

Key Management Station (KMS) Integration Service India

1. Scope

This Service provides integration of two Key Management Stations, 2 token bays and tokens and enables encryption on the T10000 tape drives, up to 64 drives at one Customer datacenter.

2. Sun's Tasks and Deliverables

- **Service Initiation.** Conduct a project kick-off meeting with 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 perform the following implementation tasks:
 - Key management workouts:
 - Key configuration
 - Drive pool configuration
 - Key-set configuration
 - Drive pool to key-set mappings
 - Key-set rotation/retire map
 - The KMS Integration Service provides:
 - Knowledge transfer
 - Use of KMS
 - Administration of KMS and Drives

- **Functional Testing.**
 - Backup and recovery of KMS configuration and database
 - Hardware configuration after replace
 - Fail-over KMS
 - Read/write encryption testing and validation

- **Knowledge Transfer.**
 - Use of KMS
 - Administration of KMS and Drives

- **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") [If this completion form is for the above 'reviews' I would suggest you add: "...for

the above reviews.” Then it will confirm that you aren't just discussing but actually documenting.]

3. Customer Responsibilities

- **Backup of current data.** Customer has 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 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 upon reasonable notice to allow installation of hardware and software components required for completion of this project.[Is there a need to define “reasonable notice”? Will this not ever catch Sun in a bad situation?]

4. Additional Provisions.

- **Services does not include:**
 - Assessment and design.

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 current agreement under which Customer may order products and services from Sun ("Agreement") or, if there is none and the Services are nevertheless delivered by Sun, the delivery of those Services will be governed by the Sun General Terms and its Purchasing

Exhibit together with all applicable Appendices thereto. 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 or geography. 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.

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