

SERVICES ORDER CONFIRMATION

Number: Lake Havasu_DP_SOC_v01

Customer	CITY OF LAKE HAVASU CITY AZ		
Order Quantity:	4	Hours	DELL DATA PROTECTION RAPID RECOVERY PREPAID PROJECT MANAGEMENT PER HOUR
	40	Hours	DELL DATA PROTECTION RAPID RECOVERY PREPAID CONSULTING PER HOUR
Activities to be Performed At:	2330 McCulloch Blvd N LAKE HAVASU CITY, AZ 86403 United States Tom Flanders flanderst@lhcaz.gov		
Channel Partner:	Dell Marketing LP		
(R)emote or (O)nsite	Remote		

This Services Order Confirmation ("SOC") is to confirm Customer's purchase of the Order Quantity stated above of Dell Software Inc.'s professional services from the Channel Partner. The Time (defined below) will be used to perform activities such as those described in the Planned Activities section below. This SOC will become valid when executed by Customer and Dell.

Planned Activities	<p>Customer has purchased: DL4300 Appliance - 84TBs Available Storage 50TB SW License</p> <p>Description</p> <p>This Rapid Recovery engagement consists of forty (40) hours of consulting and four (4) hours of project management. During this time, Dell will provide the remote installation of a DL Series Backup & Recovery appliance. This service includes the configuration, testing and knowledge transfer of the Rapid Recovery backup software (the "Activities").</p> <p>Services Modality:</p> <p>Single contiguous services engagement with a Professional Services Consultant. Project planning services are conducted remotely by a project manager. Architecture review and design services are conducted remotely with the assistance of a solution architect.</p> <p>Intended Audience:</p> <p>Primary and Secondary System Administrators for the Rapid Recovery backup solution.</p> <p>Prerequisites:</p> <ol style="list-style-type: none"> Working knowledge of system administration in a Windows environment. Familiarity with basic backup and retrieval concepts and theories. General knowledge of networking and storage concepts and terminology. <p>Duration:</p> <p>44 Hours of Services roughly allocated in the following disciplines:</p> <table border="1"> <thead> <tr> <th></th> <th>Service</th> <th>Estimated Hours</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Project Planning & Preparation</td> <td>4</td> </tr> <tr> <td>2</td> <td>Environment Review, Proposed Solution Design, Services Approach</td> <td>2</td> </tr> <tr> <td>3</td> <td>Implementation Services</td> <td>32</td> </tr> <tr> <td>4</td> <td>Education Services</td> <td>6</td> </tr> </tbody> </table>		Service	Estimated Hours	1	Project Planning & Preparation	4	2	Environment Review, Proposed Solution Design, Services Approach	2	3	Implementation Services	32	4	Education Services	6
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Services Objectives:

The services offering seeks to build the skills and knowledge required to understand the Rapid Recovery solution around the following topics:

- Installation of the Rapid Recovery Solution – whether standalone software or DL appliance.
- Configuration & Testing of the key features and functionality (such as backup jobs, schedules, retention, archival, notification, application specific awareness on SQL Server and Exchange).
- Training to ensure system admins have the needed product knowledge to maintain the solution and expand as needed.

Activities:

The planned activities during this time based services offering include:

Services Effort - Product Components:

Solution Components Installed w. Quantities:

- RR Server/Core : Max 4
- Clients/Agents: 24
- Max Protected Systems : 24 - Customer to identify systems in Readiness Workbook (PRW)
- Data: Up to 15 TB
- Two items from the list of optional topics below:
 - Rapid Recovery Tape Integration
 - Cloud Replication
 - DocRetriever
 - Kaseya
 - General Guidance on Performance Tuning

1. Project Planning & Preparation
 - a. Services Scheduling
 - b. Review with Customer Project Team the Project Readiness Workbook - PRW to include
 - i. Technical / System Pre-requisites
 - ii. Resource Requirements
 - iii. Functional Requirements
2. Customer System Environment & Network Architecture Review
 - a. Review Customer's Systems & Network Environment
 - b. Review Proposed Rapid Recovery System
 - i. Rapid Recovery Server and / or DL Appliance
 - ii. Storage (including Dell MD Expansion Shelves if Needed) & RAID-6
 - iii. Networking
 - c. Review with Customer Dell Proposed Implementation Approach
3. Solution Installation & License Setup
 - a. Installation of up to four (4) Rapid Recovery cores (DL Appliance or Dedicated Software Server)
 - i. Configure one of the Systems as Replication Target
 - ii. Validate Customer HW installation - specifically iDrac & network access (DL Series)
 - Customer is encouraged to rack / cable any DL Series unit prior to consulting session. However, if needed, assistance will be provided with physical rack installation & cabling which will reduce available time for configuration, testing and knowledge transfer.
 - b. Installation of MD Expansion Storage Unit(s) - If Applicable
 - c. Validate or Configure RR Software License via License Portal
 - d. Upgrade Rapid Recovery Software to latest GA Release
 - e. Installation of up to 24 Rapid Recovery Agents

- f. License Portal Walkthrough - only if Customer has not yet registered the software

Notes:

