



This Fixed Price-Fixed Scope Service Description describes the **Veritas Resiliency Platform Premium-Start Deployment Service**, Control # VRPS-09212017-01 (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 Resiliency Platform (VRP) design review and provide a design document detailing the VRP solution, and implement the VRP infrastructure components across Customer's two (2) sites (primary and secondary). Post implementations, Veritas shall conclude the engagement by providing a walkthrough session on the overall project tasks / activities.

Delivery Details

Scope of Service

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

- Conduct engagement planning discussions
- Develop design for the two (2) resiliency groups which includes:
 - Defining the VRP environment(s)
 - Providing a solution design on the VRP Resiliency Group Level(s), pre-requisites to meet orchestration requirements, and key components of the VRP Resiliency Plan
 - Conduct a review session of the design document
- Deploy two (2) Virtual Appliances over two (2) locations (on-premises or cloud)
- Create a new Resiliency Domain
- Add primary and secondary Infrastructure Management Servers (IMS)
- Add up to five (5) Virtualization Server Assets (VSA) per site (VMware or Hyper-V)
- Set up a Replication Gateway pair between sites
- Configure and functional test the VRP solution for up to twenty (20) VMs or three (3) physical application stacks
- Configure and functional test of one (1) Resiliency Groups and Resiliency Plan for the twenty (20) VMs or three (3) Resiliency Groups and Resiliency Plans for the physical application stacks

Deliverable

Provide an "as built" VRP configuration snapshot document in an electronic format



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.
- Premium-Start Deployments are assumed to be new installations. No upgrade activities have been considered
- Veritas VRP 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>
- Configuration of Customer's workloads is dependent on successful post deployment infrastructure testing.
- This scope consists of no more than a two (2) tier level relationship between VM applications

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
 - A single IP address allocated for each VRP infrastructure component
 - If using Replication Gateways (RG), an additional Hard Disk Drive (HDD) minimum 50GB for up to 48 VMs + additional 12GB for each additional virtual machine (VM)
 - Sufficient resources to create the virtual appliances at each site, minimum specification below:
 - **Resource Manager (RM):** 8x vCPU, 32GB RAM, 60GB HDD
 - **Infrastructure Management Server (IMS):** 8x vCPU, 16GB RAM, 60GB HDD
 - **Replication Gateway (RG):** 8 x vCPU, 16GB RAM, 40GB HDD
 - Relevant firewall configuration to facilitate the use of the Veritas Velocity product, any associated products and the designated protocols configured as part of the deployment service
 - VRP infrastructure component host names must be registered in Dynamic Name Service (DNS)
 - Availability of an external Network Time Protocol (NTP) time source in the environment
 - Review feedback and approval to any change request/upgrade request/purchase request, etc. raised by Veritas
 - Internal change management process/procedures



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- Verify that the necessary network ports are open between the VRP toolset and the VMware Guests in scope
 - Provide the necessary VMware storage and compute resources in order to deploy the VRP solution
 - Validate that DNS is properly configured for every Resiliency Platform infrastructure component's hostnames and IP addresses
 - Any database related activities (e.g. PostgreSQL, Oracle, MSSQL DB setup and configuration) are the responsibility of Customer's DBA
- 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%