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This Fixed Price-Fixed Scope Service Description describes the **Information Studio Deployment** (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 install, configure, scan, classify, and analyze data and provide Customer with knowledge transfer on Information Studio for each quantity Customer has purchased.

### Delivery Details

#### Scope of Service

**Overview:** This is a fixed price services engagement to install a single-node, Veritas Information Studio Hub and Data Engine in a single Customer Site. A Windows Connector agent can also be installed to scan Windows CIFS shares. The deployment of Information Studio can be performed either remotely or onsite. If an onsite install is required, the customer will be charged for additional travel and expenses. Veritas shall also make recommendations on potential information governance risks and storage reduction strategies based upon its findings.

This Service Description supports the following offerings:

**Information Studio Pilot (24184)** - the presales Service is performed with a trial Information Studio license. Engagement scope includes 100 TB Scanning and 4 TB Classification.

**Information Studio Deployment (24185)** - the post-sales Service is performed with a standard production, Information Studio license. Engagement scope includes 100 TB Scanning and 4 TB Classification.

**Add-on Information Studio Additional Site/Capacity (24186)** – the post-sales Service is performed with a standard production, Information Studio license. The add-on is used to deploy Information Studio at a secondary site and to scan up to 50 TB and classify up to 2 TB or increase capacity at the existing Information Studio site by an additional 50 TB Scanning and 2 TB Classification, for each quantity Customer has purchased. This is an add-on for the Information Studio Deployment Base Package and should be purchased simultaneously. The add-on cannot be purchased with the Information Studio Pilot.

*Note: Prior to initiating work, a forty-five (45) minute Information Studio Deployment kick-off meeting shall be scheduled to discuss objectives, requirements, and project timelines and Customer will need to complete a brief questionnaire.*



## Phases of Work:

Veritas shall perform the following tasks using a phased approach.:

- **Phase 1** Install and configure one Information Studio Hub, Data Engine, and a Windows Connector Agent and initiate scans.
- **Phase 2** Configure and run Classification Policies
- **Phase 3** Customer Training and Data Collection
- **Phase 4** Offline data analysis by Veritas
- **Phase 5** Executive Summary presentation

Any Service and Deliverable(s) not specifically written below are out of scope.

### **Phase 1: Install and Configure Information Studio Hub, Data Engine, and Connector Agent. Initiate Scan.**

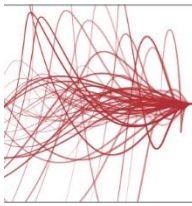
As part of this phase, Veritas shall assist Customer with the Installation and Configuration of the Information Studio Hub, Data Engine, and Windows Connector Agent. Upon completion of the install, connectors will be created to connect to the appropriate data sources and an initial scan will run. Prior to Phase 1, Customer and Veritas must complete all prerequisite steps listed in the **Key Dependencies** section of this document.

### **Customer shall provide:**

- A technical lead who shall act as the primary point of contact for Veritas for this Service
- Hardware/Software resources and other information detailed under the **Key Dependencies** section of this document.

### **Veritas shall:**

- Review roles and responsibilities, scope of Service, Customer readiness, and resource / schedule requirements
- Provide details for Customer on how to install and configure the Information Studio OVF Template
- Configure Active Directory Authentication settings, with Customer assistance
- Create appropriate Customer and Tenant roles in Information Studio
- Upload the Information Studio License
- Install the Windows Connector Agent on a 64-bit VMware Windows 2012 R2 or Windows 2016 server.
- Create connectors to the appropriate data sources (e.g. NBU Master and Windows File Servers (CIFS))
- Publish and Run Default AD-Sync, Discovery and Scan Policies
- Initiate scans



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## Deliverable

- Install Single Node Information Studio Hub and Data Engine
- Install Windows Connector Agent
- Target and Scan Data Sources

## Phase 2: Initiate Classification

During Phase 2, Veritas and Customer will enable and run up to three (3) built-in or preconfigured classification policies against data sources that support classification, containing a large percentage of Office documents (e.g. Word, Excel, PDFs, etc.)

### Customer shall:

- Assign a technical lead who shall act as the primary point of contact for Veritas for the follow-up session.

### Veritas shall:

- Explain the Veritas Information Classifier and review Classification Policies, Patterns, and Tags
- Explain the Veritas Information Classifier Analyze feature
- Enable up to three (3) built-in or preconfigured Classification Policies
- Publish and Run the Default Classification Policy against content sources.