- 1) *Server Reboot is required after Agent Installation*
- 2) *Customer to install a full license copy of SQL Server on to be protected SQL Server host should customer want to use the optional SQL Server Attachability Checks feature in RR*
- 3) *Customer to install Outlook client on host that is to be used for message level recovery of Exchange Mailboxes (Only needed if one of the to be protected system is MS Exchange)*

4. Configuration

- a. Configuration of MD Expansion Storage Unit(s)
- b. Connect to Network (hostname, IP etc.)
- c. Configure Alerting & Email (SNMP, SMTP)
- d. Provision Repository (Appliance Tab - for DL Series Only)
- e. Take Base Image of Protected Systems
- f. Setup Backup Schedules - Full & Incremental
- g. Replication between RR Cores (as applicable)
- h. Retention Policies - as needed
- i. Walk thru the Rapid Recovery Core Console
- j. Configure Application Specific Protection - If applicable (SQL Server and MS Exchange)

Customer Selectable Specialty Topics:

Customer may select two (2) items from the below list of Rapid Recovery specialty services:

- a. Installation & Configuration of Rapid Recovery Tape Integrator
 - i. Requires separate physical or virtual host
- b. Configuration of Replication to Amazon or Microsoft Azure cloud storage services
- c. Installation & Configuration of DocRetriever for SharePoint on a single SharePoint Server
- d. Installation & Configuration of Rapid Recovery Kaseya Plugin
- e. General guidance on performance monitoring, tuning and optimization for long term peak operating performance

5. Testing - As Applicable

- a. Verify Completion Base Image - depending on the amount of data to be protected this may take several hours or days
- b. Verify Completion Incremental Backups / Snapshots - adjust frequency as desired
- c. Recovery of Single File
- d. Replication
- e. Discuss BMR
- f. Educate Customer on use of Local Mount Utility - LMU
- g. Create Virtual Standby from a Recovery Point
- h. Verify SQL Server Attachability checks are running after configuration (SQL Server Only)
- i. Mail Message Recovery (MS Outlook Only)

6. Knowledge Transfer

- a. Day-to-day Backup and Recovery Management Tasks
- b. Core Console
- c. Rapid Recovery Central Management Console (for customers with Multiple Rapid Recovery Environments)
- d. Agent Bulk Deployment Tool
- e. Backup Frequency / Intervals
- f. Retention / Archiving
- g. Local Mount Utility

- h. Notifications
 - i. Managing the Appliance HW
 - j. General System Management & Administration
 - k. Application Specific Backup / Recovery Features and Functionality (MS Exchange and SQL Server Only)
 - l. General guidance on performance monitoring, tuning and optimization for long term peak operating performance
 - m. How to work with Tech Support
 - n. Support from other Resources (System Docs, Webinars, KB Articles, Videos etc.)
7. Documentation & Project Wrap Up
- a. Daily Status Reports - DSR
 - b. Deliver Project As Built Documentation

Additional Notes

- Customer Satisfaction Survey will be send out post services to gather feedback
- Standard Services Hours (SSH): 8 AM - 5 PM, Local Customer Time
- Services Expiration: 1 year from date of purchase
- Services Lead Time (Scheduling of services with Engineer): 2-3 Weeks from Date Customer & Dell Project Team Review the Project Readiness Workbook as Completed by Customer

Exclusions

Activities not covered in this services offering:

- 1) System Sizing
- 2) Formal – Curriculum Based – Training (WBT or ILT)
- 3) Performance Tuning & Optimization
- 4) Scripting
- 5) White Labeling
- 6) Installation & Configuration of Operating Systems

General	<ul style="list-style-type: none"> • The “Order Quantity” above is Dell’s good faith estimate of the number of eight hour days (“Days”) or the number of hours needed to perform the Planned Activities (the “Time”). Although it may take less or more Time than the Order Quantity to complete the Planned Activities, no Time beyond the Order Quantity will be provided without the express written consent of Customer. • The typical lead time for scheduling the start of an Engagement is four to six weeks following Dell’s receipt of a purchase order from the Channel Partner for the Activities. • If Customer cancels or reschedules an Engagement less than ten (10) days before it is scheduled to begin, it shall forfeit two (2) Days of Activities and reimburse Dell for any non-refundable travel expenses Dell incurs as a result of the cancellation or rescheduling. Otherwise, no travel expenses will be billable by Dell to Customer under this SOC. • Customer agrees to sign weekly time and Activity reports to confirm the performance of the Activities. If the weekly time and Activity reports are not signed by Customer within five (5) days of their delivery or Customer has not submitted a written request for adjustment, they will be considered to be correct and accepted by the Customer. • Customer will make the appropriate technical resource(s) available to Dell on a full-time basis while Dell is performing the Activities.
Other Terms	<ul style="list-style-type: none"> • The Time considered “prepaid” and will expire without right of refund twelve (12) months from the date of the full execution of this SOC. • Unless otherwise agreed to in writing by the parties, a minimum of eight (8) hours will be consumed for each Workday in which Dell performs Activities.

This Services Order Confirmation is governed by the terms and conditions stated above and the Dell Services Terms at <http://software.dell.com/legal/service-agreements.aspx> as of the date this Services Confirmation Form is executed by Customer. The Dell Services Terms are hereby incorporated herein.

Agreed: CITY OF LAKE HAVASU CITY AZ

Dell Software Inc.

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____