

## STORAGE STARTER PACK FOR MAINFRAME FROM HITACHI VANTARA

Hitachi Vantara ("Hitachi") will perform the Professional Services for the End User ("Customer") identified within the Quote on the terms of this Exhibit, (the "Service" for the purposes of this SOW) which the Parties agree constitutes a Statement of Work ("SOW"), as defined in the Master Agreement ("Agreement") with Hitachi. Upon issuing a Purchase Order to Hitachi, in pursuance of the Quote and this Exhibit, this Exhibit shall be deemed executed regardless of the requirements for execution in the Agreement, which the Parties expressly agree shall not apply to this Exhibit. This Exhibit is governed by and incorporates by reference, the terms and conditions of the Agreement listed within the Quote. Except for the execution requirement, the terms of the Agreement will govern in the event of any conflict with the terms of this Exhibit.

**I. SCOPE.** Hitachi will, as more fully described herein, provide Customer with a Storage Starter Pack for Mainframe. As part of the Service, Hitachi will:

- a) Create storage pools, configured with tiers if designed.
- b) Create and allocate storage volumes from the pools to the host.
- c) Conduct knowledge transfer and configure standard Hitachi Dynamic Provisioning ("HDP") and tiering threshold alerts.

The Service is limited as follows:

<b>In terms of</b>	Host	<b>this Service includes</b>	One (1) host with max 8 LPARS
<b>In terms of</b>	Storage Systems	<b>this Service includes</b>	One (1)
<b>In terms of</b>	HDP/Hitachi Dynamic Tiering ("HDT") Pools	<b>this Service includes</b>	Two (2)

The following items are outside the Scope of this Service:

**For the avoidance of doubt, this Service does not include** statistical analysis of Customer's current storage utilization to guide any disk layout design. A storage performance analysis or tuning service to address Customer's utilization or performance metrics can be provided by Hitachi and arranged under a separate SOW.

The Service provides design and implementation of Customer's HDP software environment only and **does not include** any form of data migration to Hitachi storage arrays, nor the physical installation of any hardware components.

The only tasks that Hitachi will undertake in providing the Service are those specifically set forth in this Exhibit.

**II. APPROACH.** Hitachi will deliver the Service in the following Phases:

<b>Pre-engagement Tasks</b>	<ul style="list-style-type: none"> <li>At least one (1) week prior to commencing Service at the Service Location, Hitachi will provide Customer with a pre-engagement checklist(s) to complete. Hitachi will verify if the necessary prerequisites listed in the pre-engagement checklist(s) have been completed by Customer. Prerequisites in the pre-engagement checklist(s) include an inventory of Customer's environment included in the Scope of the Service.</li> <li>Hitachi will meet with Customer to review Customer Responsibilities (as set out below), assess the environmental readiness for the Service, and identify any modifications to Customer's inventory in the pre-engagement checklist(s).</li> <li>Hitachi will work with Customer to identify all prerequisites and potentially required upgrades prior to commencement of the Service.</li> <li>When the pre-engagement checklist(s) are completed and verified by Hitachi and when all prerequisites have been identified, Hitachi and Customer will schedule the Service to commence at the Service Location.</li> </ul> <p><u>The following Work Product will be provided to Customer during the Pre-engagement Tasks Phase:</u></p> <ul style="list-style-type: none"> <li>Pre-engagement Checklist(s)</li> </ul>
<b>Kickoff Meeting</b>	<p>Hitachi will:</p> <ul style="list-style-type: none"> <li>Conduct a kickoff meeting with key Customer stakeholders to review project Scope, Approach, Work Products and responsibilities of both Parties and schedule a periodic status update meeting.</li> <li>Meet with Customer stakeholders of the storage implementation Services, review existing storage environment, and identify any changes to system environment, database/application requirements, or test objectives.</li> <li>During the kickoff meeting, Hitachi will exchange contract, procedural and schedule information with Customer.</li> </ul>

