

# NTT DATA Service Description

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## NTT DATA Setup Services Microsoft Azure Site Recovery

### Introduction

NTT DATA is pleased to provide NTT DATA Setup Services for Microsoft Azure Site Recovery (the “Service(s)”) in accordance with this Service Description (“Service Description”). Your quote, order form or other mutually-agreed upon form of invoice or order acknowledgment (as applicable, the “Order Form”) will include the name of the service(s) and available service options that you purchased. For additional assistance or to request a copy of your service contract(s), contact NTT DATA technical support or your sales representative.

### The Scope of This Service

NTT DATA Setup Services for Microsoft Azure Site Recovery provides planning, setup and configuration services of Microsoft Azure Site Recovery for your selected workloads. NTT DATA has created a pre-defined packaged scope for this offering as captured within this Service Description. This Service Description defines the Service being provided to you (“Customer” or “you”).

NTT DATA Setup Services for Microsoft Azure Site Recovery (ASR) includes an infrastructure assessment, implementation planning, solution configuration, and initial seeding for your Microsoft Azure Site Recovery environment.

NTT DATA supports the following infrastructures in all deployment scenarios:

- 1) On-premise
- 2) Azure cloud instances
- 3) Hybrid infrastructures

Supported operating systems and applications

<b>Operating Systems</b>	Windows Server 2008 SP2 – 2012R2, Windows 7, 8 and 10 and the latest SPs
<b>Applications / Data sources</b>	Microsoft SharePoint, Microsoft SQL Server, Microsoft Exchange, System Center Data Protection Manager, System Center Operations Manager, Volume and Hyper-V virtual machine (VM)
<b>Virtual Machines</b>	Virtual machine with a Windows operating system (Azure, Hyper-V, VMWare)
<b>Virtualization</b>	Hyper-V and physical servers

Below is an outline of project phases and activities for NTT DATA Setup Services for Microsoft Azure Site Recovery. Some activities may not be applicable or necessary, depending upon the configuration needs.

NTT DATA Setup Services for Microsoft Azure Site Recovery
Remote workshop to customize schedules and solution configuration needs
Discover the servers and roles
Install portal agents on source server
Perform a business impact analysis
Define recovery point objectives (RPO) and recovery time objectives (RTO)
Windows updates on Hyper-V (processing server)
Plan for storage capacity requirements
Assess compatibility of firewall for virtual private network (VPN) connectivity to Azure
Determine backup jobs and schedules
Bandwidth throttling
Finalize processing server
Plan local area network internet protocol (LAN IP) subnets
Public facing details and bandwidth for VPN device
Remote access check
Develop a deployment and migration project plan
Provide planning document with schedules of project execution for approval
Create virtual network (VNET), VNET Gateway and VPN tunnel
Configure ASR vault & protection groups
Create schedules and retention policies
If Hyper-V - Install ASR
If VMWare - Configure master and processing server
Setup Microsoft Azure Site Recovery
Configure policies as defined in the planning document
Monitor the 1 <sup>st</sup> seeding and resolve any issues that occur.
Fine-tune configuration as needed and finalize the setup based on data replication validation
Provide a project closure form for Customer approval
Document the connectivity, logical & physical architecture

NTT DATA, will, at its sole discretion, determine the number of personnel and the appropriate skill sets necessary to complete the Services. Customer understands that NTT DATA resources may include employees of NTT DATA and/or a service provider or subcontractor to NTT DATA.

## Project Manager

The Project Manager will serve as the single point of contact for service delivery, providing the following support:

- Establish and manage relationship with identified Customer contact
- Proactively work with the operations team to identify opportunities for improving Customer experience with respect to the Services
- Define key performance measures and periodically review them with Customer
- Coordinate with service providers, as agreed, to help ensure a unified NTT DATA solution

## Timeline

The timeline expectations provided below are estimates; individual project times may vary.

