



This Fixed Price-Fixed Scope Service Description describes the **Velocity Premium-Start Deployment Service # VVP509212017** (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 similar document issued by Veritas, or a written statement of work 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 facilitate a rapid deployment of the Velocity Self-Service Hybrid Cloud in a Customer environment with minimal configuration for each quantity Customer has purchased.

Delivery Details

Scope of Service

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

- Conduct engagement planning discussions
- Conduct a design review
- Configure and functional test the following:
 - One (1) Velocity Storage Server
 - One (1) Velocity Cloud Console
 - Up to ten (10) database hosts/clients
- Demonstrate the creation of a single Database Sandbox Environment (DSE)

Deliverable

- Provide an "as built" Velocity configuration snapshot document in an electronic format

Key Dependencies & Customer Responsibilities

- All tasks shall be performed at the Customer's site and remotely from a Veritas facility
- Work is conducted during Normal Work Hours.
- 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>



- Velocity supports database ingestion for Oracle and MS-SQL only and ingestion of data via NetBackup applies to Oracle databases only
- Velocity supports NetBackup database recovery of Oracle databases only
- Velocity Cloud Console security details: NIST 800-53 and 800-56, PCI/DDS Level 1, SSAE16, and SOC II compliance
- Configuration of Customer's 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/performs 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
 - Availability of an external Network Time Protocol (NTP) source in the environment to allow for time synchronization
 - 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. NOTE, (ports 22, 80, 162, 443, 623, 5120, 5123, 5124, 5127, 5900, 7578, and 7582 are needed for Velocity)
 - Database Administrator and Test user names and email addresses for adding to Velocity role(s)
 - Validate that DNS and/or local host files are properly configured for the Velocity infrastructure component's hostnames and IP addresses
 - Review feedback and approval to any change request/upgrade request/purchase request, etc. raised by Veritas
 - Any database related activities (e.g. Oracle, MSSQL DB setup and configuration)
- 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%