



This Fixed Price-Fixed Scope Service Description describes the **eDiscovery Platform Starter Pack** (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, configure, and provide knowledge transfer on the eDiscovery Platform and is only valid when the eDiscovery Platform Starter Kit Suite License is purchased by Customer.

### Delivery Details

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

- Install and configure one (1) appliance/physical/virtual server
- Install eDiscovery Platform ( “eDP” ) components identified below
- Perform knowledge Transfer on the eDP components identified below

The following eDP components outlined below are in-scope for the Service. All other components are not in scope for these Service.

- Legal Hold ( “LH” )
- Identification and Collection ( “IC” )
- Pre-Processing, Processing, Analysis and Review ( “PPAR” )

### Scope of Service

- |                |                                    |
|----------------|------------------------------------|
| <b>Phase 1</b> | Project Planning                   |
| <b>Phase 2</b> | eDP Installation and Configuration |
| <b>Phase 3</b> | eDP Knowledge Transfer             |
| <b>Phase 4</b> | Project Review and Closeout        |

#### PHASE 1 PROJECT PLANNING

Veritas shall initiate a planning discussion with Customer to prepare for the project. The topics outlined below shall be discussed during the meeting:

- Review roles and responsibilities
- Confirm engagement logistics
- Review scope of project
- Discuss resource requirements
- Review implementation prerequisites



### **PHASE 2 EDP INSTALLATION AND CONFIGURATION**

Veritas shall perform the implementation and configuration of the eDP solution:

#### **Install:**

- Validate status of implementation prerequisites.
- Install/patch latest eDP version (if applicable)

#### **Configure and Test:**

- Configure application system settings including Active Directory discovery, backup configuration, etc.
- Complete the base configuration for the modules listed above
- Configure the preservation store based on Customer defined preservation strategy

#### **LH**

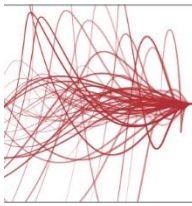
- Test and verify LH functionality including:
  - Sending notices
  - Authoring templates, surveys and monitoring / reporting
  - Custodian release

#### **IC**

- Configure and test collections with one (1) of each source (as applicable). Sources are identified as follows:
  - File shares
  - Local mail server (MS Exchange / Domino)
  - Enterprise Vault server
- Create and test “Collections Tasks” against the define sources. (Testing for data collection not to exceed 100mb for each source)
- Create “Collection Sets” to prepare data for processing in the PPA module
- Process collected data via PPA to validate integration and functionality

#### **PPAR**

- Test and verify PPAR functionality including:
  - Pre-processing / filters
  - Processing
  - Exception handling
  - Analysis
  - Redaction
  - Caching
  - Review modes
  - Production



### **PHASE 3 EDP KNOWLEDGE TRANSFER**

The objective of this phase is to perform knowledge transfer on the following product topics to Customer designated participants.

#### **System Administration**

- Provide an overview to the following suggested participants (of up to two (2) hours): Attorney(s), paralegal(s), and IT personnel responsible for managing the solution and providing support to end-users.

#### **LH**

- Provide an overview to the following suggested participants (of up to one (1) hour): Attorney(s), paralegal(s), and IT personnel involved in implementing LH

#### **Case Administration:**

##### **Identification, Collections, Pre-Preprocessing, and Processing:**

- Provide an overview to the following suggested participants (of up to two (2) hours): eDP team members responsible for creating and managing the case including: running data collections, and processing collected data into a case for review

#### **User Training:**

##### **Analysis, Review, Exports, and Productions:**

- Provide an overview to the following suggested participants (of up to three (3) hours): eDP team members reviewing, analyzing documents, and data; as well as creating, running data exports, and productions

### **PHASE 4 PROJECT REVIEW AND PROJECT CLOSEOUT**

Veritas shall perform and / or provide the following:

- Review project activities
- Escalate any technical issues to Veritas Tech Support if customer has valid support contract
- Participate in Closeout meeting

## **Deliverables**

#### **Phase 1 Deliverable:**

- High Level Implementation Schedule

#### **Phase 2 Deliverables:**

#### **VERITAS PROPRIETARY– PERMITTED USE ONLY**



- Completion of the eDP Build Guide and User Acceptance Test Plan
- Demonstration of key module features

### Phase 3 Deliverables:

- Provide training as indicated in the above phase
- Distribute the eDP product documentation

### Phase 4 Deliverable:

- Project closeout

## 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.
- Enter and maintain Change Control Records (if applicable)
- Verify compatibility for the target hardware in the eDP Compatibility Matrix located at: [https://www.veritas.com/support/en\\_US/article.TECH211911](https://www.veritas.com/support/en_US/article.TECH211911)

**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:

- Assign roles to the eDP personnel who shall be utilizing the eDP solution
- During Phase 2 of the Service, Customer shall:
  - Rack, stack, and provision agreed upon hardware
  - Complete implementation prerequisites
  - Provide the necessary personnel required to integrate and test key module features
  - Work with Veritas to complete the Build and User Acceptance Test Plan documents
- 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.

### Pricing Schedule

This Service is pre-paid, and payment is not contingent upon acceptance of any deliverable. Veritas shall invoice Customer or its Reseller in advance of delivery of Services.