



This Fixed Price-Fixed Scope Service Description describes the **Access Quick Start Deployment, Control # VAQSo9072017** (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 install a two (2) node, Veritas Access Cluster on a single Customer Site for each quantity Customer has purchased.

Delivery Details

Scope of Service

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

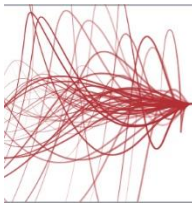
- Deployment of a single Access cluster (two (2) nodes only) on a single site
- Provision of storage up to ten (10) individual HDD/LUNs (DAS or SAN) (*Note: If SAN storage, LUNs must be presented to all nodes in the cluster*)
- Connection to a single authentication mechanism. (Active Directory, LDAP or NIS)
- Configuration of a single storage pool and single file system
- Configuration of a single protocol CIFS share or NFS export
- Configure supported Cloud Tier, if applicable
- Provision for NetBackup (NBU) or Enterprise Vault (EV), or Cloud Catalyst if applicable

Deliverable

- Deliver a Quick Start as-built 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.
- Quick-Start Deployments are assumed to be new installations. No upgrade activities have been considered
- Veritas is not responsible for the storage performance on any Customer-provided storage hardware



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
- Customer's Project Sponsor shall assist in ensuring communication to related departments to follow the documented processes and procedures for the Service herein
- Customer shall perform maintenance before implementation begins on targeted servers
- If using SAN storage, Customer shall provision the LUNs/disk prior to the installation of Veritas Access
- Customer shall provide the following Hardware/Software requirements
 - Two (2) servers (nodes) of dual or quad core processors at 2.0Ghz or above, with minimum 32GB error-correcting code (ECC) random-access memory (RAM), 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)
 - Relevant Firewall configuration to facilitate the use of the Veritas Access product, any associated products and the designated protocols configured as part of the deployment service
 - 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
- Customer is responsible for review feedback and approval to any change request/upgrade request/purchase request, etc. raised by Veritas
- Customer's DBA is responsible for any database related activities (e.g. PostgreSQL, Oracle, MSSQL DB setup and configuration)
- Customer shall be responsible for all Network Attached Storage (NAS) client setup and data migration activities
- 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%