

This Fixed Price-Fixed Scope Service Description describes the **Dark Data Assessment Service** (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 to analyze, classify and provide a detailed review of a subset of Customer data. The following Arctera product is used to deliver this Service:

- Data Insight ("DI") with Intelligent Classification Engine ("ICE")

The following high-level activities shall be performed as part of this Service:

- Completion of a project definition workshop ("PDW")
- Installation of an all-in-one (1) (management server, indexer, and collector) server for DI
- Installation of up to ten (10) filers (filers must be supported by DI and have auditing enabled) with a maximum capacity of twenty-five (25) terabytes
- DI out of the box reporting as outlined in Phase 3

Delivery Details

Scope of Service

The project shall be divided into four (4) phases in order to clearly define the approach and desired Project Planning

Phase 1	Project Definition Workshop (PDW)
Phase 2	Data Gathering
Phase 3	Data Analysis and Reporting
Phase 4	Project Closeout

PHASE 1 PDW

This phase shall be comprised of a one (1) day PDW that is planned to be conducted on-site at the Customer location and to be attended by:

- Program/project sponsor
- Customer project manager
- Arctera Architect

Additional representatives from the business and IT functions may optionally attend the workshop as required by the Customer.

The primary objectives of this workshop are outlined below:

- Define the business objectives and critical success factors for the project as agreed at pre-engagement
- Validating the pre-engagement checklist
- Review software installation prerequisites
- Collecting the information on the different storage tiers in use by the Customer, the data lifecycle and data retention policies already in use
- Verifying that change controls have been addressed in order to allow the pre-defined and agreed upon user account, to scan the filers in the scope
- Verifying that any firewall ports have been correctly opened to allow DI to properly interact with the filers in scope of this project (if applicable)
- Agreeing on what data to gather
- Reviewing the reports to be generated
- Educating participants on the DDA Service model
- Defining project roles, responsibilities and reporting structure where required
- Discuss and review PII data and applicable use cases
- Discuss classification tags (e.g. Social Security, US Driver's License, US Passport, etc)
- Identifying preliminary risks and constraints
- The Arctera Architect shall facilitate this workshop to ensure that the above objectives are achieved and shall be responsible for setting and agreeing the agenda.

PHASE 2 DATA GATHERING

This phase includes the installation of DI which is required for the analysis of unstructured data stored on the filers. DI shall be installed on a Virtual Machine ("VM") identified during the PDW and supplied by the Customer.

Note: Software implementation shall be delivered on-site (Customer location). Monitoring shall be performed remotely via WebEx or other shared screen method

Prerequisites for commencement:

- Prior phase successfully completed
- Prior to the software installation, pre-installation checks shall be performed to ensure that all the dependencies between the VM and the filers have been met
- Customer infrastructure is ready for DI deployment and agent installation
- Customer change controls and approvals (if applicable) in place for the DI installation
- Administrator access to the VM where Arctera DI shall be installed
- Predefined users with necessary rights and privileges to access the target filers

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2

Out of Scope for Phase 2:

- Any request for installation or configuration of tools other than those required to run this Service
- The collection of data other than those agreed upon during the PDW

PHASE 3 DATA ANALYSIS AND REPORTING

As part of this phase, Arctera shall review the data that has been collected during the previous phase and create reports detailing our findings.

Prerequisites for commencement:

- Prior phase successfully completed
- The Arctera Architect has been provided with access to monitor the tasks as needed

On successful completion of the data gather task, the architect shall review the findings and create the Data Analysis Reports. The reports shall include at least the following topics:

- Storage and optimization recommendations
- Filer capacity and growth trends
- Storage consumption by owner
- Inferred data ownership and hierarchy within Active Directory
- Inactive users
- List of empty groups and circular groups
- Social Network Mapping
- Sensitive data sprawl
- Folders accessible by disabled or deleted users
- List of open shares
- User activity over time and Access Anomalies
- PII Classified Data

The Arctera Architect shall review findings with the Customer discussing the outcome of the reports and to outline any steps or actions that would take place on any future DI project.

PHASE 4 PROJECT CLOSEOUT

Arctera shall perform and/or provide the following:

- Review project activities
- Participate in closeout meeting

Deliverable

Phase 1 Deliverable:

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3

- On completion of the PDW, Arctera shall provide a PDW summary document outlining the areas discussed and agreed upon in Phase 1.

Phase 2 Deliverables:

- Arctera DI installed in the VM identified during the PDW and supplied by the Customer
- Configuration of the in-scope filers
- Commencement of the data collection process as agreed during the PDW

Phase 3 Deliverable:

- Delivery of reports
- Review of reports with Customer team

Phase 4 Deliverable:

- Provide an email detailing participants and items covered in the project closeout meeting

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.
- Work is conducted during Normal Work Hours.
- This Service does not include licenses for any Arctera software. After Service completion, Arctera will deactivate the software by removing the license keys for any Arctera software used to enable delivery of this Service.
- All documentation shall be produced using Arctera documentation templates
- Architect shall be provided with a suitable work area for the delivery of the Service
- No changes to systems or networks shall be made as part of this engagement
- The Customer shall provide named subject matter experts to attend workshops and provide required data for the environment

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.

Dark Data Assessment Service

September 2024



- 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 Deliverables listed herein	100%