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This Fixed Price-Fixed Scope Service Description describes the **Net BackUp Upgrade Service (to v8.1)-Base Package, Control # NBUUPG201712** (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 upgrade NBU 7.0 and higher servers to NBU version 8.1 for each quantity Customer has purchased. The scope of the engagement covers:

- Pre-upgrade readiness checks of the Customer's current NBU environment ("NBU Environment") consisting of:
 - Up to one (1) NBU OpsCenter Server or OpsCenter Analytics ("OCA") server;
 - Up to two (2) NBU Master Servers or Appliance Master Servers; and
 - Up to two (2) NBU Media Servers or Appliance Media Servers
- Upgrade of NBU Environment to NBU version 8.1 or appliance version 3.1.
- Functionally testing of upgraded NBU Environment.

Note: This Service engagement is applicable for one of the below listed Veritas SKU's:

- 20480 (NBU Upgrade Service v7 to v8)
- 20484 (NBU Upgrade Service – supported older version to v8)

Delivery Details

Scope of Service

Phase 1	Project Initiation & Planning
Phase 2	NBU Upgrades
Phase 3	Project Review and Closeout

PHASE 1 PROJECT PLANNING

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

Veritas shall:



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- Review roles and responsibilities, Scope of Service, Customer readiness, resource / schedule requirements, NBU 8.1 requirements, and completed Pre-Engagement Checklist ("PEC")
- Discuss downtime requirements and necessary change windows
- Planning for the NBU upgrades

PHASE 2 NBU UPGRADES

Veritas shall upgrade the NBU Environment from NBU version 7.0 and higher to NBU 8.1 and appliances from version 2.6.1 to 3.1.

Veritas shall:

- Perform pre-upgrade steps to prepare Customer's NBU Environment for the upgrades
- For NBU servers running version 7.0 to version 7.7 or NBU appliances running version 2.6.1 to 2.7:
 - Upgrade and functional test the NBU Environment to version 7.7/2.7
 - Subsequently, upgrade and functionally test the NBU Environment to version 8.1/3.1
- For NBU servers running version 7.7 and higher or NBU appliances running version 2.7 or higher:
 - Upgrade and functionally test the NBU Environment to version 8.1

PHASE 3 PROJECT REVIEW & CLOSE

Veritas shall perform and/or provide the following:

Veritas shall:

- Conduct a two (2) hour walkthrough session on the overall project tasks / activities and a review of the new functionality available in NBU release 8.1.
- Participate in closeout meeting

Deliverable

- Upgrade and functionally test the NBU Environment

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.
- Veritas shall only upgrade NBU Master, Media and OpsCenter servers that meet all pre-requisites as detailed at: <https://sort.veritas.com/home>
- Veritas NBU configuration snapshots are generated by Veritas using native Veritas commands and shall be provided as is to 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 Veritas
- Maintain server NBU HW/SW compatibility and identify alternate solutions for unsupported platforms
- Safeguard any NBU pre/post processing scripts or custom scripts on any NBU server
- Maintain and administrate every hardware and software components
- Administer and maintain NBU pre/post processing scripts or custom scripts on NBU servers and third-party applications.
- Provide Veritas with full disclosure of all change freeze plans and timescales at the earliest opportunity.
- 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.

Acceptance Schedule

Acceptance conditions are set forth in the Services Instrument. The milestone percentage below indicates (1) the percentage of the Service to be completed for each milestone and (2) for any Service which is not pre-paid, the percentage of the Service to be invoiced upon acceptance.

Payment Milestone	Acceptance Schedule	Milestone Percentage
Milestone #1:	Upon acceptance of the Service and Deliverable listed herein	100%