## Deliverable

- Demonstrate configuring and using the Veritas Information Classifier

## Phase 3: Customer Training and Data Collection

As part of this phase, Veritas shall train Customer on the Information Studio GUI, because by the commencement of Phase 3, data from the scans is populated within the application and data has been classified. Veritas will collect data exports to analyze offline and prepare an executive summary presentation.

### Customer shall:

- Assign a technical lead who shall act as the primary point of contact for Veritas for the follow-up session.

### Veritas shall:

- Explain how to use Information Studio and apply Filters.
- Explain Information Studio's Map, Dashboard, Views, Reports, and Settings.
- Collect data in the form of screenshots and .csv exports. Exports will include metadata pertaining to:



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- Stale and Orphaned Data
- Non-business data (e.g. Audio and Video files)
- Email files
- Database files
- Compressed and Archived files
- Unknown files
- Very large and very small files
- Files identified with common Ransomware file extensions
- Files identified containing PII
- An optional ROI Storage Calculator (This is dependent on customer answering a few questions on a questionnaire.)
- Risk of Data Leakage Calculator

**Deliverable**

- Demonstrate Information Studio's Map, Dashboard, Views, Reports, and Settings
- Demonstrate how to Configure, Publish and Execute Classification Policies.

**Phase 4: Offline Data Analysis**

**Customer shall:**

- N/A

**Veritas shall:**

- Analyze the reports containing metadata and the classification tags. Create an Executive Summary presentation.

**Deliverable**

- N/A

**Phase 5: Executive Summary Presentation**

As part of this phase, Veritas shall provide an Executive Summary Presentation to Customer regarding our findings.

**Customer shall:**

- Ensure the appropriate individuals attend the Executive Summary.

**Veritas shall:**

- Present the findings during a one-hour remote session.



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**Deliverable**

- An Executive Summary Presentation based upon data collected.

**Key Dependencies & Customer Responsibilities**

- All tasks shall be performed remotely from a Veritas facility. If Customer requires Veritas to perform the Service onsite, the parties will mutually agree on travel and expense fees
- Work is conducted during Normal Work Hours.

**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:

- Customer shall identify the stakeholders and provide active participation for the Service
- Veritas shall have access to appropriate documentation necessary for delivery of tasks for the Service
- Customer is responsible for purchasing Information Studio software licenses, if purchasing the Deployment or Add-On.
- Customer shall provide Veritas resource(s) with reasonable access to data centers, systems, tools, equipment, and documentation necessary to carry out the work
- Hardware/Software Requirements (to be provided by Customer):
  - A VMware ESX Server having a minimum version of ESX 6 or later.
  - An account with privileges to deploy an OVF template
  - 15 GB to store the system image on a local server close to the VMware ESX Server where the system image (OVF template) can be uploaded to the ESX server.
  - IPv4 address, a Netmask, Gateway, and DNS Server address to use when configuring the Information Studio Hub
  - IPv4 address, a Netmask, Gateway, and DNS Server address to use when configuring the Windows Connector Agent
  - A Host Name and DNS Domain Name to be used for both the Information Studio server and the Connector Agent
  - 16 Cores, 80 GB of RAM, 500 GB for OS, and 1 TB on an additional disk, for the OVA deployment of Information Studio
  - 4 Cores, 8 GB of RAM, 200 GB free space, 64-bit Windows 2012 R2 or Windows 2016 for Connector Agent VM
  - Chrome version 72 or later or Firefox version 65 or later, to access the Information Studio Web Page
  - An Active Directory Service Account to register AD as the Authentication Provider
  - A service account with the appropriate permissions to connect and scan an NBU Master, a Windows File Server (CIFS), or additional connector(s).



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- NetBackup (NBU) versions 7.6 or later is supported and NBU Appliances 2.6 or later.
- Supported NBU Backup policy types include: Standard, MS-Windows, NDMP, VMWare, and Hyper-V.
- IP Address of Information Studio server whitelisted, to ensure connectivity to NBU Master Server.
- Answers to the Information Studio questionnaire, presented during the initial, 45-minute kick-off meeting.
- On-premise Data Sources scanned should be in the same physical data center as the Information Studio Hub, Data Engine, and Connector Agent and in the same Active Directory domain or trusted domain.
- 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, and open the necessary network ports to enable the Service to be performed.
- 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.
- Ensure that all change control/ end user notifications have been submitted. Change Control Records shall be entered and maintained by Customer
- 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.