Monitoraggio proattivo, rilevamento dei problemi, servizio di notifica e creazione automatizzata dei casi per una risoluzione accelerata dei problemi
- Verifica dello stato mensile e consigli sulle prestazioni con manutenzione dei sistemi secondo necessità.

Il software di supporto, fornito gratuitamente dovrà consentire:

- Monitoraggio remoto e creazione automatica dei casi
- Raccolta automatizzata dei dati relativi allo stato del sistema per fini diagnostici
- Analisi predittiva dei guasti e servizio di notifica.
- Supporto proattivo per i sistemi critici
- Report mensili sull'ottimizzazione con consigli sullo stato e sulle prestazioni dei dispositivi.

ALLEGATO “B”

Lista degli apparati

Row Labels	ROMA	ROMA TIZII	CATANIA	PALERMO	ARCAVACATA DI RENDE	NAPOLI	BARI	Totale
BROCADE M6505	2	2	6	6	2	2	6	26
DELL FORCE10 MXL 10/40GBE	2	2	6	6	2	2	6	26
FORCE 10 S SERIES-S4810			2	2			2	6
FORCE 10 S SERIES-S55			6	6	2	2	6	22
FORCE 10 S SERIES-S6000			2	2	2	2	2	10
Power Edge M1000E	1	1	3	3	2	1	3	14
POWEREDGE C4130							1	1
POWEREDGE M620	8		48	48	16	16	48	184
POWEREDGE M630		10						10
POWERSHIELD MD3860F	1	1	6	6	2	2	6	24
POWERSHIELD MD3060E			6	6	2	2	6	22
Totale	14	16	85	85	30	29	86	345

Svc Tag Id	GSDR Product Model	SDR Ship City
78XWJD2	POWEREDGE M630	ROMA (TIZII)
78VVJD2	POWEREDGE M630	ROMA (TIZII)
78TWJD2	POWEREDGE M630	ROMA (TIZII)
78WSJD2	POWEREDGE M630	ROMA (TIZII)
78ROKD2	POWEREDGE M630	ROMA (TIZII)
78QSJD2	POWEREDGE M630	ROMA (TIZII)
78PTJD2	POWEREDGE M630	ROMA (TIZII)
78WXJD2	POWEREDGE M630	ROMA (TIZII)
78RTJD2	POWEREDGE M630	ROMA (TIZII)
78SSJD2	POWEREDGE M630	ROMA (TIZII)
795TJD2	Power Edge M1000E	ROMA (TIZII)
79CXJD2	DELL FORCE10 MXL 10/40GBE	ROMA (TIZII)
79BZJD2	DELL FORCE10 MXL 10/40GBE	ROMA (TIZII)
78LXJD2	BROCADE M6505	ROMA (TIZII)
78KWJD2	BROCADE M6505	ROMA (TIZII)
77JVJD2	PowerVault MD3860F	ROMA (TIZII)
Svc Tag Id	GSDR Product Model	SDR Ship City
1WPBG52	BROCADE M6505	ROMA (SAPIENZA)
2WPBG52	BROCADE M6505	ROMA (SAPIENZA)
5VPBG52	DELL FORCE10 MXL 10/40GBE	ROMA (SAPIENZA)
BVPBG52	DELL FORCE10 MXL 10/40GBE	ROMA (SAPIENZA)
30QBG52	Power Edge M1000E	ROMA (SAPIENZA)
1XPBG52	POWEREDGE M620	ROMA (SAPIENZA)
6WPBG52	POWEREDGE M620	ROMA (SAPIENZA)
8WPBG52	POWEREDGE M620	ROMA (SAPIENZA)
9WPBG52	POWEREDGE M620	ROMA (SAPIENZA)
BWPBG52	POWEREDGE M620	ROMA (SAPIENZA)
DWPBG52	POWEREDGE M620	ROMA (SAPIENZA)
FWPBG52	POWEREDGE M620	ROMA (SAPIENZA)
HWPBG52	POWEREDGE M620	ROMA (SAPIENZA)
28PBG52	POWERSVULT MD3860F	ROMA (SAPIENZA)

