ECOSTRUXURE IT ADVISOR GENOME POLICY

A valid support contract is needed to download ITA genomes

Customers need to show proof of an existing active software support contract to download IT Advisor genomes via our downloads page. To request access, they need to send a request to support@ecostruxureit.com.

Once access is granted, they should navigate to https://dcimsupport.ecostruxureit.com/hc/en-us.
Once on the page, they should log in then follow then steps below:
- Click on DCO/ITA Downloads under Data Center Operation section
- DCO/ITA Software download links located under DCO Download links

1. **Standard genome and APC/SE-branded extended genome development happens on a product management prioritized roadmap.**

An extended genome is a rack PDU genome with detailed information at the bank and outlet level.

Genome requests are treated like feature requests:
- There are no defined SLA for delivery.
- There is no cost associated.
- A confirmed date will not be communicated.
- Genomes will be included in the genome library once completed.

2. **3-party extended genomes can be developed by the Advanced Custom Services (ACS) team.**

- Deliverables are defined based upon the ACS genome SLAs.
- Pricing is customized based on the number of genomes requested.
- Order SKU WNSWDCIMCUSTOMR for extended genome creation.

- Requests can be submitted on the following link: https://helpcenter.ecostruxureit.com/hc/en-us/requests/new?ticket_form_id=360000334353
- Customers can contact their Schneider Electric Account manager or the Advanced Custom Services (ACS) team directly at Software.services@se.com

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Property of Schneider Electric
Document Date "March 03, 2021"

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