

# Enterprise Vault Upgrade Services Offering Add-On Enterprise Vault Retention And Expiry Workshop Service



September 2024

This Fixed Price-Fixed Scope Service Description describes the **Enterprise Vault Upgrade Services Offering Add-On Enterprise Vault Retention And Expiry Workshop** (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 EV RETENTION AND EXPIRY WORKSHOP

Arctera shall evaluate and compare the Customer's retention/expiry settings against current business requirements and provide recommendations for updating retention policies and enabling expiry services. The workshop shall include:

- Provide Customer with an overview of the EV information life cycle
- Document Customer's current retention and expiry configuration and statistics using customized SQL queries
- Foster interactive discussions with Customer business, compliance, and legal departments to decide updated methodology for retention and expiry
- Facilitate a two (2) to four (4) hour workshop with Customer stakeholders on EV retention and expiry
- Retention decisions shall cover the following topics:
  - Retention categories
    - Expiry date: modified vs archived
    - Fixed date expiry
    - Identifying permanent/temporary records
    - User deletion requirements
- For Customers currently utilizing the Veritas Information Classification ("VIC") engine:
  - Retention classification policies
    - When to classify
    - Setting retention overrides

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- Retention plans
- For Customer currently utilizing File System Archiving (“FSA”):
  - Creating Retention folders
  - Applying retention to volumes and folders
- Expiry decisions shall cover reporting, scheduling, performance, expiry workflow, and legal hold status impact

## PHASE 2 EXPIRY PILOT

Arctera shall assist Customer with:

Configuration and testing of the documented retention and expiry updates.

- Creation/update of up to ten (10) retention categories, retention classification or retention plans
- Update of retention category/plan settings for up to ten (10) targets (e.g. provisioning groups or user mailboxes)
- Modification of EV expiry service configuration
- Testing for the updated configuration shall include:
  - Review of retention application to newly archived items
  - For Customers using VIC; Review of retention updates based on VIC policy during initial archiving
  - Run expiry in report mode and review results
  - Disable expiry for all but one (1) archive
  - Run expiry against the one (1) non-disabled archive and confirm expired eligible items are no longer accessible within EV
- Perform a one (1) to two (2) hour knowledge transfer on retention and expiry configuration for up to two (2) Customer administrators

## Deliverable

### Phase 1 Deliverable

- Completion of the workshop (.docx in electronic format of the workshop agenda, meeting notes, and workshop participants)
- Document updated retention and expiry recommendations
- Provide a current expiry eligibility report (.xlsx in electronic format)
- Deliver a custom SQL query for statistical expiry eligibility

### Phase 2 Deliverable

- Updated configuration with testing and validation

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## 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 shall agree upon mutually agreed upon dates for the commencement of Services. Scheduling dates shall be subject to staff availability
- Configuration or modification of classification is out of scope and can be addressed by purchasing the Add-on EV Classification option

**Customer Responsibilities.** Arctera can only perform the Service if Customer provides required information or performs required actions. If Customer does not provide/performs per the following prerequisites, assumptions, or dependencies, Arctera's performance of the Service may be delayed, impaired or prevented:

- During Phase 1 Customer shall:
  - Provide access and assist Arctera in running reports and SQL queries
  - Participate in the workshop
- During Phase 2 Customer shall:
  - Verify backups and arrange change control if desired
  - Work with Arctera to identify targets for testing
  - Assist with configuration updates
  - Review and accept pilot test results
- 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.
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- 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.