Svc Tag Id	GSDR Product Model	SDR Ship City
1JWG132	BROCADE M6505	CATANIA
3Z8C132	BROCADE M6505	CATANIA
4Z8C132	BROCADE M6505	CATANIA
JHWG132	BROCADE M6505	CATANIA
G2SG132	BROCADE M6505	CATANIA
J2SG132	BROCADE M6505	CATANIA
1LQL0Z1	DELL FORCE10 MXL 10/40GBE	CATANIA
2JWG132	DELL FORCE10 MXL 10/40GBE	CATANIA
5Z8C132	DELL FORCE10 MXL 10/40GBE	CATANIA
6Z8C132	DELL FORCE10 MXL 10/40GBE	CATANIA
9TQQTs1	DELL FORCE10 MXL 10/40GBE	CATANIA
C2SG132	DELL FORCE10 MXL 10/40GBE	CATANIA
28PH0Z1	FORCE 10 S SERIES-S4810	CATANIA
59PH0Z1	FORCE 10 S SERIES-S4810	CATANIA
2CX80Z1	FORCE 10 S SERIES-S55	CATANIA
6CX80Z1	FORCE 10 S SERIES-S55	CATANIA
8CX80Z1	FORCE 10 S SERIES-S55	CATANIA
BBX80Z1	FORCE 10 S SERIES-S55	CATANIA
CBX80Z1	FORCE 10 S SERIES-S55	CATANIA
GBX80Z1	FORCE 10 S SERIES-S55	CATANIA
2LYH0Z1	FORCE 10 S SERIES-S6000	CATANIA
HKYH0Z1	FORCE 10 S SERIES-S6000	CATANIA
23SG132	Power Edge M1000E	CATANIA
J6WG132	Power Edge M1000E	CATANIA
G19C132	Power Edge M1000E	CATANIA

18Y9132	POWERSHIELD MD3060E	CATANIA
37Y9132	POWERSHIELD MD3060E	CATANIA
J6Y9132	POWERSHIELD MD3060E	CATANIA
B7Y9132	POWERSHIELD MD3060E	CATANIA
C8Y9132	POWERSHIELD MD3060E	CATANIA
G7Y9132	POWERSHIELD MD3060E	CATANIA
109C132	POWEREDGE M620	CATANIA
1WRG132	POWEREDGE M620	CATANIA
1ZRG132	POWEREDGE M620	CATANIA
209C132	POWEREDGE M620	CATANIA
2GWG132	POWEREDGE M620	CATANIA
2XRG132	POWEREDGE M620	CATANIA
31SG132	POWEREDGE M620	CATANIA
3FWG132	POWEREDGE M620	CATANIA
3YRG132	POWEREDGE M620	CATANIA
409C132	POWEREDGE M620	CATANIA
4CWG132	POWEREDGE M620	CATANIA
4DWG132	POWEREDGE M620	CATANIA
50SG132	POWEREDGE M620	CATANIA
5GWG132	POWEREDGE M620	CATANIA
609C132	POWEREDGE M620	CATANIA
709C132	POWEREDGE M620	CATANIA
71SG132	POWEREDGE M620	CATANIA
JZRG132	POWEREDGE M620	CATANIA
JDWG132	POWEREDGE M620	CATANIA

JCWG132	POWEREDGE M620	CATANIA
7GWG132	POWEREDGE M620	CATANIA
7XRG132	POWEREDGE M620	CATANIA
7Z8C132	POWEREDGE M620	CATANIA
8DWG132	POWEREDGE M620	CATANIA
8FWG132	POWEREDGE M620	CATANIA
8Z8C132	POWEREDGE M620	CATANIA
8ZRG132	POWEREDGE M620	CATANIA
909C132	POWEREDGE M620	CATANIA
91SG132	POWEREDGE M620	CATANIA
9WRG132	POWEREDGE M620	CATANIA
9Z8C132	POWEREDGE M620	CATANIA
B09C132	POWEREDGE M620	CATANIA
B0SG132	POWEREDGE M620	CATANIA
BGWG132	POWEREDGE M620	CATANIA
BZ8C132	POWEREDGE M620	CATANIA
C09C132	POWEREDGE M620	CATANIA
DDWG132	POWEREDGE M620	CATANIA
DFWG132	POWEREDGE M620	CATANIA
DXRG132	POWEREDGE M620	CATANIA
DYRG132	POWEREDGE M620	CATANIA
DZ8C132	POWEREDGE M620	CATANIA
FCWG132	POWEREDGE M620	CATANIA
FZ8C132	POWEREDGE M620	CATANIA
GWRG132	POWEREDGE M620	CATANIA
HBWG132	POWEREDGE M620	CATANIA
HFWG132	POWEREDGE M620	CATANIA
65Y9132	POWERSHIELD MD3860F	CATANIA
69Y9132	POWERSHIELD MD3860F	CATANIA
8BY9132	POWERSHIELD MD3860F	CATANIA
B5Y9132	POWERSHIELD MD3860F	CATANIA
F5Y9132	POWERSHIELD MD3860F	CATANIA
F9Y9132	POWERSHIELD MD3860F	CATANIA

