



This Fixed Price-Fixed Scope Service Description describes the **Data Insight Quick Start Deployment, Control # DIQSDS032018** (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 a Veritas Data Insight ("DI") server in a Customer environment with minimal configuration for each quantity Customer has purchased.

Delivery Details

Scope of Service

- Any Service and Deliverable(s) not specifically written below are out of scope, including, custom reporting and custom classification.

The following tasks shall be performed for this Service.

Veritas shall:

- Install DI on one (1) DI server at a single Customer data center.
- Target up to three (3) servers or filers (Windows, NetApp, EMC) for data collection.
- Target up to one hundred (100) TB of data for data collection and scanning and up to one (1) TB of data for classification.

Deliverable

- Provide and deliver an Executive Summary presentation containing data analysis result of the following reports:
 - Data aging reports.
 - Consumption by file group reports.
 - Consumption by file extension reports.
 - User/Group permissions reports.
 - Classification reports.
 - Storage consumption by owner.
 - Open share reports.
 - Optional ROI report (*Note: requires Customer input*).



Key Dependencies & Customer Responsibilities

- All tasks shall be performed remotely from a Veritas facility. Should Customer require Veritas to perform the Service onsite, additional applicable fees are required for travel and expenses.
- 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:

Prior to commencement of the Service, Customer shall:

- Install Windows 2012 R2 64-bit or newer.
 - Sixteen (16) CPU cores, minimum thirty-two (32) GB RAM and min five hundred (500) GB disk space on C drive and one (1) TB on data drive.
- Ensure that the DI Server and DI targets are located in the same physical data center.
- Set up firewall rules and anti-virus excludes on the DI server.
- Download DI software and license key and copy binaries to designated DI physical server or VM.
- Ensure there is access to a valid login account for share scanning.
- 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)*
- Complete ROI questionnaire before the commencement of the Service.
- 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%