



## Quick Start Deployment Service For Cognitive Object Storage Service Description



November 2018

This Fixed Price-Fixed Scope Service Description describes the **Quick Start Deployment Service For Cognitive Object Storage** (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 facilitate a rapid deployment of a single Veritas Cognitive Object Storage cluster 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:

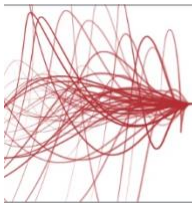
- Deploy of a single Cognitive Object Storage cluster five (5) nodes only on a single site
- Provision a single bucket of Direct Attached Storage within a single namespace (AD, LDAP or S3)

#### Deliverable

- Prepare and deliver a Quick Start As-Built Configuration document as it relates to the Veritas Cognitive Object Storage product.

### 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.
- Five (5) servers (nodes) each with sixteen (16) physical core processors at 2.0Ghz or above, with minimum 64GB error-correcting code (ECC) random access memory (RAM), five (5) Physical IPs bound to a ten (10) gigabit Ethernet private network subnet with interfaces that are certified and mentioned in the Veritas Cognitive Object Storage hardware compatibility list
- Red Hat Enterprise Linux (RHEL) Red Hat Enterprise Linux (RHEL) 7.2 and above, as certified on the version of Veritas Cognitive Object Storage to be deployed, installed or available for installation on the previously stated servers (nodes)
- Direct attached storage twenty-four (24) disks in one RAID zero (0) group attached to the previously stated servers (nodes)



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- Firewall configuration to facilitate the use of the Veritas Cognitive Object Storage product, any associated products and the designated protocols configured as part of the deployment service
- All five (5) physical IP addresses must be part of the same subnet and use the same netmask

**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:

- 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%