



September 2018

This Fixed Price-Fixed Scope Service Description describes the **Veritas Access Premium-Start Deployment Service , Control # VAPS-09162017-01** (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 conduct a Veritas Access design assessment, provide a design document detailing the Veritas Access solution, and implement the Veritas Access cluster within Customer's two (2) sites (primary and secondary).

Delivery Details

Scope of Service

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

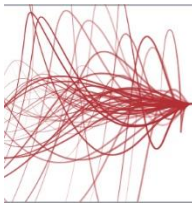
- Conduct engagement planning discussions
- Conduct a design review Customer's long-term retention requirement and document the design findings to include a Veritas Access deployment plan
- Configure and functional test:
 - Up to two (2) Veritas Access clusters (maximum ten (10) nodes between two (2) sites)
 - Provision of storage up to fifty (50) individual HDDs/LUNs per cluster (If SAN storage, LUNs must be presented to all nodes in the cluster)
 - Up to five (5) storage pools and filesystems per cluster
 - Up to five (5) individual CIFS shares, NFS exports or S3 shares per cluster
 - Unidirectional data replication using VVR (primary to secondary) for up to five (5) file systems
 - One (1) supported Cloud Tier, if applicable
 - SmartIO per node for caching, if applicable
 - Connection to a single authentication mechanism (Active Directory, LDAP or NIS)
- Provision for NetBackup (NBU) or Enterprise Vault (EV), if applicable

Deliverable

- Provide a design and "as built" Velocity configuration document.

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.



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- Premium-Start Deployments are assumed to be new installations. No upgrade activities have been considered
- Veritas Access configuration snapshots are generated using native Veritas commands and shall be provided as is
- Implementation needs to be compliant with Veritas Hardware/Software matrix, here: <https://sort.veritas.com/welcome/documentation>
- Data replication times vary depending on data size, network bandwidth, server resources, etc.
- Configuration of Customer workloads is dependent on successful post deployment infrastructure testing

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:

- Customer's Project Sponsor shall assist in ensuring communication to related departments to follow the documented processes and procedures for the current Service herein
- Customer is responsible for the following:
 - Provide information and resources in a timely manner as required by Veritas to facilitate task completion in accordance with the Service and Deliverable
 - If using SAN storage, provisioning the LUNs/disk prior to the installation of Veritas Access
 - Providing the following Hardware/Software
 - Minimum of ten (10) servers (nodes) of dual or quad core processors at 2.0Ghz or above, with minimum 32GB error-correcting code (ECC) random-access memory (RAM), and a minimum of four (4) gigabit Ethernet interfaces, that are certified and mentioned in the Veritas Access hardware compatibility list
 - Red Hat Enterprise Linux (RHEL) or the Oracle Linux (OL), as certified on the version of Veritas Access to be deployed, installed or available for installation on the previously stated servers (nodes)
 - Direct Attached or SAN storage provisioned to the previously stated servers (nodes)
 - Performing any database related activities (e.g. PostgreSQL, Oracle, MSSQL DB setup and configuration)
 - Setup of Network Attached Storage (NAS) clients.
 - Data migration activities
- Veritas is not responsible for the storage performance on any Customer-provided storage hardware
- 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%