1YWG132	BROCADE M6505	PALERMO	
67SG132	BROCADE M6505	PALERMO	
JXWG132	BROCADE M6505	PALERMO	
92TG132	BROCADE M6505	PALERMO	
97SG132	BROCADE M6505	PALERMO	
D2TG132	BROCADE M6505	PALERMO	
12TG132	DELL FORCE10 MXL 10/40GBE	PALERMO	
17SG132	DELL FORCE10 MXL 10/40GBE	PALERMO	
42TG132	DELL FORCE10 MXL 10/40GBE	PALERMO	
7WWG132	DELL FORCE10 MXL 10/40GBE	PALERMO	
FWWG132	DELL FORCE10 MXL 10/40GBE	PALERMO	
G6SG132	DELL FORCE10 MXL 10/40GBE	PALERMO	
C1PH0Z1	FORCE 10 S SERIES-S4810	PALERMO	
G5PH0Z1	FORCE 10 S SERIES-S4810	PALERMO	
281L0Z1	FORCE 10 S SERIES-S55	PALERMO	sostituisce hcx80z1
C5DPX42	FORCE 10 S SERIES-S55	PALERMO	sostituisce 3D080Z1
7FX80Z1	FORCE 10 S SERIES-S55	PALERMO	
8DX80Z1	FORCE 10 S SERIES-S55	PALERMO	
9DX80Z1	FORCE 10 S SERIES-S55	PALERMO	
HDX80Z1	FORCE 10 S SERIES-S55	PALERMO	
JQY8VS1	FORCE 10 S SERIES-S6000	PALERMO	

CCJ8VS1	FORCE 10 S SERIES-S6000	PALERMO
1XWG132	Power Edge M1000E	PALERMO
25SG132	Power Edge M1000E	PALERMO
70TG132	Power Edge M1000E	PALERMO
4F3G132	POWERSHAULT MD3060E	PALERMO
6F3G132	POWERSHAULT MD3060E	PALERMO
7F3G132	POWERSHAULT MD3060E	PALERMO
9W4G132	POWERSHAULT MD3060E	PALERMO
FV4G132	POWERSHAULT MD3060E	PALERMO
GW4G132	POWERSHAULT MD3060E	PALERMO
16TG132	POWEREDGE M620	PALERMO
1RWG132	POWEREDGE M620	PALERMO
1SWG132	POWEREDGE M620	PALERMO
28SG132	POWEREDGE M620	PALERMO
29SG132	POWEREDGE M620	PALERMO
33TG132	POWEREDGE M620	PALERMO
34TG132	POWEREDGE M620	PALERMO
37TG132	POWEREDGE M620	PALERMO
39SG132	POWEREDGE M620	PALERMO
3QWG132	POWEREDGE M620	PALERMO
3SWG132	POWEREDGE M620	PALERMO
45TG132	POWEREDGE M620	PALERMO
48SG132	POWEREDGE M620	PALERMO
59SG132	POWEREDGE M620	PALERMO
5SWG132	POWEREDGE M620	PALERMO

64TG132	POWEREDGE M620	PALERMO
68SG132	POWEREDGE M620	PALERMO
6RWG132	POWEREDGE M620	PALERMO
73TG132	POWEREDGE M620	PALERMO
JPWG132	POWEREDGE M620	PALERMO
J8SG132	POWEREDGE M620	PALERMO
79SG132	POWEREDGE M620	PALERMO
7QWG132	POWEREDGE M620	PALERMO
86TG132	POWEREDGE M620	PALERMO
89SG132	POWEREDGE M620	PALERMO
93TG132	POWEREDGE M620	PALERMO
98SG132	POWEREDGE M620	PALERMO
9SWG132	POWEREDGE M620	PALERMO
B7TG132	POWEREDGE M620	PALERMO
B9SG132	POWEREDGE M620	PALERMO
BQWG132	POWEREDGE M620	PALERMO
BSWG132	POWEREDGE M620	PALERMO