1. **Project kick-off**  
The Customer will be provided with the Data Collection Form and a project kick-off call will be scheduled within 24 hours of receiving the order, or during a scheduled window provided by the Customer.
2. **Infrastructure assessment**  
The infrastructure assessment will take 2-4 business days to complete. A project plan will be created from the information collected during the assessment and the Data Collection Form.
3. **Setup of Microsoft Azure Site Recovery**  
Setup will be completed within 72 hours of approval or during the scheduled maintenance window provided by the Customer. ASR setup activities can be scheduled at any time of the day, including off-business hours and weekends.
4. **Quality assurance (QA) or fine tune monitoring state**  
Timeline for this step will depend on the data size, internet bandwidth, and initial seeding completion.
5. **Project Close**  
NTT DATA will submit the project signoff document within 48 hours of the internal QA process completion.

## NTT DATA Deliverables and Customer Responsibilities

Following are roles and responsibilities of NTT Data and Customer for the scope of this project.

Activity	Project step	Customer	NTT DATA
Fulfill prerequisites and send completed Data Collection Form to NTT DATA	Kick-off	✓	
Assign Project Manager and Azure specialist for project execution	Kick-off		✓
Identify Customer point of contact for project duration	Kick-off	✓	
Setup kick-off meeting to review the project management & deployment process	Kick-off		✓
Provide remote access to applicable servers, firewall, VPN, etc.	Kick-off	✓	
Discover target servers or application	Assessment		✓
Verify prerequisites and compatibility for Microsoft Azure Site Recovery, source servers and firewall/VPN	Assessment		✓
Perform Windows updates on Hyper-V (processing server)	Assessment		✓
Prepare planning document and submit to Customer	Assessment		✓
Assess network availability, bandwidth management	All stages	✓	

Approve planning document	Assessment	✓	
Create VNET, VNET Gateway & VPN tunnel	Setup		✓
Setup Microsoft Azure Site Recovery protected instances, as per planning document	Setup		✓
Configure policies, vault and protection groups	Setup		✓
Monitor initial seed and troubleshoot as necessary	QA		✓
Contact Azure support if product issues exist	Setup/QA		✓
Prepare project closure document and submit to Customer for project closure sign-off	Close		✓

Customer is responsible for completing the Data Collection Form that NTT DATA will provide. The following are examples of information captured in the form which are necessary to implement services:

- Administrator privileges for applicable applications and programs related to the services defined within this service description.
- Remote access details to infrastructure
- Remote access details to on-premise VPN device or firewall
- Network, internet service provider, and bandwidth management details

Customer also has the following responsibilities during the course of the Services:

- Customer should have valid maintenance or technical contracts from appropriate vendors for network devices, operating system, third party applications, and anti-virus products. The lack of technical support agreements and products in “End of Life” status, will place limits on system integration and will be restricted to best effort basis only.
- Customer is responsible for allocating sufficient bandwidth for backup data transfer. Should this be a challenge, NTT DATA will work with Customer outside of this Service Description to accommodate an offline initial data replication process.
- All software and cloud licensing is the Customer’s responsibility, which includes aligned Azure components and solutions to support implementation and testing.
- If the instance slated for disaster recovery protection is VMWare based, Customer will need to provision a virtual machine with Windows Server 2012 R2 to deploy the Microsoft Azure Site Recovery solution in the Customer’s environment or datacenter.
- Customer is responsible for monitoring and managing network devices and settings to ensure network and internet connectivity.

## Assumptions

NTT DATA makes the following assumptions:

- Customer is aware of Azure subscription costs, including ASR protected instances, compute and data usage, as well as storage
- Failover to Azure virtual machines (in testing or use), will incur compute and related charges for the Azure usage, customer is aware of the expected rates
- NTT DATA assumes that on-premise to cloud network connectivity is working 24X7
- Customer environment has an operating system of Windows Server 2008 or newer

- Workloads are maintained behind a firewall and the network is in a protected environment (i.e. Virtual Private Network or VPN)
- All configurations are supported by Microsoft Azure Site Recovery and the workload to be protected is configured correctly for project delivery

## Excluded Services

The following items are out of scope for the Services defined within, however the Customer can add these activities to the project scope at an additional cost:

1. Replicate recovery points created by legacy backup applications to Azure
2. Remove old backup or disaster recovery software
3. Configure network bandwidth
4. Setup backup or archiving solution
5. Ongoing VPN coverage
6. Offline initial replication

