

Key Management System (KMS) Integration Service
Part Number: WW-PS-INTG-KMS
Thailand

1. Scope

Under this service, Sun will provide integration services of two KMAs (Key Management Appliances) and encryption enablement service for up to 64 T10000, 9840D, and/or LTO4 tape drives at one Customer data center (collectively the "Service").

2. Sun's Tasks and Deliverables

• **Service Initiation.** Sun will conduct a project kick-off meeting with the relevant stakeholders in order

for Sun to document the following:

- Determine encryption requirements
- Identify content storage environment
- Determine the implementation service tasks and expectations
- Identify and schedule Customer's staff to participate in workouts and knowledge transfer.

• **Implementation.** Sun will train and assist the Customer to perform the following implementation tasks:

- Key management workouts
- Key configuration
- Drive pool configuration
- Key-group configuration
- Drive pool to key-group mappings
- Key Life-Cycle Management

• **Functional Testing.** Sun will demonstrate functionality of the following:

- Read/write encryption testing and validation
- Backup and recovery of KMS configuration and database
- Hardware configuration after KMA replacement
- Load-sharing between one KMA to another

• **Knowledge Transfer.** Sun will provide information on the following:

- Installation and use of the KMS Manager
- Responsibilities for the different KMS roles
- Optimum setup of the Management and Service Networks
 - Management Network is the Customer's wide area network for KMA-to-KMA communication and for the Customer to manage KMAs with the KMS Manager
 - Service Network is the private network from the KMA to the tape drives
- Actions required to add more drives to the system

• **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"). Customer will

sign Sun's Service Completion Form provided Sun has completed all tasks and provided all deliverables set forth in this Service Listing. Customer failure to sign the Service Completion Form has no bearing on acceptance of the Service.

3. Customer Responsibilities

• **Recommended configuration for KMS** includes a minimum of two KMAs (Key Management Appliance) per physical site. If the Customer desires to implement only one KMA per site, then the Customer must provide written acknowledgment that they (a) will assume all risks associated with implementing a non-standard KMS configuration, (b) will accept all liability for any interruption of Service that may result and (c) acknowledge and understand that this configuration is not recommended by Sun. (See example scenario below). In addition, the Sun account team must obtain prior approval of the non-standard KMS configuration from Sun's KMS Engineering, Product Marketing, and Services.

EXAMPLE, for illustration purposes only, of some of the possible risks associated with implementing a non-standard KMS configuration: The Customer has specified that the Drives shall be connected over the Service Network to a single KMA deployed at each site. Customer acknowledges that this is a configuration that is not recommended by Sun and accepts any and all liability for any interruption of service that may result. Customer accepts that a failure in such a KMA will result in the attached Drives being unable to read and write data until the faulty KMA is replaced, enrolled in the KMS cluster and has re-synchronized with the KMS Cluster database. In addition, an extended disruption to the KMS connectivity between such sites will deplete the store of replicated keys kept in each KMA and can result in the inability to issue new keys to a new tape or in response to the Customer's Key Expiration Policy. NOTE: There may be other or additional risks or liabilities not identified above.

• **Backup of current data.** Customer must have current backup copies of system data, copies of this data. Where appropriate, backup copies will be available for all systems connected to this solution prior to any implementation Services beginning.

• **Access to personnel and facilities.** Customer is responsible for providing access to management, staff, data center, and resources identified to complete work activities. This includes, but is not limited to, network access, system access, electrical requirements, cabling, and appropriate service area floor space.

• **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 or mainframe PTF level supported by Sun and adequate to support encrypted

tape drives, host bus adapter 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.** System down time will be available upon reasonable notice (reasonable notice to be jointly agreed upon by the Customer and Sun) to allow installation of hardware and software components required for completion of this project.

4. Additional Provisions.

The **Service does not include** assessment and design services or any other services or deliverables not described above.

This Service is subject to Customer's 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 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 refers to the party entitled to receive the Services. All other defined terms in this Service Listing correspond to the definitions found in Customer's existing services agreement with Sun or the sales terms located at www.sun.com/sales/salesterms, whichever applies.

Last Revised: October, 2009