

Enterprise Vault Upgrade Services Offering Add-On

Enterprise Vault Classification

September 2024



This Fixed Price-Fixed Scope Service Description describes the **Enterprise Vault Upgrade Services Offering Add-On Enterprise Vault Classification** (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: an Arctera certificate, or a written statement of work or similar document, between Customer and Arctera with associated terms and conditions, that references this Service Description.

Service Overview

This Service is a Fixed Price-Fixed Scope Service engagement and is an add-on to an Enterprise Vault ("EV") base packages (Enterprise Vault Upgrade In Place, Enterprise Vault Upgrade Hardware Migration, or EV Upgrade v10 to v12 Hardware Migration) and may not be purchased as a standalone Service.

Delivery Details

Scope of Service

PHASE 1 CLASSIFICATION WORKSHOP

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

- Evaluate the Customer's archiving business requirements and current corporate retention policies in order to map those policies into EV
- Educate the Customer's business stakeholders on EV Veritas Information Classification engine in clear, non-technical business language
- Discuss the Customer's business requirements for record retention, retrieval, and discovery
- Foster interactive discussion to evaluate best methods for applying the content classification capabilities of EV against the business objectives to create functional policies within the EV framework
- Document policy decisions
 - Policy discussions shall be based upon Customer's existing corporate documented retention schedules as provided by Customer. This workshop shall not be focused on creating or amending Customer's corporate retention schedules.
- Facilitate a two (2) to four (4) hour workshop with Customer stakeholders on EV policy configuration:
 - Review EV classification technical features in non-technical language
 - Review business requirements for record identification, classification, retention and discovery
 - Discuss options for merging EV classification capabilities and business objectives into functional policies within the EV classification framework
 - Identify top three (3) – five (5) data classification priorities

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- Review available default classification policies
- Review retention categories and expiry
- Define classification tags
- Define a detection policy with conditions
- Archive and classify
- Assign retention or discard, if applicable
- Apply tags for discovery review
- Review response workflows
- Review Mailbox, Journal, and, File System options (dependent on Customer deployed modules)
- Create the EV classification policy configuration matrix draft. The document shall contain detailed configurations for up to five (5) custom classification policies, each policy to include up to three (3) conditions and optionally a custom tag for each.
- Review EV classification configuration and enable if applicable. Customer must have classification license
- Review policies with customers. If applicable, modify the created policies based on customer feedback

PHASE 2 CLASSIFICATION PILOT

The objective of this phase is to configure classification in the production environment as per the workshop.

Arctera shall perform the following items:

- Configure EV Classification
- Create custom tags
- Create custom rules and apply tags
- Enable selected included rules
- Test and verify EV Classification for one (1) archive
- Perform Arctera acceptance test plan for Classification
- Provide up to two (2) hours of classification administrative knowledge transfer for up to two (2) Customer administrators

Deliverable

Phase 1 Deliverable:

- After completion of the workshop Arctera shall:
 - Provide a Microsoft Word type document in electronic format of the workshop agenda, meeting notes, and workshop participants
 - Release of a draft policy configuration matrix
 - Provide a Microsoft Excel type document in electronic format

Phase 2 Deliverable:

- Configure and test classification

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- Provide knowledge transfer on classification

Key Dependencies & Customer Responsibilities

- All tasks shall be performed remotely from an Arctera facility. If Customer requires Arctera to perform the Service onsite, the parties will mutually agree on travel and expense fees.
- Engagement tasks not requiring work to be performed after-hours shall be performed during Normal Work Hours
- Engagement tasks requiring work to be performed after-hours shall be performed during Customer's after-hours maintenance schedule
- Customer and Arctera will agree upon mutually agreed upon dates for the commencement of Services. Scheduling dates will be subject to staff availability
- Revisions to legacy classification platforms such as DCS or FCI as well as policy conversion is out of scope
- The work described above shall be performed as a collaborative effort between the Customer and Arctera project team

Customer Responsibilities. Arctera 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, Arctera's performance of the Service may be delayed, impaired or prevented:

- Arctera strongly recommends that the Customer back up all critical hosts in Customer's environment before Service commencement. Arctera 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 Arctera, 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. Arctera shall invoice Customer or its Reseller in advance of delivery of Services.