



This Fixed Price-Fixed Scope Service Description describes the **Data Insight Premium Start Deployment Service, Control # DIPSD5032018**. “**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. “**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 be performed remotely and onsite to install and configure multiple DI servers (up to five (5) nodes) in one (1) or multiple sites (up to three (3)), scanning up to ten (10) servers or filers of up to five hundred (500) TB (total) of data for each quantity Customer has purchased.

Delivery Details

Scope of Service

Phase 1: Design

As part of this phase Veritas shall conduct a design detailing the DI environment to be deployed as well as the targets for scanning.

Customer shall:

- Perform environment readiness check to ensure that the OS and Software Versions running on the target filers/servers are compatible with DI
- Review and sign off High Level Design (“HLD”)

Veritas shall:

- Capture Customer requirements and success criteria during initial meeting
- Produce HLD detailing Customer’s data centers and locations, where the DI servers shall be installed, and the filers and servers which shall be targeted for data collection
- Produce Low Level Design (“LLD”) including DI server specs (i.e. OS version, RAM, CPU, and Disk Space) and target filers and servers (i.e. version, RAM, CPU, Disk, etc.)

Phase 2: Deploy, Configure, Scan, and Classify

As part of this phase Veritas shall implement the designed DI environment, install the filer agents, initiate scanning, and classify data.

Customer shall:

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- Install OS and any prerequisites on Customer Hardware (up to five (5) nodes)
- Configure audit collection, firewall rules and AV excludes

Veritas shall:

- Install DI software on Customer hardware (up five (5) nodes)
- Configure audit collection
- Install agents on up to ten (10) servers or filers (Windows, NetApp or EMC)
- Target for collection up to ten (10) servers or filers (Windows, NetApp or EMC) and initiate scans
- Target for collection up to five hundred (500) TB of data
- Apply classification policies on a subset of file shares, for up to ten (10) TB utilizing DI's Integrated Classification Engine ("ICE") policies include classification based upon high and low risk PII

Phase 3: Reporting

As part of this phase Veritas shall execute DI reporting based on the scanned and classified data and perform analysis of the data based on the reporting.

Veritas shall:

- Execute out of the box reporting of the following reports:
 - Data Aging Reports
 - Consumption by file group reports
 - Consumption by file extension reports
 - User/Group permissions reports
 - Classification reports based upon high and low risk PII
 - Filer capacity and growth trends
 - Storage consumption by owner
 - Open share reporting
 - Workflow (anomalous activity alerting)
 - Optional ROI report (requires Customer input)

Deliverables

- Deliver a project definition workshop report
- Deliver an executive summary report which summarizes the report findings and Veritas' recommendations

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.



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:

- Multi-tier DI architecture within up to three (3) data centers
- Windows 2008 64-bit or newer servers with sixteen (16) CPU Cores, thirty-two (32) GB of RAM and one hundred (100) GB disk space on C drive and one (1) TB on data drive for classification, management and index server
- Windows 2008 64-bit or newer servers with four (4) CPU Cores and eight (8) GB of RAM for collector worker nodes
- Setup proper AV exclusions and firewall rules on the DI server
- Download DI software and license keys and copy binaries to designated DI server. *(Note: Customer is responsible for separately purchasing all relevant software and license keys, including DI)*
- Ensure there is access to a valid login account for share scanning
- Setup filer for audit event collection
- Ensure there is access to an active directory domain controller for domain resolution. *(Note: If the server is not a member of the same domain, then a domain user account shall be needed for user scanning)*
- 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 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%