

Sun Encryption Architecture, Design and Implementation Planning Service
Part Number: WW-PS-ARCH-ENCRYPT
Australia

1. Scope

Under this service, Sun will provide Customer with encryption architecture, design and implementation planning services for Customer's data center infrastructure at one datacenter location and one datacenter operations management organization ("Service"). The Service will provide Customer with a comprehensive design and implementation plan, including engineering diagrams and documentation, a validation test plan, and an individual knowledge transfer, to help ensure they implement a secure encryption solution.

2. Sun Tasks and Deliverables:

● **The Assessment contains the following:**

- A project plan for use in preparation for implementation of the encryption solution
- Development and recommendations on best practices around the use of encryption and key management
- Recommendations on security and encryption policies
- Role based guidelines in managing an encryption based security plan
- Guidelines on which data to encrypt
- Encryption based data recovery practices and course of action for data recovery
- Process and policy recommendations necessary to handle the back-up and recovery of encrypted data
- Encryption policy and deployment recommendations to meet risk and disaster recovery requirements

● **Service Initiation**

Conduct a project kick-off meeting with stakeholders in order for Sun to document the following:

- Determine data center environment
- Identify key contacts for interview
- Determine the service tasks and expectations
- Identify and schedule Customer's staff to participate in interviews

● **Implementation**

Sun will perform the following implementation tasks:

- Interviews of customer's key staff
- Compile interview data into database
- Provide report and presentation to customer

● **Knowledge Transfer**

- Presentation of assessment service findings to executive staff

● **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's failure to sign the Service Completion Form has no bearing on acceptance of the Service.

3. Customer Responsibilities

- **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.** Ensure all host systems are at an OS patch level supported by Sun, 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.** System down time will be available as mutually agreed upon to allow installation of hardware and software components required for completion of this project.

4. Additional Provisions

- **This Service does not include** migration or implementation 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: August 2009