This Fixed Price-Fixed Scope Service Description describes the **Aptare Standard Deployment Service (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 facilitate a rapid deployment of a single Veritas APTARE™ IT Analytic product ("Aptare Product") in a customer environment with minimal configuration for each quantity Customer has purchased.

**Delivery Details**

**Scope of Service**

Veritas shall perform the following tasks:

- **Phase I: Pre-installation Discovery and Planning**
  - Conduct project kick-off
  - Review project scope and requirements
  - Perform site survey and gather configuration specifications
  - Develop implementation design and project plan
  - Review pre-installation checklist

- **Phase II: Implementation**
  - Install, configure, and functional test up to one Portal and database on (1) server
  - Upgrade/patch to the latest patch level.
  - Install agentless up to (2) data collectors
  - Configure up to (12) total: server groups, user groups, and user security
  - Configure up to six (6) data collection policies in total for storage arrays, hosts, applications, SAN, VMware and backup servers (scope varies per licensed functionality)
  - Configure one (1) each sample of: alert, report export, scheduled job, and chargeback report
  - Verify all components, ensuring correct operation of the APTARE Product
  - Optional: Configure and validate portal SSL connection and integrate with enterprise Active Directory server for user authentication

- **Phase III: Close Out**

- **Product functionality demonstration and sign-off**
Deliverable

- Complete installation of one (1) Aptare IT Analytics Portal setup along with a detailed configuration snapshot.

Key Dependencies & Customer Responsibilities

**Key Dependencies: Prerequisites, assumptions, or dependencies for the Service are:**
- All tasks shall be performed remotely from a Veritas facility.
- Work is conducted during Normal Work Hours.
- Customer has purchased appropriate Veritas Aptare IT Analytics Software licenses and software is downloaded and available
- Payment for license, use and operation of all infrastructure are the sole responsibility of Customer.
- Knowledge transfer is provided throughout the engagement and but does not replace formal Veritas Education and training, available separately for purchase from Veritas

**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:
- Download Aptare IT Analytics software and license keys and copy binaries to designated Aptare server. (Note: Customer is responsible for separately purchasing all relevant software and license keys, including Aptare IT Analytics)
- Configuration and maintenance of all related non-APTARE infrastructure components including but not limited to, network devices, APTARE client devices and storage systems.
- Veritas shall handoff open support-cases to Veritas Technical Support, where applicable, at the end of the engagement.
- Relevant Firewall configuration to facilitate the use of the Aptare IT Analytics, any associated products and the designated protocols configured as part of the deployment Service.
- Veritas strongly recommends that the Customer back up all critical hosts 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 this Service
- Provide the necessary staffing resources (e.g., LAN, SAN, OS Platforms, DBA, etc.) to enable the Service to be performed.
- Allocate any necessary space, power, cooling, networking, security measures, and wire/cable management for the Service.
- Provide any necessary network access for Veritas, SNMP and email address requirements for alert notifications, and open the necessary network ports to enable the Service to be performed.
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- Provision a contiguous range of physical IP addresses and a contiguous range of virtual IP addresses. All IP addresses (both physical and virtual) must be part of the same subnet and use the same netmask as the node's access IP.
- 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.