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This Fixed Price-Fixed Scope Service Description describes the **NBU Cloud Catalyst ("CC") Appliance 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) NBU CloudCatalyst Appliance 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 NBU appliance implementation and walkthrough session.

Phase 2 – Deploy. Veritas will:

- Physically install, configure, and functional test up to one (1) NBU appliance within Customer's environment.
- For an NBU 5240, Model G appliance:
 - Configure and functional test one (1) NBU media server appliance with up to one (1) disk storage pool.
- Upgrade/patch and functional test the CC Appliance's operating system software where applicable.
- Configure and functional test up to one (1) Cloud Catalyst storage server, (1) CC DiskPool, (1) CC Storage Unit and Key Management Service, if applicable.
- Functional test connectivity to a supported Cloud Platform.
- Configure and functional test one (1) Intelligent Platform Management Interface ("IPMI"), one (1) appliance hardware monitoring feature, one (1) email address for alert notifications, and one (1) Storage Life Cycles Policies ("SLP").

Phase 3 – Project Review & Close. Veritas will:

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

Any Services not specifically set forth in the Delivery Details herein are considered out of scope. The Services scope below is based on one (1) NetBackup Appliance Storage Shelf.

Deliverable

Completed installation of one (1) NBU Cloud Catalyst appliance in Customer's environment.

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
- 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.
- 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.
- Veritas will factory reset the NBU appliance upon completion of the engagement (applicable only when demonstrating the appliance).

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.
- Allocate the necessary space, power, cooling, networking, security measures, and wire/cable management for the NBU appliance hardware.



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- 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.
- 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.
- Provide CC Supported Cloud Platform access information

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.