



This Fixed Price-Fixed Scope Service Description describes the **NetBackup[™] Release Management 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 remotely patch, update, upgrade and assess Customer-owned NetBackup[™] servers, based on the quantity purchased by Customer. NetBackup Server refers to either a Veritas Appliance or Customer-owned server hardware with NetBackup installed. A NetBackup Server may be configured as one of the following: Master, Media, Master/Media and OpsCenter.

Supported Appliance Models, Configurations and Covered Servers

This Service applies to NetBackup software that is running on a Customer-owned third party server running NetBackup software (“BYO”) and/or Veritas NetBackup appliance models 5230, 5240, 5330 and 5340 (“Veritas Appliance”) (either, a “NetBackup Server”). In the case of NetBackup Servers that are running on Veritas Appliances, the Service applies to the appliance itself, and the NetBackup software. The maximum number of NetBackup Servers on which Veritas will perform these Services depends on the Customer’ licensed amount of Front-End Terabytes for the NetBackup Software as identified in Customer’s Service Instrument, plus any additional Servers that the Customer purchases as reflected in their Services Instrument . Examples are shown in the table below for reference.

Customers that have more NetBackup Servers than what is covered within each tier may add-on additional NetBackup Servers (SKUs: 24202, 24203, 24204). (“Additional Server”). Under no circumstance shall Veritas provide these Services on more than the number of NetBackup Servers listed in Table 1, based on the tier level purchased, plus any Additional Servers purchased.

The term of the Service is either twelve (12) months, twenty-four (24) months, or thirty-six (36) months, as indicated in Customer’s Services Instrument, starting from the date indicated on the Services Instrument until the earlier of its expiration or until Customer is no longer active on support for the underlying software and/or hardware (“Services Term”). If Customer is no longer active on support on the NetBackup software and/or Veritas Appliance, this Service automatically terminates; no refund shall be issued for unperformed Service.



Table 1: Total NetBackup software licensed FETB& the Maximum Number of Servers by Service sku

Licensed FETB from	Licensed FETB to	Maximum number of NetBackup Servers covered under this engagement**	Sku Description in on Certificate
50	100	5	NetBackup Release Management Service for 50 to 100 FETB
101	250	10	NetBackup Release Management Service 101 to 250 FETB
251	500	15	NetBackup Release Management Service 251 to 500 FETB
501	750	20	NetBackup Release Management Service 501 to 750 FETB
751	1024	25	NetBackup Release Management Service 751 to 1024 FETB
n/a		1 Additional Server (** If Customer purchased any additional NetBackup Servers for an additional fee, in one quantity increments)	NetBackup Release Management Service Additional Server

Scope of Service

Veritas will kick-off the Service by completing a Service Activation workshop with the Customer and follow that up with delivery of the Ongoing Services, identified below, until the end of the Services Term as described.

Service Activation

Veritas will conduct an initial meeting to kick-off the Services engagement and to perform the following activities:

- Review services scope and deliverables.



July 2019

- Identify, list and document details of all NetBackup Servers, not to exceed the maximum number indicated in Customer's Services Instrument, that need to be maintained by Veritas as part of this subscription. This includes but is not limited to the appliance model number, type, software revision, support contract details and others. Once documented, the list of NetBackup Servers covered under this Service can be modified up to 5 business days prior to the start of Project 1 after which time the list of NetBackup Servers cannot be changed until the end of the contract.
- Gather architectural, technical and operational documentation from the Customer related to Customer's NetBackup environment.
- Document network access method that will be used by Veritas to access the Customer's NetBackup Servers to enable delivery of Service.
- Schedule two separate times (days and change windows) for delivery of the Service over the following 12 months or until end of the Services Term.
- Document a mutually agreed to change management process that will be used by Veritas to deliver the Service.
- Create a service delivery guide that includes network access method, change management process, NetBackup Server information, delivery schedules and contact information.

Ongoing Services

Once Service Activation is completed, Services are delivered as two (2) projects in each twelve (12) month period. Each of the two (2) projects are delivered in phases as described below.

Phase 1 – Project Initiation and Planning

Veritas will start each of the two (2) projects described in Phase 2 with a planning workshop with the Customer to prepare for the delivery of the Service and will:

- Review roles and responsibilities, scope of Services, resource / schedule requirements and NetBackup requirements.
- Validate the NetBackup Servers that will be covered as part of this engagement.
- Discuss downtime requirements and necessary change window(s).
- Create a high-level plan and timeline for delivering the service.
- Execute Veritas NetBackup tools to analyze and validate that the NetBackup Server is ready for updates.
- Provide to Customer, an identified list of issues that will require remediation prior to updating the NetBackup Server(s).

Phase 2 – Application of patches, updates, and releases

Project 1: Once, in each twelve (12) month period during the Services Term, Veritas will perform the following tasks on the NetBackup Server(s):

- Apply the latest released NetBackup patches and engineering updates to the NetBackup Server(s), as applicable.