For the avoidance of doubt, the following activities are not included in the scope of this Service Description:

- None of the entitlements for managed services are included.
- Any existing issues related to OS, applications, network, bandwidth and hardware are not included.
- Unsupported platforms, operating systems, and applications as per Microsoft product lifecycle.
- Software and hardware placed into “End of Life” by vendor will be restricted to best effort basis only.
- NTT DATA will not be responsible for system or network outages during the implementation.
- NTT DATA will not be responsible for defects or malfunctions in third party software encountered during the process of troubleshooting, patching, upgrading or performing any other related service.
- Any items not explicitly covered within this document are considered out of scope.

This Service Description does not confer on Customer any warranties which are in addition to the warranties provided under the terms of your master services agreement or Agreement, as applicable.

## General Customer Responsibilities

**Authority to Grant Access.** Customer represents and warrants that it has obtained permission for both Customer and NTT DATA to access and use, whether remotely or in-person, Customer-owned or licensed software, hardware, systems, the data located thereon and all hardware and software components included therein, for the purpose of providing these Services. If Customer does not already have that permission, it is Customer's responsibility to obtain it, at Customer's expense, before Customer asks NTT DATA to perform these Services.

**Customer Cooperation.** Customer understands that without prompt and adequate cooperation, NTT DATA will not be able to perform the Service or, if performed, the Service may be materially altered or delayed. Accordingly, Customer will promptly and reasonably provide NTT DATA with all cooperation necessary for NTT DATA to perform the Service. If Customer does not provide reasonably adequate cooperation in accordance with the foregoing, NTT DATA will not be responsible for any failure to perform the Service and Customer will not be entitled to a refund.

**Third Party Warranties.** These Services may require NTT DATA to access hardware or software that is not manufactured by NTT DATA. Some manufacturers' warranties may become void if NTT DATA or anyone else other than the manufacturer works on the hardware or software. Customer will ensure that NTT DATA's performance of Services will not affect such warranties or, if it does, that the effect will be acceptable to Customer. NTT DATA does not take responsibility for third party warranties or for any effect that the Services may have on those warranties.

## NTT DATA Services Terms & Conditions

This Service Description is entered between you, the customer (“you” or “Customer”), and the NTT DATA entity identified on your invoice for the purchase of this Service. This Service is provided subject to and governed by Customer’s separate signed master services agreement with NTT DATA that explicitly authorizes the sale of this Service. In the absence of such agreement, depending on Customer’s location, this Service is provided subject to and governed by NTT DATA’s Cloud Solutions Agreement (as applicable, the “Agreement”).

Please see the table below which lists the URL applicable to your Customer location where your Agreement can be located. The parties acknowledge having read and agree to be bound by such online terms.

Customer Location	Terms & Conditions Applicable to Your Purchase of NTT DATA Services	
	Customers Purchasing NTT DATA Services Directly From NTT DATA	Customers Purchasing NTT DATA Services Through an Authorized NTT DATA Reseller
United States	<a href="http://www.nttdataservices.com/en-us/contracts">www.nttdataservices.com/en-us/contracts</a>	<a href="http://www.nttdataservices.com/en-us/contracts">www.nttdataservices.com/en-us/contracts</a>
Canada	Available on request	Available on request
Latin America & Caribbean Countries	Mexico: Your terms and conditions of sale will be sent to you along with your quote	Not applicable
Asia-Pacific-Japan	Available on request	Service Descriptions and other NTT DATA service documents which you may receive from your seller shall not constitute an agreement between you and NTT DATA but shall serve only to describe the content of Service you are purchasing from your seller, your obligations as a recipient of the Service and the boundaries and limitations of such Service. As a consequence hereof any reference to “Customer” in this Service Description and in any other NTT DATA service document shall in this context be understood as a reference to you whereas any reference to NTT DATA shall only be understood as a reference to NTT DATA as a service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with NTT DATA with regards to the Service described herein. For the avoidance of doubt any payment terms or other contractual terms which are by their nature solely relevant between a buyer and a seller directly shall not be applicable to you and will be as agreed between you and your seller.
Europe, Middle East, & Africa	Available on request	Service Descriptions and other NTT DATA service documents which you may receive from your seller shall not constitute an agreement between you and NTT DATA but shall serve only to describe the content of Service you are purchasing from your seller, your obligations as a recipient of the Service and the boundaries and limitations of such Service. As a consequence hereof any reference to “Customer” in this Service Description and in any other NTT DATA service document shall in this context be understood as a reference to you whereas any reference to NTT DATA shall only be understood as a reference to NTT DATA as a service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with NTT DATA with regards to the Service described herein. For the avoidance of doubt any payment terms or other contractual terms which are by their nature solely relevant between a buyer and a seller directly shall not be applicable to you and will be as agreed between you and your seller.