<b>Planning and Design</b>	<p>Hitachi will:</p> <ul style="list-style-type: none"> <li>Review Customer requirements and planned configuration to determine HDP/HDT configuration for new storage.</li> <li>Review current PAV use and recommend design for PAV on the new Hitachi array.</li> <li>Create a "Configuration Workbook" documenting the design to be implemented.</li> </ul> <p><u>The following Work Product will be provided to Customer during the Planning and Design Phase:</u></p> <ul style="list-style-type: none"> <li>Configuration Workbook</li> </ul>
<b>Implementation</b>	<p>Hitachi will:</p> <ul style="list-style-type: none"> <li>Build a detailed plan for completing these Services in close collaboration with Customer's project manager and team.</li> <li>Provide storage configuration and LDEV layout recommendations for each new storage array – as limited in the Scope Boundaries section.</li> <li>Collaborate with Hitachi engineers to perform configuration to meet Customer requirements.</li> <li>Enable encryption software key and perform parity group encryption enablement and formatting if applicable.</li> <li>Perform HDP pool configuration on storage.</li> <li>Enable HDT for the planned configuration, if applicable.</li> <li>Provide a storage layout document to help understand how storage was configured.</li> <li>Enable PAV for appropriate addresses on the target Hitachi array if applicable.</li> <li>Review and recommend LCU layout for PAV or HPAV if applicable.</li> <li>Perform ongoing project management duties (working remotely as needed).</li> </ul>
<b>Knowledge Transfer</b>	<p>Hitachi will:</p> <ul style="list-style-type: none"> <li>Provide knowledge transfer on how to backup encryption key files, if applicable.</li> <li>Provide knowledge transfer on how storage was configured for HDP – Limited to one (1) session and to occur during configuration events.</li> </ul>
<b>Project Closure</b>	<p>Hitachi will:</p> <ul style="list-style-type: none"> <li>Make recommendations to Customer for follow-up activities and services.</li> <li>Review the final implementation and Work Products with Customer.</li> <li>Review Service-related documents with Customer.</li> <li>Review troubleshooting, support, and escalation procedures with Customer.</li> </ul>

Hitachi will designate a "Project Coordinator" who is responsible for the overall project and coordination of project management activities with Customer's Project Manager. The Project Coordinator will have responsibility for coordinating all activities on this engagement, scheduling resources, and will be the single point of contact for Hitachi for this Service.

### III. CUSTOMER RESPONSIBILITIES.

#### A. For the duration of the Service, Customer will provide the following staff:

- A designated project manager ("Project Manager") to whom all Hitachi communications shall be addressed. The Project Manager will provide (a) information and resources in a timely manner as needed by Hitachi to enable Hitachi to complete the Service described in this document; and (b) will be readily available offsite and onsite as and when required by Hitachi for the duration of the Service. The Project Manager will be responsible for receiving any Work Product and has full authority to provide any needed approvals on behalf of Customer.
- Database, Systems and Storage Administrators and subject matter experts who will respond promptly to Hitachi requests, especially concerning data, documentation and attendance.

#### B. For the duration of the Service, Customer will provide Hitachi with the following:

- A work area and access to any facilities and systems necessary for completion of the Service.
- Access to any facilities and systems as required for the Service. This access shall include the ability to access management functions (Storage Navigator) on all storage arrays from Customer desktop using Customer network at administrator's location.
- A Service Location that is prepared for the Service. Customer will ensure that all required power, air conditioning, cabling, and environmental and telecommunication requirements have been addressed and will be provided for the duration of the Service.

#### C. For the duration of the Service, Customer will:

- Assume all responsibility for its network including connectivity, performance, and configuration issues.
- Have valid licenses for all software covered by this Service, and that all such licenses will cover Hitachi's use of the software.
- Have all appropriate APARs and PTFs installed that apply to IBM EAV and 3390-A volume features.
- Complete all prerequisites and documentation detailing its current storage system(s), server(s), number of hosts of each operating system, etc. prior to the scheduling of the Service.
- Identify and assign personnel to required roles.
- Ensure all Hitachi arrays within Scope of these Services under Hitachi maintenance contract.
- Ensure all storage arrays within Scope of this work are allowed to have their microcode brought up to currently supported levels.

- As needed, adjust threshold alerts.
  - Migrate data from legacy storage.
- D. Customer acknowledges that any Tool(s) utilized by Hitachi in connection with this Service is the exclusive property of Hitachi or its licensors, and that use of the Tool(s) is limited exclusively to Hitachi personnel. Hitachi will remove the Tool(s) from Customer's devices prior to Project Completion.

#### **IV. WORK PRODUCTS AND OUTCOMES**

##### **Work Products**

The following Work Products will be provided to Customer in either hard or soft copy depending on Customer requirements:

- Pre-engagement Checklist(s)
- Configuration Workbook

##### **Outcome**

Upon completion of the Service, Customer will have a Storage Starter Pack for Mainframe implemented in its data center and configured according to Customer-supplied technical parameters. Customer will also have participated in a knowledge transfer session that includes how to use HDP software.

#### **V. CONDITIONS**

- A. Service(s) purchased under this Exhibit that have not been completed within one hundred twenty (120) days of the date on the Quote associated with this service will be deemed null and void. Any remaining payments are non-refundable, and credits shall not be granted.
- B. Hitachi reserves the right to use subcontractors in those roles it deems appropriate.

#### **VI. COMPLETION CRITERIA AND ACCEPTANCE**

Upon Service Completion, Hitachi will notify the contracting party ("Contracting Party") via Email that Hitachi has successfully completed the Service. If the Contracting Party does not provide Hitachi with a written description of any perceived deficiencies in the Service within five (5) business days after receipt of the Service Completion notification, then the Service will be deemed complete and accepted by the Contracting Party.