

Sun StorageTek Tape Library Configuration and Implementation Base Service Portugal

1. Scope

This Enterprise Tape Library (ETL) Base Implementation Service provides Customer with implementation and configuration of a Sun StorageTek Tape Library (L5500, L6000, or L8500), including configuration of either Automated Cartridge System Library Software (ACSL) or mainframe equivalent Host Component Software (HCS) library software, in the customers backup and recovery environment. This service is a fixed price and fixed scope service with tasks and deliverable's as defined in this Service Listing.

2. Sun's Tasks and Deliverable's

- **Service Initiation.** Conduct a project kick-off meeting with stakeholders in order for Sun to create a tailored project plan to document the following:
 - Gather Customer requirements and produce solution design.
 - Complete a solution design to determine the current environment and proposed solution.
 - Create and facilitate review of detailed engineering diagrams and configuration chart(s)
 - Provide advice and guidance in the planning of ETL installation.
 - Provide advice and guidance in the development of ETL testing.
 - All reasonable efforts to complete this service in 3 continuous on-site business days.

- **Implementation.** Sun will perform the following implementation tasks:
 - Installation, configuration, and/or re-configuration of an existing Automated Cartridge System Library Software (ACSL) environment.
 - Installation, configuration, and/or re-configuration of an HCS environment.
 - Connection and working communication of ETL & drives.

- **Functional Testing.**
 - Perform systems assurance and test plan for ETL installation.
 - Detailed test plan to include:
 - The testing will provide confirmation of ACSL and library communication (Tape Drive Location confirmation, loading and unloading of Tape Drives), BUR environment and Library/Tape Drive communication and functionality(BUR environment can read and write to specific Tape Drives).
 - Test results as agreed to in the project kick-off meeting will be reviewed by Sun and Customer.
 - The scope of the test plan will not exceed the basic product capabilities. Defined as confirmation of ACSL and library communication (Tape Drive Location confirmation, loading and unloading of Tape Drives), BUR environment and Library/Tape Drive communication and functionality(BUR environment can read and write to specific Tape Drives)

- Assist Customer with testing tape I/o from/to all connected systems.
- **Knowledge Transfer.**
 - Provide basic education on the ETL and provide final knowledge transfer to Customer.
 - Provide basic education on ACSLS functions and commands
 - An engineering diagram of Customer's solution that documents the implementation configuration at the time of Service completion for future support and troubleshooting.
 - Technical configuration document that documents the system configuration(s) at the time of Service completion (firmware, operating system level, host bus adapter settings, and other details as mutually agreed upon in the kick-off meeting).
- **Service Closure.** Sun will conduct a formal meeting with Customer to review the tasks and deliverable's for this Service which Sun completed, obtain Customer sign-off on the Service Completion Form. Any outstanding issues will be reviewed at this time.
 - **Service Completion Form.** Customer will sign Sun's service completion form provided Sun has completed all tasks and provided all deliverable's set forth in this SOW. Customer's failure to sign the Service Completion Form has no bearing on acceptance of the Service.

3. Customer Responsibilities

- **System down time.** System down time will be available upon reasonable notice to allow installation of ETL Hardware and Software components required for completion of this project.
- **Hardware installation.** All Library hardware is installed and working as necessary for ETL Implementation.
- **Software and firmware levels.** All host systems are at an OS patch level supported by Sun, host bus adaptor vendors, disk controller vendors, and switch vendors.
- **Availability of ports.** Enough fiber channel and/or internet protocol ports are installed and available on all switch(s)/router(s) to support this solution if applicable.
- **Network configuration documentation.** Customer will provide a copy of the network configuration for host server and storage systems.
- **Backup design documentation.** Backup strategies and design validation has already been performed by the Customer and results are documented.
- **Backup of current data.** Customer has current backup copies of system data, copies of this data, where appropriate, 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.
- **Backup server and application configuration.** Customer is responsible for their

- backup software server and application configuration.
- **Integration of ACSLS into backup environment.** Customer is responsible for integrating ETL with their backup and recovery environment.
 - **Attached hardware and software.** Customer is responsible for the performance of all attached hardware, software and operating systems running on attached hardware, cable and connections, terminals, data integrity and security.
 - **Notification of special conditions.** Notifying Sun of any system, application, or equipment modifications known to be potential problems, or deviations from industry standard practices.
 - **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.
 - **Third party products.** Execute all applicable agreements and have possession of and accessibility to all required third party products by the project start date.
 - **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.
 - **ACSLs server.** Customer will provide a stand alone Sun Server (ACSLs Server) with no applications running on it.
 - **OS.** Solaris Operating Environment version 8.X and above.
 - **Tape drive zoning.** Responsible for tape drive zoning, if applicable.
 - **SAN configuration.** Provide a copy of the current tape SAN configuration, if applicable

4. Additional Provisions.

- **Services does not include:**
 - Switch or router implementations.
 - Tape or Data migrations.
 - Assessment and design services.
 - Assistance with capacity planning and performance monitoring of the described ETL devices

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: November 2008