

Sun StorageTek SAM-FS/QFS Software Installation & Implementation Service
Part Number: WW-PS-ASMU1
Canada

1. Scope

This Service is for the installation, configuration, and testing of the SAM-FS/QFS software in a Solaris Operating Environment. SAM-FS/QFS is integrated into Customer's existing operation and configured to utilize Customer's Sun StorageTek tape library.

2. Sun's Tasks and Deliverables

- **Assessment.**
 - Sun will verify Customer expectations from pre-sales activities and validate Sun's understanding of Customer business requirements for SAM-FS/QFS solutions.
 - Sun will map the solution design to Customer business requirements and validate system interoperability.
 - Sun will compare required SAM-FS/QFS software and hardware components to components needed for successful implementation.
 - Sun will create Customer Requirements/Success Factors/Transition Criteria document.
- **Service Initiation.** Sun will conduct a project kick-off meeting with key Customer contacts to:
 - Verify Customer's expectations from pre-sales activities.
 - Validate Customer's business requirements.
 - Discuss and assign roles and responsibilities.
 - Define escalation processes and procedures.
 - Finalize the project approach
- **Implementation.** Sun will install and configure the SAM-FS/QFS software, as necessary, on one (1) of Customer's servers running the Solaris Operating Environment:
 - SAM-FS/QFS software interface.
 - SAM-FS/QFS software access to one (1) Sun StorageTek tape library.
 - Disk partitions for SAM-FS/QFS archiving.
 - Verify application access to SAM-FS/QFS disk partitions.
 - Set up policies for data archival, retrieval, and release.
 - Set up tape volume.
 - Migrate SAM-FS/QFS disk partitions with initial data sets, not to exceed 100 gigabytes of data.
- **Solution Testing.**

Sun will perform SAM-FS/QFS functionality, availability, and performance testing, as specified in the test plan document.

- **Knowledge Transfer.**
 - Basic SAM-FS/QFS administration.
 - Basic troubleshooting and event log management.
 - Policy review.
 - Customer specific site operations training and product manual review.
 - Customer site specific environment overview.

- **Other Deliverables.**
 - Detailed Project Plan will document major tasks and milestones.
 - Detailed Test Plan.
 - Will be approved by both Sun and Customer.
 - Will provide baseline functionality, availability, and performance results.
 - The scope of the test plan will not exceed the basic product capabilities.
 - Detailed Engineering Diagram will document the implementation configurations at the time of Service completion for use in future support and troubleshooting.
 - Technical configuration document will provide a detailed system configuration at the time of Service completion (firmware, OS level, host bus adapters settings, and other details, as appropriate).
 - Test results report will document the results of solution testing.

3. Customer Responsibilities

- **System Availability.** System down time will be available upon reasonable notice to allow installation of SAM-FS/QFS software components required for completion of this project.
- **Tape Library Hardware Installation.** All library hardware is installed and working as necessary for SAM-FS/QFS solution implementation
- **OS Patch Level.** All host systems are at an OS patch level supported by Sun, host bus adaptor vendors, disk controller vendors, and switch vendors.
- **Port Availability.** Enough fiber channel and/or internet protocol ports are installed and available on all switch(es) and router(s) to support this solution if applicable.
- **Network Configuration Diagram.** Customer will provide a copy of network the configuration for host server and storage systems.
- **Data Backup.** Customer has current backup copies of critical data, copies of this data will be available for all systems connected to this solution prior to any implementation services beginning.
- **Site and System Access.** Providing appropriate access to Customer management, staff, data center facilities, and resources identified as essential to complete work activities. This includes appropriate work areas with desks, chairs, terminal access, system access including remote logon capabilities, and access to authorized data sets, as may be required to complete work activities.
- **Point of Contact.** Designate a project coordinator who will interface directly with the Sun project manager.
- **Personnel Access.** Provide Sun with access to Customer personnel, including

business, IT and operational staff, as required.

- **Documentation of Unique Environment.** Notifying Sun of any Customer unique or non-standard system and application characteristics. This would include, but is not limited to, equipment modifications, unique testing procedures, naming conventions, user exits, local code modifications or custom implementation.
- **Hardware and Software Documentation.** Provide all hardware and software documentation and configuration information that may be identified from time to time as essential to perform Service.
- **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.
- **Third Party Approval.** Secure any and all licenses, authorizations, consents, and approvals from third parties necessary to allow Sun to use and interface with any third party software, products, equipment, or other materials in the course of delivering this Service.

4. Additional Provisions.

- **Exclusions.**
 - Server operating system installation and/or upgrade and/or patching.
 - Configuration of Customer's resident applications.
 - SAM-FS/QFS upgrade services.
 - Integration of SAM-FS/QFS software with Customer's backup and recovery environment.

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.

Last Revised: August 2009