

This Fixed Price-Fixed Scope Service Description describes the **NetBackup (NBU) Deployment Service 8.2, Control # NBUDEPLOY20180808** (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 deploy an NBU 8.2 master server, NBU 8.2 media server, or NBU 8.2 OpsCenter server for each quantity Customer has purchased.

Delivery Details

Scope of Service

The following tasks shall be performed for this Service. Veritas shall:

- Conduct planning discussions with Customer stakeholders for the NBU server deployment
- Configure and functionally test up to one (1) of the following NBU server types:
 - NBU OpsCenter server
 - NBU master server
 - NBU master/media server
 - NBU media server

Phase 1 – Project Initiation & Planning

Veritas shall initiate a planning discussion with Customer to prepare for the project. The topics outlined below shall be discussed during the meeting:

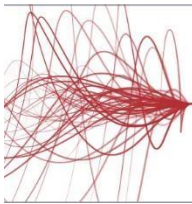
- Review roles and responsibilities, scope of Service, resource / schedule requirements, NBU 8.2 requirements, and a completed Pre-Engagement Checklist ("PEC")
- Discuss downtime requirements and necessary change window(s)
- Planning for the NBU deployment and walkthrough session

Phase 2 – NBU Server Deployment Veritas shall:

- Configure and functionally test:

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- **For an NBU OpsCenter server:**
 - Up to one (1) NBU 8.2 OpsCenter server to gather data from up to one (1) NBU master server
 - Up to two (2) standard reports available out-of-the-box without any customizations on nightly backups
 - Up to one (1) NBU OpsCenter database backup script and one (1) NBU policy
- **For an NBU master server:**
 - Up to one (1) NBU 8.2 master server
 - Up to one (1) NBU Catalog policy
 - Perform up to two (2) backups and two (2) restores on up to two (2) test clients provided by the Customer
- **For an NBU master/media server:**
 - Up to one (1) NBU 8.2 master/media server configured with one (1) Media Server Deduplication Pool ("MSDP") disk pool or one (1) tape device
 - Up to one (1) NBU Catalog policy
 - Perform up to two (2) backups and two (2) restores on up to two (2) test clients provided by the Customer
- **For an NBU media server:**
 - Up to one (1) NBU 8.2 media server configured with one (1) MSDP disk pool or one (1) tape device
 - Validate NBU connectivity to an NBU master server
 - Perform up to two (2) backups and two (2) restores on up to two (2) test clients provided by the Customer

Phase 3 – Project Review & Close Veritas

shall:

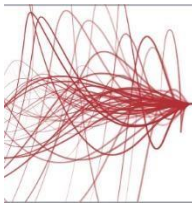
- Provide a configuration snapshot using the NBSU utility
- Conduct a two (2) hour walkthrough session on the overall project tasks / activities

Deliverable

- Completed functional testing of an NBU server

Key Dependencies & Customer Responsibilities

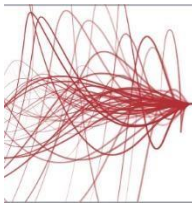
- All tasks shall be performed remotely from a Veritas facility. If Customer requires Veritas to perform the Service onsite, the parties will mutually agree on travel and expense fees.
- Work is conducted during Normal Work Hours.



- Implementation needs to be compliant with Veritas Hardware/Software compatibility matrix - <https://sort.veritas.com/welcome/documentation>

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 Veritas
- Manage change control and end user notifications
- If applicable, administer and maintain NBU pre/post processing scripts or custom scripts on NBU servers and third-party applications
- **For an NBU media server:**
- Validate that the NBU master server for that environment is operating at a minimum NBU 8.2
- Open a case with Veritas Technical Support to perform NBU catalog checks (i.e., NBU Consistency Check ("NBCC") and "bpdbm –consistency 2") on the NBU master server's catalog. The tools may need to be executed multiple times until it returns "No Inconsistencies".
- Obtain the necessary NBU 8.2 license keys and software
- Provide Veritas with a supported server and upgrade the NBU servers' system components to meet NBU 8.1.X minimum requirements
- Open the necessary network ports for the NBU solution • Provide Veritas with two test clients
- Administer any non-Veritas hardware and software devices
- Maintain local host files and/or Domain Name Service ("DNS")
- Troubleshooting of pre-existing NBU related issues within an existing NBU environment with Veritas Technical Support
- Provide Veritas with full disclosure of any change / freeze plans and timescales at the earliest opportunity
- Test plans are supplemental to Customer's testing process / plans
- Veritas NBU configuration snapshots are generated by Veritas using native Veritas commands and shall be provided as is to Customer
- 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
- 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.
- 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