

Java Enterprise System Architecture Workshop

“United States”

1. Scope

This consulting service provides the customer with assistance in identifying a customized, end-to-end solution that fully addresses their business issues and gives them the direction they need to make that solution a reality. In this fixed-price service, Sun Microsystems, will provide a 2 day Java Enterprise System architecture workshop to Customer using Sun's SunTone Architecture Methodology Framework ("SuntoneAM"), a proprietary extension of the Unified Process ("Service").

The Java Enterprise System Architecture Workshop takes two full business days on site with the customer and in addition to a third day for reserved for documentation which can be done remotely.

The terms and conditions of Sun SPS Agreement No. will govern the provision of the Service ("Agreement").

2. Tasks and Deliverables

- **Tasks.** Sun will complete the Service by performing the following activities:
 - Service Initiation - Workshop
 - Java Enterprise System Architecture- Workshop
 - Service Closure - Workshop

Summary of Service Deliverables:

1. Java Enterprise System Workshop Report
2. Service Completion Form

- **Service Initiation - Workshop**

Planning and Preparation. Sun will conduct a project kick-off meeting with key contacts to finalize project approach, discuss roles and responsibilities and work schedule. It also includes a request for Customer-provided System Documentation and questionnaire.

- **Java Enterprise System Architecture Workshop**

The workshop has seven key components:

1. An overview session, which introduces business drivers, technology, organizational concerns, and business concepts surrounding Java Enterprise

System;

2. A technical review of Java Enterprise System system capabilities and functionality;
3. An assessment and validation of the customer environment.
4. A requirements gathering session, which discusses the kinds of requirements that are collected for an Java Enterprise System solution. Requirements are collected based on architectural considerations for the proposed solution;
5. Logical and Physical Architecture;
6. Architectural considerations for migration to Java Enterprise System;
7. Workshop closure and review. Next steps for proposed Java Enterprise System solution;

- **First Day Workshop Session**

During this session, Sun will:

- Introduce the agenda, objectives and expectations of the workshop. The overview session will include a business level Java Enterprise System presentation targeted for the customer executive sponsor;
- Customer will present to Sun a status of their project/program. Presentation should include project status, descriptions and priorities. The organizational structure and responsibilities is also a critical component of this session.
- Review the functional and technical capabilities of the Java Enterprise System. Sun will review the maintenance and operation of the Java Enterprise System. Sun will further illustrate the functionality of the Java Enterprise System system by delivering sample customer business scenarios.
- Conduct interviews in a workshop format with the key IT staff responsible for maintaining the System, and with the business managers;
- Assess and validate the customer environment based on the assessment questions provided by Sun.
- Discuss key requirements driving architectural issues for the Java Enterprise System solution;

During the First Day Session, Sun will also:

- Identify risks and issues so that they are actionable, including the identification of any dependencies;

- **Second Day Workshop Session**

During this session, Sun will:

- Discuss Customer's Platform/Infrastructure application, application infrastructure, network, and hardware (compute and storage) platform directions and process pertaining to proposed solution with Java Enterprise System;
- Create high level logical and physical architecture based on the captured architectural considerations and the stated systemic requirements (reliability,

availability, scalability, etc.);

- Discuss the architectural considerations to migrate to the Java Enterprise System;

- **Deliverables**

- Java Enterprise System Workshop Report [To be delivered at agreed upon date]

- **Service Closure - Workshop**

Sun will conduct a formal meeting with Customer to:

1. Review the tasks and deliverables for this Service which Sun completed;
2. Obtain Customer sign-off on delivery completion form ("Completion Form"). Customer will sign Sun's Completion Form provided Sun has completed all tasks and provided all deliverables set forth in this SOW. Customer's failure to sign the Completion Form has no bearing on acceptance of the Service.

Any outstanding issues will be reviewed at this time.

Activity Deliverable(s)

Service Completion Form

- **Additional Fee Services**

1. This is a fixed-price engagement. The total fee which Customer will pay Sun for the Service (not including expenses listed below) is embedded in the list price of the Java Enterprise System.

2. In addition to the Fee, Sun will charge Customer and Customer will pay:

(1) for reasonable expenses incurred in connection with the Service, such as telephone toll-calls, photocopies, fax charges, and messengers;

(2) a fee of fifteen dollars (\$15) per billable, consulting hour to cover Sun's administrative expenses; and

(3) for Travel. Sun will itemize all expenses charged to the Customer. Sun will charge the Customer for local mileage at the rate per mile, and will charge Customer for lodging, meals, car rental, and airfare (if appropriate) at Sun's actual cost. Sun estimates that its travel and expenses for this engagement will be Insert Amount.

3. Sun's standard work week consists of forty (40) hours. Sun and the Customer will agree to a premium for additional hours, including weekends or holidays. Sun will determine the hours during the weekday during which it will provide the Service.

4. The Service may entail additional fees for on-call pager support outside of Sun's standard workday (8am-5pm local time). Sun's minimum charge per paged

incident is one (1) hour of Sun's consultant's then current billable rate. If Sun must provide on-site support as a result of a page per this provision, Sun will charge Customer for a minimum of four (4) hours of Sun's consultant's time at the then current billable rate.

3. Customer Responsibilities

- Copies of relevant configuration and processes documentation
- Facilities access and access to relevant internal and external systems as required by Service
- Adequate workspace for each of Sun's consultants, as well as access to telephones, copiers, faxes, conference rooms, and printing facilities as reasonably necessary
- Customer relevant business requirements and service level requirements.
- Access to key Customer personnel, including business, IT and operational staff
- Parking and access passes as required by Sun as necessary for Service delivery
- A timely response (i.e. in a time period that does not affect Sun's scheduled delivery of the Service) to all requests for information by Sun
- Timely delivery of information and support (i.e. in a time period that does not affect Sun's scheduled delivery of the Service) from suppliers of non-Sun equipment and services as requested
- Any relevant operational performance standards in use by Customer related to Service delivery
- An escalation procedure in the event that timely responses are not provided to Sun to ensure that the Service can be completed within the established time-frames
- A timely response (i.e., in a time period that does not affect Sun's scheduled delivery of the Service) to the review of all Service-related documentation.

In the event that Customer purchases the above-described Services from Sun, this Service Listing or SOW is incorporated by reference in and subject to the terms of the agreement which has been most recently entered into by the parties and under which Customer may order products and services from Sun ("Agreement"). Sun is not obligated to perform the Services described in this Service Listing or SOW unless Customer has an Agreement with Sun and has received an order confirmation from Sun accepting Customer's purchase order or electronic order for the Services. This Service Listing or SOW does not constitute an offer by or invitation to contract with 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 refers to the party that enters into the Agreement with Sun. Such party may be referred to in the Agreement as "Company", "Customer" or other appropriate term.

Last Revised: 10,October 2003