



This Fixed Price-Fixed Scope Service Description describes the **Resiliency Platform Quick-Start Deployment Service, Control # VRPOS-09112017-01** (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 deploy the Resiliency Platform infrastructure components across Customer's two (2) sites (primary and secondary) for each quantity Customer has purchased.

Delivery Details

Scope of Service

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

- Deploy Virtual Appliances over two (2) locations (on-premises or cloud)
- Create a new Resiliency domain
- Add primary and secondary infrastructure management servers
- Add a single virtualization server asset per site (VMware or Hyper-V)
- Set up a single Veritas replication gateway between sites
- Demonstrate the Resiliency of a single non-production VM across sites

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.
- Relevant Firewall configuration to facilitate the use of the Veritas Resiliency Platform (VRP) product, any associated products and the designated protocols configured as part of the deployment service.
- All Resiliency Platform infrastructure component host names must be registered in Dynamic Name Service (DNS)



- An external Network Time Protocol (NTP) time source must be available in the environment
- 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 resource to create the Virtual Appliances on 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
- Any database related activities (e.g. PostgreSQL, Oracle, MSSQL DB setup and configuration) are the responsibility of the Customer DBA.

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.
- 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%