C3TG132	POWEREDGE M620	PALERMO
C5TG132	POWEREDGE M620	PALERMO
C9SG132	POWEREDGE M620	PALERMO
D6TG132	POWEREDGE M620	PALERMO
D8SG132	POWEREDGE M620	PALERMO
DPWG132	POWEREDGE M620	PALERMO
F7SG132	POWEREDGE M620	PALERMO
F9SG132	POWEREDGE M620	PALERMO
FRWG132	POWEREDGE M620	PALERMO
FSWG132	POWEREDGE M620	PALERMO
G3TG132	POWEREDGE M620	PALERMO
G4TG132	POWEREDGE M620	PALERMO
G8SG132	POWEREDGE M620	PALERMO
GQWG132	POWEREDGE M620	PALERMO
J3TG132	POWEREDGE M620	PALERMO
HSWG132	POWEREDGE M620	PALERMO
2B3G132	POWERSHIELD MD3860F	PALERMO
7B3G132	POWERSHIELD MD3860F	PALERMO
7T4G132	POWERSHIELD MD3860F	PALERMO
8T4G132	POWERSHIELD MD3860F	PALERMO
9T4G132	POWERSHIELD MD3860F	PALERMO
C93G132	POWERSHIELD MD3860F	PALERMO

Svc Tag Id	GSDR Product Model	SDR Ship City
469C132	BROCADE M6505	ARCAVACATA DI RENDE
H59C132	BROCADE M6505	ARCAVACATA DI RENDE
299C132	DELL FORCE10 MXL 10/40GBE	ARCAVACATA DI RENDE
399C132	DELL FORCE10 MXL 10/40GBE	ARCAVACATA DI RENDE
1DX80Z1	FORCE 10 S SERIES-S55	ARCAVACATA DI RENDE
4DX80Z1	FORCE 10 S SERIES-S55	ARCAVACATA DI RENDE
42YJ0Z1	FORCE 10 S SERIES-S6000	ARCAVACATA DI RENDE
52YJ0Z1	FORCE 10 S SERIES-S6000	ARCAVACATA DI RENDE
499C132	Power Edge M1000E	ARCAVACATA DI RENDE

FW6HG42	Power Edge M1000E	ARCAVACATA DI RENDE
427J132	POWERSHIELD MD3060E	ARCAVACATA DI RENDE
C27J132	POWERSHIELD MD3060E	ARCAVACATA DI RENDE
179C132	POWEREDGE M620	ARCAVACATA DI RENDE
289C132	POWEREDGE M620	ARCAVACATA DI RENDE
579C132	POWEREDGE M620	ARCAVACATA DI RENDE
589C132	POWEREDGE M620	ARCAVACATA DI RENDE
789C132	POWEREDGE M620	ARCAVACATA DI RENDE
J89C132	POWEREDGE M620	ARCAVACATA DI RENDE
J79C132	POWEREDGE M620	ARCAVACATA DI RENDE
879C132	POWEREDGE M620	ARCAVACATA DI RENDE
B79C132	POWEREDGE M620	ARCAVACATA DI RENDE
B89C132	POWEREDGE M620	ARCAVACATA DI RENDE

D79C132	POWEREDGE M620	ARCAVACATA DI RENDE
D89C132	POWEREDGE M620	ARCAVACATA DI RENDE
F89C132	POWEREDGE M620	ARCAVACATA DI RENDE
G79C132	POWEREDGE M620	ARCAVACATA DI RENDE
G89C132	POWEREDGE M620	ARCAVACATA DI RENDE
H89C132	POWEREDGE M620	ARCAVACATA DI RENDE
857J132	POWERSHIELD MD3860F	ARCAVACATA DI RENDE
H47J132	POWERSHIELD MD3860F	ARCAVACATA DI RENDE

Svc Tag Id	GSDR Product Model	SDR Ship City
6F9C132	BROCADE M6505	NAPOLI
7F9C132	BROCADE M6505	NAPOLI
9F9C132	DELL FORCE10 MXL 10/40GBE	NAPOLI
BF9C132	DELL FORCE10 MXL 10/40GBE	NAPOLI
5FX80Z1	FORCE 10 S SERIES-S55	NAPOLI
DCX80Z1	FORCE 10 S SERIES-S55	NAPOLI
1ZXJ0Z1	FORCE 10 S SERIES-S6000	NAPOLI
84YJ0Z1	FORCE 10 S SERIES-S6000	NAPOLI
8F9C132	Power Edge M1000E	NAPOLI
375J132	POWERSHAULT MD3060E	NAPOLI
D65J132	POWERSHAULT MD3060E	NAPOLI
1F9C132	POWEREDGE M620	NAPOLI
2F9C132	POWEREDGE M620	NAPOLI
3F9C132	POWEREDGE M620	NAPOLI
4D9C132	POWEREDGE M620	NAPOLI
4F9C132	POWEREDGE M620	NAPOLI
5F9C132	POWEREDGE M620	NAPOLI
6D9C132	POWEREDGE M620	NAPOLI
JD9C132	POWEREDGE M620	NAPOLI
8D9C132	POWEREDGE M620	NAPOLI
9D9C132	POWEREDGE M620	NAPOLI
BD9C132	POWEREDGE M620	NAPOLI
CD9C132	POWEREDGE M620	NAPOLI
DD9C132	POWEREDGE M620	NAPOLI
FD9C132	POWEREDGE M620	NAPOLI
GD9C132	POWEREDGE M620	NAPOLI
HD9C132	POWEREDGE M620	NAPOLI
B35J132	POWERSHAULT MD3860F	NAPOLI
D35J132	POWERSHAULT MD3860F	NAPOLI