Customer further agrees that by renewing, modifying, extending or continuing to utilize the Service beyond the initial term, the Service will be subject to the then-current Service Description available for review at [www.nttdataservices.com/en-us/contracts](http://www.nttdataservices.com/en-us/contracts).

To the extent that any terms of this Service Description conflict with any terms of the Agreement, the terms of this Service Description will prevail, but only to the extent of the specific conflict, and will not be read or deemed to replace any other terms in the Agreement which are not specifically contradicted by this Service Description.

By placing your order for the Services, receiving delivery of the Services, utilizing the Services or associated software or by clicking/checking the "I Agree" button or box or similar on the [nttdataservices.com](http://nttdataservices.com) website in connection with your purchase or within a NTT DATA software or Internet interface, you agree to be bound by this Service Description and the agreements incorporated by reference herein. If you are entering this Service Description on behalf of a company or other legal entity, you represent that you have authority to bind such entity to this Service Description, in which case "you" or "Customer" shall refer to such entity. In addition to receiving this Service Description, Customers in certain countries may also be required to execute a signed Order Form.



## Supplemental Terms & Conditions Applicable to Cloud & SaaS Services

1. **Term of Service.** This Service Description commences on the date listed on your Order Form and continues through the term (“**Term**”) indicated on the Order Form. As applicable, the number of systems, licenses, installations, deployments, managed end points or end-users for which Customer has purchased any one or more Services, the rate or price, and the applicable Term for each Service is indicated on Customer’s Order Form. Unless otherwise agreed in writing between NTT DATA and Customer, purchases of Services under this Service Description must be solely for Customer’s own internal use and not for resale or service bureau purposes.
2. **Important Additional Information**
  - A. **Payment for Hardware Purchased With Services.** Unless otherwise agreed to in writing, payment for hardware shall in no case be contingent upon performance or delivery of cloud or SaaS services purchased with such hardware.
  - B. **Optional Services.** Optional services (including point-of-need support, installation, consulting, managed, professional, support, security or training services) may be available for purchase from NTT DATA and will vary by Customer location. Optional services may require a separate agreement with NTT DATA. In the absence of such agreement, optional services are provided pursuant to this Service Description.
  - C. **Subcontracting.** NTT DATA may subcontract this Service and/or Service Description to qualified third party service providers.
  - D. **Geographic Limitations and Relocation.** This Service is not available at all locations. Service options, including service levels, technical support hours, and on-site response times will vary by geography and certain options may not be available for purchase in Customer’s location, so please contact your sales representative for these details.
  - E. **Data Backup.** Customer will complete a backup of all existing data, software and programs on all affected systems prior to and during the delivery of this Service. Customer should make regular backup copies of the data stored on all affected systems as a precaution against possible failures, alterations, or loss of data
  - F. **Liability.** NTT DATA WILL HAVE NO LIABILITY FOR:
    - ANY OF YOUR CONFIDENTIAL, PROPRIETARY OR PERSONAL INFORMATION;
    - LOST OR CORRUPTED DATA, PROGRAMS OR SOFTWARE;
    - DAMAGED OR LOST REMOVABLE MEDIA;
    - THE LOSS OF USE OF A SYSTEM OR NETWORK; AND/OR
    - FOR ANY ACTS OR OMISSIONS, INCLUDING NEGLIGENCE, BY NTT DATA OR A THIRD-PARTY SERVICE PROVIDER.

NTT DATA will not be responsible for the restoration or reinstallation of any programs or data.

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