

Sun StorageTek Business Impact Analysis Service
Part Number: WW-PS-BIA01
Venezuela

1. Scope

This Service provides Customer with a Business Impact Analysis on one site and up to three business units.

2. Sun's Tasks and Deliverable's

- **Service Initiation.** Sun will conduct a project kick-off meeting with stakeholders in order for Sun to create a tailored project plan to document the following:
 - Determine business applications and systems to be evaluated
 - Identify functional area business managers and other key staff
 - Set interview schedule
 - Set program time line
 - Determine business requirements
- **Implementation.** Sun will perform the following implementation tasks:
 - Interview/survey staff
 - Data gathering exercises
 - Sort and formalize interview data
 - Conduct a business impact analysis validation meeting
 - Compile business impact analysis report
- **Functional Testing.**
 - Validate compiled data with key customer contacts
- **Knowledge Transfer.**
 - Provide basic education on the business impact analysis process and provide final knowledge transfer to customer.
 - Communicate project information
 - Create final business impact analysis report
- **Other Deliverables.**

Sun will conduct a formal closure meeting to:

 - Review the tasks and deliverables for this Service which Sun completed
 - Review any applicable support arrangements and obligations of Sun.
 - Obtain sign-off on service completion form ("Completion Form")

3. Customer Responsibilities

- **Backup of current data.** Customer has current backup copies of system data, copies of this data, where appropriate, will be available for all systems connected to this solution prior to any implementation services beginning.
- **Site and Systems Access.** Customer is responsible for providing access to data center, facilities, systems, operating environment and resources identified to complete work activities. This includes, but is not limited to, root access, network access, system access, electrical requirements, cabling, and appropriate service area floor space.
- **Personnel Access.** Customer is responsible for providing access to personnel, including management, business, IT and operational staff.

- **Project coordinator.** Customer will designate a Project Coordinator who will interface with the Delivery Consultant or Project Manager and be empowered to facilitate project activities or action when requested as agreed to in the kick-off meeting.
- **Notification of special conditions.** Customer will notify Sun of any system, application, or equipment modifications known to be potential problems, or deviations from industry standard.
- **Third party software licenses.** Customer will have current valid and fully supported software licenses for all software products associated with Services provided herein and not provided by Sun under this Service Listing.
- **Software and firmware levels.** Customer will ensure all host systems are at an OS patch level supported by Sun, including, host bus adaptor vendors, disk controller vendors, and switch vendors.
- **Third party products.** Customer will execute all applicable agreements and have possession of and accessibility to all required third party products by the project start date.
- **System down time.** Customer will ensure system down time will be available upon reasonable notice to allow installation of hardware and software components required for completion of this project.

4. Additional Provisions.

- **Services does not include:**
 - Disaster recovery or data recovery services.

This Service is subject to your existing services agreement with Sun that governs the delivery of Services. If you do not have a services agreement with Sun that would govern the delivery of Services, then Sun's delivery of Services shall be subject to the terms located at www.sun.com/sales/salesterms. This Service Listing or SOW does not constitute an offer by Sun. The Services described above are subject to availability and unless otherwise stated, are only available within the above-referenced country. Any reference to "Customer" in this Service Listing entitled to receive the Services.

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