



This Fixed Price-Fixed Scope Service Description describes the **NetBackup (NBU) Environment Assessment 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 perform an assessment of Customer's NBU Environment and provide a report of key findings, and recommendations. The Services scope below is based on and limited to a single NBU domain consisting of one (1) NBU master server and up to five (5) NBU media servers.

### Delivery Details

#### Scope of Service

##### **PHASE 1 PROJECT KICKOFF AND DATA GATHERING**

Veritas shall initiate a planning discussion with the Customer to review the following:

- Roles and responsibilities, Scope of Services, Customer readiness, resource / schedule, NBU requirements, and existing NBU design data.
- Plan for gathering data from the Customer's NBU environment.

##### **PHASE 2 ANALYZE DATA, REVIEW FINDINGS AND RECOMMENDATIONS**

Veritas shall:

- Conduct workshop(s) with Customer stakeholders to gather data to determine current state and key challenges experienced on the existing backup infrastructures
- Gather the following details about the backup environments:
  - NBU configuration (e.g.; policies, schedules, storage devices, NBU options, database agents)
  - NBU core servers (e.g.; master and media servers) OS configurations
- **Facilitate a WebEx with the Customer to assist in executing the Veritas provided tools and commands on the in-scope NBU master and media servers.**
- Analyze output from Veritas tools, document findings and develop actionable recommendations.

##### **PHASE 3 PROJECT CLOSEOUT**

Veritas Shall:

- Walkthrough the NBU health check finding with the Customer.



### Deliverable

#### Phase 3 Deliverable:

- Present assessment findings and recommendations to the Customer.
- Provide a copy of the assessment report.

### 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.
- Network access with full Administrator and/or root privileges is required for Veritas to access NBU core servers.
- Customer's backup and recovery requirements are defined 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 NBU administrative guides can be obtained at the VERITAS Technical Support web site - <https://sort.VERITAS.com/documentation>
- All Hardware, Software, Operating Systems, Storage and supporting infrastructure like the Network and SAN (FC or TCP) must meet the pre-requisites as detailed in <https://sort.veritas.com/checklist/install.rements>
- Internal VERITAS tools / utilities / procedures will not be shared and/or provided to the Customer.

**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:

- Assign a project lead as the single point of contact to coordinate with the Veritas Project Manager and technical lead.
- Identify and coordinate stakeholders to participate in gathering data and the health check (e.g., backup, network, storage, database(s), Window and UNIX).
- Ensure that the target NBU master and media servers are deployed, configured and functional.
- Execute Veritas NBU tools and commands provided by the Veritas team on the in-scope NBU master and media servers.
- Upload the output of the NBU tools to a target location provided by Veritas.
- Provide login credentials and administrative access to all NBU Servers or will facilitate an alternate that provides Veritas consultants access
- Troubleshoot and remediate any pre-existing issues with their NBU environment.



- Document NBU backup and recovery procedures and/or Standard Operating Procedures (SOPs).
- Implement, configure, administer, patch, and maintain all server/tape/SAN/LAN hardware and software resources
- 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.
- 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. Veritas shall invoice Customer or its Reseller in advance of delivery of Services