July 2019

- Functionally test the updated NetBackup Server(s).
- Execute up to two (2) backups and two (2) restores on up to two (2) test clients provided by the Customer.
- Perform an assessment of the Customer's NetBackup Environment consisting of a maximum of one (1) NetBackup Domain and provide a report of key findings, and recommendations by
 - Executing Veritas tools on the NetBackup master server to gather data about the Customer's NetBackup environment including but not limited to backup policies, schedules, storage devices, workloads, NetBackup and OS configurations.
 - Analyzing output from Veritas tools, documenting them and developing actionable recommendations.

Project 2: Once, in each twelve (12) month period during the Services Term, Veritas will perform the following tasks on the NetBackup Server(s):

- Upgrade the BIOS, RAID and disk firmware on a covered Veritas Appliance to the latest available version.
- Upgrade the Veritas Appliance to the latest compatible version of NetBackup.
- Upgrade NetBackup software on a BYO NetBackup Server to the latest compatible version of NetBackup.
- If required, apply the latest released NetBackup patches and engineering updates to the NetBackup Server(s).
- Functionally test the upgraded NetBackup Server(s).
- Perform up to two (2) backups and two (2) restores on up to two (2) test clients provided by the Customer.

Phase 3 – Project Closeout

Twice in each twelve (12) month period during the Services Term, Veritas will:

- Provide a post update configuration snapshot of the NetBackup Server.
- Conduct a two (2) hour walkthrough session on the overall project tasks / activities

Deliverable: An updated and functionally tested NetBackup Server.

Assumptions

- All tasks shall be performed remotely from a Veritas facility.
- Work is conducted during Normal Work Hours.
- Network access to in-scope Servers, as required.
- Administrator and/or root privileges, as required, to NetBackup core servers.
- Customer's backup and recovery requirements are defined and available
- Assessment will cover all NetBackup Servers for which Customer has purchased the Service and the NetBackup master server for one (1) NetBackup domain.
- For sake of clarity, even though Veritas will perform an assessment on an NetBackup Master, Veritas will not perform the Service, on any NetBackup Master Server that has not been identified as a covered NetBackup Server during the Service Activation phase.



July 2019

- Knowledge transfer assumes the Customer is a NetBackup Administrator and/or has been managing the Customer's NetBackup environment and does not replace formal Veritas Education / Training
- VERITAS NetBackup 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.
- For any performance issue related to the patches or updates applied as part of this Service, Customer or Veritas will open a support case with the software support or appliance support team
- Any performance issue related to the patches, updates or upgrades applied as part of this Service will be handled under the relevant warranty provision for the software and/or hardware in the relevant software maintenance/support and appliance support terms

Customer Responsibilities

While Veritas handles many of the tasks and responsibilities with the delivery of Services, the following tasks should be completed by Customer. If Customer does not complete these tasks Veritas' performance of the Service may be delayed, impaired or prevented.

- Assign a Customer Project Lead as the single point of contact to coordinate with the Veritas Project Manager and technical lead. The Customer Project Lead will:
 - Work with Veritas to co-ordinate resources and their schedules to enable Veritas to deliver on the scope described in this document
 - Work with Veritas on enforcement of change control process within the Customer's organizations.
 - Work with Customer-internal resources to drive/complete tasks designated to them
 - Work with Customer procured 3rd parties to drive/complete tasks designated to them
 - Act as the focal point for resolution of issues in support of the delivery of Services
- Execute Veritas NetBackup tools and commands provided by the Veritas team on the in-scope NetBackup master and media servers.
- Provide Veritas consultants with access to relevant IT architectural documentation, as appropriate, to enable Veritas to deliver the Service.
- Provide login credentials and administrative access to all in-scope NetBackup Servers or facilitate an alternative method that provides Veritas consultants access.
- Troubleshoot and remediate any pre-existing issues with their NetBackup environment prior to Veritas delivering Services.
- Remediate any issues identified by Veritas as pre-requisites for successfully updating/upgrading the Customer owned NetBackup Server(s).
- Obtain any necessary NetBackup license keys and software.
- Identify test clients that have had at-least three (3) consecutive successful backups immediately preceding the delivery of the Service.



NetBackup Release Management Service Service Description



July 2019

- Upgrade OpsCenter, NetBackup clients and any out-of-scope NetBackup Master and Media server(s), as needed
- Maintain a current NetBackup support entitlement for all in-scope NetBackup Server(s).
- The NetBackup software and Appliances, as applicable, need to be on active support throughout the 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 remote hands support when requested. e.g. loading CD's/DVD/Tapes, rebooting devices, moving cables, components and cable connections.
- Provide any necessary network access for Veritas and open the necessary network ports to enable the Service to be performed.
- Assume all responsibility for administration of related IT infrastructure such as Compute, Network and Storage utilized by the NetBackup environment.
- 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
- 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.