

## **Discovery and Dependency Mapping Service Terms**

### **1. FEATURES**

Sungard AS will deploy an agentless probe within Customer's environment to automatically discover IT applications and infrastructure elements and application dependency mappings ("DDM Service"), providing visibility and control over the Customer enterprise IT environment in accordance with Customer's completed technical and configuration preparation documentation for the number of IP addresses and business applications identified in the Order.

Sungard AS will organize and conduct workshops with Customer's business and technical stakeholders to review application-mapping elements. Sungard AS may provide any relevant questionnaires in advance to minimize the time spent in workshops.

Sungard AS, as part of the DDM Service, will provide Customer with the following:

- Infrastructure report
- Standard application maps
- Enhanced application maps
- Monthly change reports (for ongoing assessments only)

### **2. GENERAL**

Customer will provide Sungard AS with timely responses to all program requests for information, access to customer systems and resources as well as providing a workspace for the project team with the ability to access Sungard AS systems and tools through a virtual private network (VPN) over the Internet. Failure to provide accurate information, access or resources may delay the project or affect specific deliverables.

Customer will provide the Sungard AS project team with timely access to the systems and devices necessary to install and execute the discovery and analysis tools, which typically is required within two weeks of the project's kickoff. In the event that Sungard AS' discovery tool is not used, a manual discovery assessment will be conducted with Customer.

Customer will provide the necessary technical resources to remediate any issues identified in production that cause discovery failures. These resources might be required on a daily basis for an hour during the troubleshooting period.

When requested by Sungard AS, Customer will make associates from the following teams available to Sungard AS to provide information as well as access to customer systems and resources:

- Infrastructure teams (e.g., systems architects and systems administrators)
- Applications teams (e.g., managers, architects and administrators)
- Communications, release and change management teams

### **3. SERVICE CONDITIONS**

The DDM Service is targeted only as part of Customer's information availability program. Other program activities, including business continuity plans, business impact analysis, procedure development and recovery testing are not part of this engagement, unless otherwise noted.

#### **3.1. Resources**

Customer will assign an executive sponsor to coordinate with various stakeholders at key points during the project to review and validate assembled data, comment on findings and accuracy of assessments, and review progress and status reports.

Customer will identify a project coordinator to support the DDM Service, enable operational assistance to the Sungard AS project team, identify project participants, and arrange associated meetings and logistics.

Should an alternate representative (designee) be assigned to participate in any workshop, presentation or session, all answers and decisions of the alternate will be deemed accurate and may be used in all applicable program phases without further qualification or review.

Sungard AS may leverage a global team of resources as needed to deliver the DDM service.

### **3.2. Scheduling and Changes**

The actual project plan will be based on a delivery schedule, including workshop dates, review activities and presentation dates that will be mutually agreed upon and confirmed at the start of the project. Once confirmed, subsequent changes in Customer's staff availability or failure to provide a timely response to requests for information, review and/or resources may impact the project's schedule, scope and service fee.

Sungard AS requires two weeks advance notice on the cancellation of any onsite visits. In the event of Customer-initiated delays, additional fees may apply.

### **3.3. Equipment and IP**

Customer will provide necessary virtual machine(s) or physical server(s) required to host Sungard AS' discovery and dependency mapping (DDM) probes. Customer will provide assistance with the installation of probes, open ports that may be required by Sungard AS discovery and analysis tools and provide remote VPN access to those tools as necessary. Additional technical details will be discussed during the program kickoff.

Customer will provide a flat list of business applications to server residency. This list will be imported into the DDM process to complete the application dependency maps.

Customer retains exclusive ownership to all of its data included in any deliverables.

Sungard AS retains exclusive ownership of all intellectual property delivered as part of the Services or contained in a deliverable ("Sungard AS IP"). Sungard AS grants to Customer a non-exclusive, non-transferable, royalty-free license to use the Sungard AS IP for the sole purpose of making use of the Services for its internal business purposes. Customer shall not remove, erase or tamper with any copyright or other proprietary notice of Sungard AS printed or stamped on, affixed to, or encoded or recorded in any Sungard AS IP. Upon termination or expiration of the DDM Service, Customer shall be responsible for the complete removal of the probe environment.

### **3.4. Miscellaneous**

Customer shall reimburse Sungard AS for all travel, lodging, food and incidental actual costs incurred and invoiced by Sungard AS in providing the DDM Service that have been pre-approved in writing or otherwise authorized in an Order by Customer. In the event that an expansion or change in scope or scheduling of this engagement is needed, a formal change order must be executed, and additional fees may apply. In the event Customer fails to meet any of its obligations or fails to adequately respond to risk memos issued by Sungard AS or causes delays, Sungard AS shall have the right to terminate or halt all DDM Services set forth in the Order at any point prior to performing those Customer obligations that it can. Customer shall be responsible for all Service Fees and expenses payable hereunder and otherwise incurred by virtue of the delay.

## **4. GENERAL SERVICE TERMS**

These Services are also subject to the General Service Terms at [https://www.sungardas.com/hubfs/\\_multimedia/document-file/sungardas-general-service-terms.pdf](https://www.sungardas.com/hubfs/_multimedia/document-file/sungardas-general-service-terms.pdf).