This Fixed Price-Fixed Scope Service Description describes the **Flex Appliance Premium 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 plan and deploy two (2) node, four (4) instance Flex Appliance at a single Customer Site for each quantity Customer has purchased.

**Scope of Service**

**Description of Services and Responsibilities:**

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

- Review roles and responsibilities, scope of services, 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 Flex appliance implementation and walkthrough session.

**Phase 2 – Deploy.** Veritas will:

- Configure, and functional test up to one (1) Flex Appliance with up-to two (2) server nodes within Customer’s environment.
- Configure up to four (4) application instances
  - *Note: application instances can be any valid combination of Master Server, Media Server with advanced storage pool, Media Server with deduplication storage pool (MSDP) and CloudCatalyst.*
- Upgrade/patch and functional test the Flex Appliance’s operating system software where applicable.
- Provision a single NetBackup Domain.
- Connect to a single Authentication provider (Active Directory, LDAP or NIS).
- Configure Network Interface Card (NIC) bonding between server nodes.
- Configure a single storage unit for MSDP.
- Configure up to two (2) supported external storage targets.
- Configure and functionally test
  - One (1) Storage Lifecycle Policy
  - Two (2) NBU clients for backups and restore
Phase 3 – Project Review & Close. Veritas will:

- Remove test policies / storage units / storage unit groups / SLPs, where applicable.
- Hand-off open technical support cases to Customer’s Administrators / Operations if appropriate

Any Services not specifically set forth in the Delivery Details herein are considered out of scope.

**Deliverable**
Completed deployment of one (1) Flex Appliance in Customer’s environment.

**Key Dependencies & Customer Responsibilities**
Pre-requisites, assumptions, and/or dependencies for the Service are:

- Work is conducted during Normal Work Hours.
- Veritas Flex appliance is physically installed at the Customer’s site and is ready for configuration (Physical installation of the Flex Appliance may be separately purchased for additional applicable fees).
- All tasks shall be performed from one (1) location remotely during Normal US Work Hours and shall be executed contiguously.
- Test plans are supplemental to Customer’s testing process / plans
- Implementation needs to be compliant with Veritas Hardware/Software compatibility matrix - https://sort.veritas.com/home
- Permanent NBU license keys and software are downloaded and available.
- Customer has purchased appropriate Flex software licenses along with Flex appliances.
- Knowledge transfer assumes the Customer is a NBU Administrator and/or has been managing the Customer’s NBU environment and does not replace formal Veritas education / training.

**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 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
- Provide the necessary staffing resources (e.g., LAN, SAN, OS Platforms, DBA, etc.) to assist in NBU tasks to be deployed.
- Back up all critical hosts in Customer’s environment before Service commencement.
Flex Appliance Premium Deployment Service
Service Description

May 2020

- Allocate the necessary space, power, cooling, networking, security measures, and wire/cable management for the NBU appliance hardware.
- Provide the necessary network access for Veritas, a monitor and keyboard, SNMP and email address requirements for alert notifications, and open the necessary network ports to configure the NBU appliance.
- Configuration and maintenance of all related non-NBU infrastructure components including but not limited to, network devices, NBU client devices and storage systems
- Maintaining that all NBU servers and/or appliances must recognize and be recognizable by their client systems using local host files and/or Domain Name Service (“DNS”) with forward and reverse lookups.

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.