2DX80Z1	FORCE 10 S SERIES-S55	BARI
2FX80Z1	FORCE 10 S SERIES-S55	BARI
3CX80Z1	FORCE 10 S SERIES-S55	BARI
6DX80Z1	FORCE 10 S SERIES-S55	BARI
9CX80Z1	FORCE 10 S SERIES-S55	BARI
GCX80Z1	FORCE 10 S SERIES-S55	BARI
7KYH0Z1	FORCE 10 S SERIES-S6000	BARI
B1YJ0Z1	FORCE 10 S SERIES-S6000	BARI
2VW4G32	Power Edge M1000E	BARI
B8SG132	Power Edge M1000E	BARI
F2SG132	Power Edge M1000E	BARI
2NZH132	POWERSHAULT MD3060E	BARI
4PZH132	POWERSHAULT MD3060E	BARI
6GZH132	POWERSHAULT MD3060E	BARI
6DZH132	POWERSHAULT MD3060E	BARI
99ZH132	POWERSHAULT MD3060E	BARI
DNZH132	POWERSHAULT MD3060E	BARI
8MMPCM2	POWEREDGE C4130	BARI
1VW4G32	POWEREDGE M620	BARI
21SG132	POWEREDGE M620	BARI
24SG132	POWEREDGE M620	BARI
2VW4G32	POWEREDGE M620	BARI
2YRG132	POWEREDGE M620	BARI
30SG132	POWEREDGE M620	BARI
34SG132	POWEREDGE M620	BARI
3VW4G32	POWEREDGE M620	BARI
4VW4G32	POWEREDGE M620	BARI
42RG132	POWEREDGE M620	BARI
54SG132	POWEREDGE M620	BARI
55SG132	POWEREDGE M620	BARI

5WRG132	POWEREDGE M620	BARI
5WW4G32	POWEREDGE M620	BARI
5XRG132	POWEREDGE M620	BARI
63SG132	POWEREDGE M620	BARI
6WW4G32	POWEREDGE M620	BARI
6YRG132	POWEREDGE M620	BARI
74SG132	POWEREDGE M620	BARI
JYRG132	POWEREDGE M620	BARI
JWRG132	POWEREDGE M620	BARI
JVW4G32	POWEREDGE M620	BARI
7WW4G32	POWEREDGE M620	BARI
85SG132	POWEREDGE M620	BARI
8WW4G32	POWEREDGE M620	BARI
93SG132	POWEREDGE M620	BARI
94SG132	POWEREDGE M620	BARI
9VW4G32	POWEREDGE M620	BARI
BVW4G32	POWEREDGE M620	BARI
BWRG132	POWEREDGE M620	BARI
BXRG132	POWEREDGE M620	BARI
BYRG132	POWEREDGE M620	BARI
BZRG132	POWEREDGE M620	BARI
C0SG132	POWEREDGE M620	BARI
C4SG132	POWEREDGE M620	BARI
CVW4G32	POWEREDGE M620	BARI
D3SG132	POWEREDGE M620	BARI
D5SG132	POWEREDGE M620	BARI
DVW4G32	POWEREDGE M620	BARI
FVW4G32	POWEREDGE M620	BARI
G3SG132	POWEREDGE M620	BARI
G4SG132	POWEREDGE M620	BARI
GVW4G32	POWEREDGE M620	BARI
GXRG132	POWEREDGE M620	BARI
J4SG132	POWEREDGE M620	BARI
J3SG132	POWEREDGE M620	BARI

HVW4G32	POWEREDGE M620	BARI
HVRG132	POWEREDGE M620	BARI
62ZH132	POWERSVAULT MD3860F	BARI
6SZH132	POWERSVAULT MD3860F	BARI
92ZH132	POWERSVAULT MD3860F	BARI
9TZH132	POWERSVAULT MD3860F	BARI
C1ZH132	POWERSVAULT MD3860F	BARI
HSZH132	POWERSVAULT MD3860F	BARI