

This Fixed Price-Fixed Scope Service Description describes the **Enterprise Vault Environment Service Assessment** (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 assess a Customer's Enterprise Vault environment for each quantity Customer has purchased.

Delivery Details

Scope of Service

This Service Description supports the following offerings:

- **Enterprise Vault Environment Assessment Service (24205)** - analyzes the overall health of Customer's archiving environment and makes recommendations on optimization. The Assessment includes analyzing Customer's storage and server configuration, upgrade plans, reviewing policies, logs and reports, archiving and index performance, accelerator usage and performance, for up to five Enterprise Vault servers.
- **Enterprise Vault Environment Assessment Server Add-On (24206)** – if purchased by Customer, this adds one additional Enterprise Vault server to the scope of Customer's engagement. **Note:** The Add-On must be purchased as an addition to the base Enterprise Vault Environment Assessment Service. The Add-On cannot be purchased separately.

Modules included in this program are limited to:

- Mailbox Archiving ("MA")
- Journal Archiving ("JA")
- File System Archiving ("FSA")
- SharePoint Archiving
- Integrated Classification Engine
- Discovery Accelerator ("DA")
- Compliance Accelerator ("CA")

All other modules are not in scope for this program

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

- Conduct an Enterprise Vault (EV) Environment Assessment
- Configuration Review of 126 Different Checks against the EV Infrastructure

The following tasks shall be performed for this Service.

Phases of Work

Arctera shall perform the tasks using a phased approach:

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|----------------|------------------------------------|
| Phase 1 | Project Planning |
| Phase 2 | EV Environment Assessment |
| Phase 3 | Project Review and Closeout |

Scope of Service: Any Service and Deliverable(s) not specifically written below are out of scope.

PHASE 1 PROJECT PLANNING

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

Customer shall:

- Assign a project manager and technical lead who shall both act as primary points of contacts for the Arctera project team.
- Execute any tools provided and pass the information back to the Arctera Project Manager prior to the start of Phase 2.

Arctera shall:

- Review roles and responsibilities
- Confirm primary Customer point of contact
- Review scope of services
- Provide any necessary tools for data gathering

PHASE 2 ENTERPRISE VAULT ENVIRONMENT ASSESSMENT

The Service provides the Customer with a review of the current environment. The EV Environment Assessment document identifies the current state of the environment and recommended configuration changes that would benefit the performance of the current environment. The subtasks are:

Customer shall:

- Assign a project lead as the single point of contact to coordinate with Arctera personnel
- Identify and coordinate personnel to assist with gathering of information
- Active participation in gathering of information

Arctera shall:

- Facilitate a kickoff meeting led by its personnel. The meeting shall be used to discuss the following:
 - Discuss Customer expectations
 - Verify/validate business and technical requirements and success criteria
 - Customer's current corporate document retention policies and/or electronic communications policies
 - Verify/validate/identify any specific concerns or issues that the Customer is aware of in the environment
 - Review existing vault store configuration
- Arctera shall assist the Customer with the gathering of information via reports, SQL queries, communications (email and phone), and diagnostic tools
 - The Customer may gather and provide independently or work with Arctera during the assessment. Arctera shall review:
 - Policies
 - Retention categories
 - Expiry settings
 - Provisioning groups
 - Memberships
 - Order of precedence
 - Custom retention folders (if applicable)
 - Accelerators (if applicable)

- Defined roles
 - Memberships/access
- Arctera shall analyze the information gathered to produce a formal EV Environment Assessment document
- The Environment Assessment document shall include a review and recommendation for the following items:
 - Storage and server configuration
 - EV versions and compatibility
 - EV policies and components
 - EV logs/reports
 - Archiving performance and schedule
 - Vault stores and Indexes
 - Accelerator usage and performance (if applicable)
 - Backup configuration and strategy
 - Issue resolution
 - Upgrade plan
 - Documented operational procedures
- Create a draft Environment Assessment report
- Provide feedback on the EV environment to the Customer's staff
- Answer Customer's questions regarding the EV Environment Assessment

PHASE 3 PROJECT REVIEW AND CLOSEOUT

Customer shall:

- Ensure that the appropriate individuals attend the closeout meeting.

Arctera shall:

- Review project activities
- Participate in closeout meeting

Deliverable

Deliverables for the Service include the following:

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- Phase 1 – Schedule the Environment Assessment
- Phase 2 – Provide the final Environmental Assessment Report
- Phase 3 – Project Closeout

Key Dependencies & Customer Responsibilities

- All tasks shall be performed remotely. 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.

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:

- The project shall be performed as a collaborative effort between the Customer and Arctera teams.
- Execute a Veritas QuickAssist ("VQA") on each EV site (if applicable) and send the information back to the Arctera Project Manager. VQA can be found at the link below: https://www.veritas.com/support/en_US/article.000095758
- Customer must have active Enterprise Vault software licenses and active maintenance/support in order to utilize the Service.
- 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.
- 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.