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This Fixed Price-Fixed Scope Service Description describes the **5340 High Availability ("HA") Appliance NetBackup ("NBU") Implementation Services** (the "Service"). This Service Description is part of any Services Instrument that incorporates this Service Description by reference (collectively, the "Agreement"). "**Services Instrument**" means one or more of the following applicable documents which further defines Customer's rights and obligation related to the Service: a Veritas certificate, or a written statement of work or similar document, between Customer and Veritas with associated terms and conditions, that references this Service Description.

Service Overview

This Service is a Fixed Price-Fixed Scope Service engagement to plan and install one (1) NetBackup ("NBU") 5340 High Availability ("HA") Appliance for each quantity Customer has purchased.

Scope of Service

Phase 1 – Discovery / Planning / Project Kickoff. Veritas and Customer shall:

- Review roles and responsibilities, scope of Service, Customer readiness, resource / schedule requirements, NBU requirements, completed Pre-Engagement Checklist ("PEC"), and existing NBU design data
- Discuss downtime requirements, timelines, and necessary change window(s)
- Planning for the NBU appliance implementation and walkthrough session

Phase 2 – Deploy. Veritas shall:

- Physically install, configure, and functional test up to one (1) 2-node NBU 5340 media server appliance configured with up to one (1) shared disk storage pool (**NOTE: A 2-node NBU 5340 HA appliance includes two (2) physical appliance head units**)
- Functional test failover functionality and NBU job retry for a single-node failure
- Configure and functional test:
 - Up to two (2) each of the following NBU client types for a total of six (6) clients; NBU standard clients, NBU enterprise clients, and NBU database clients
 - Up to one (1) each of the following:
 - Unidirectional data replication using NBU's Auto Image Replication ("**AIR**") feature, if appropriate
 - email address for alert notification



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- Storage Life Cycles Policies (“SLP”)

Phase 3 – Project Review & Close. Veritas shall:

- Remove test policies / storage units / SLPs, where applicable

Any Service and/or Deliverables not specifically set forth in herein are considered out of scope.

Deliverable

Completed installation of one (1) 2-node NBU 5340 HA media server appliance

Key Dependencies & Customer Responsibilities

Pre-requisites, assumptions, and/or dependencies for the Service are:

- All tasks shall be performed at the Customer’s site and remotely
- Work is conducted during Normal Work Hours.
- All tasks shall be performed from one (1) location and/or remotely from a Veritas facility during Normal US Work Hours and shall be executed contiguously
- Test plans are supplemental to Customer's testing process / plans

Customer Responsibilities. Veritas can only perform the Service if Customer provides required information or performs required actions. If Customer does not provide/perform per the following prerequisites, assumptions, or dependencies, Veritas’ performance of the Service may be delayed, impaired or prevented:

- Any changes to existing NBU policies and/or schedules.
- Validate that Customer’s computing environment’s hardware and software platform’s patches and firmware levels are compliant following Veritas NBU Hardware/Software compatibility documentation - <https://sort.veritas.com/welcome/documentation>
- Obtain the necessary NBU license key(s) and software
- Provide Veritas with a prioritized list of clients to be implemented during this engagement and upgrade NBU client system components to meet the latest NBU release’s minimum requirements
- Allocate the necessary infrastructure resources to support the NBU appliance hardware
- Administer DNS and/or local host files are properly configured for the NBU appliance
- NBU 5340 appliances are supported at a minimum NetBackup 8.1/3.1 version only and is dependent on the NBU master server and NBU OpsCenter/OpsCenter Analytics (“OCA”) server running at a minimum NBU 8.1 version
- NBU 5340 appliances cannot use bonded network connections for High Availability heartbeat links and each head unit must be on the same subnet
- Knowledge transfer is provided throughout the engagement and does not replace formal Veritas education / training



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- Veritas strongly recommends that Customer back up all critical infrastructure in Customer's environment before Service commencement. Veritas does not accept responsibility or liability for any loss of data incurred by Customer during the delivery of the Service
- NBU data replication using AIR is a serial process and shall take time to process (replication times vary depending on data, network bandwidth, server resources, etc.)
- Any additional Customer Responsibilities set forth in this Services Description and the Services Instrument.

Pricing Schedule

This Service is pre-paid, and payment is not contingent upon acceptance of any deliverable. Veritas shall invoice Customer or its Reseller in advance of delivery of Services.