

Statement of Work

iland Secure DRaaS with Zerto

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executive summary

This statement of work will explain how iland will deploy iland's Secure Disaster Recovery as a Service (DRaaS). Your disaster recovery solution will be deployed following iland best practices.

Project Milestones

- Project kick-off.
- iland Cloud environment with NSX EDGE virtual firewall deployed and handed-off to Customer.
- Replication VPN between Customer and iland setup and operational.
- Customer successfully replicates a VPG to iland.
- Double-Take Availability replicating 1 physical server to VM in cloud.
- Customer successfully fails over a VPG to iland.
- Project closure.

Start of Billing

- Billing for this project will begin when iland sends the Customer a Commencement Letter indicating the formal hand-off of cloud resources, unless otherwise stated in the Work Order.

Place of Performance

- All work completed by the iland project team will be performed remotely.
- All scheduled meetings are held by way of phone call or Join.me™ sessions scheduled by the iland project manager.
- Written correspondence will be done through e-mail via the e-mail thread of the iland project tickets.

Customer Requirements

- Read and understand this Statement of Work.
- Utilize your existing WAN for accessing the disaster recovery environment at iland.
- Provide information to justify public IP address assignments as required by the regional internet registries: ARIN, RIPE, and/or APNIC.
- Manage DNS specifically as it relates to DNS record updating at time of failover or any global DNS solution that may be needed for public IP address assignments.

iland Deliverables

- Allocation of cloud resources as detailed in the Work Order.
- Access to iland Secure Cloud Console.
- Double-Take Availability licenses.
- Verified disaster recovery solution.

Not Included in this Project

- Anything not listed as in scope.
- Creating and testing DR plan.



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- Customer application setup, configuration, or management.
- After hours support related to the deployment as specified in this Statement of Work.

commitments

Our Commitment to You

- iland will provide you with a team to ensure the successful completion of the project. This includes a project manager and a qualified deployment engineer to perform the services purchased. iland Support will be available upon completion of the project.
- iland will ensure that resources are available to complete the work tasks and hold meetings per the project timeline.
- iland will provide all deliverables described in this Statement of Work (SOW).
- iland will provide written communication and documents through the project tickets.
- iland will make all efforts to keep to the project schedule and milestone projections. We will notify you as soon as possible if a need to reschedule should arise.
- iland will provide a method of feedback for each project.

Your Commitment to Us

- Designate one Technical Contact as the primary contact who will be responsible for the project in your company.
- Read through the documents we send you and ask questions if there is anything you do not understand.
- Ensure that there is enough bandwidth at primary site to enable initial replication of data and successive incremental changes of data to recovery site.
- Review the iland online training material located on iland's website.
- Provide ample time for the project primary contact at your company to keep their meetings with the iland project manager and to complete the project requirements.
- When able, please provide one (1) business day notice to reschedule any meeting. We understand that emergency circumstances come up as is the nature of the IT services business and one day advance notice is not always possible.
- Missed meetings are defined as being absent from a scheduled meeting by 15 minutes or more after the start time without notifying iland in advance. If three (3) meetings are missed, then the project may be placed "On Hold". A project returned from an "On Hold" status will be rescheduled at next availability. There is no guarantee that the project will be assigned to the same iland project manager.

summary of work

iland will be responsible for performing tasks throughout various stages of the project. The following is a list of the tasks that will be performed.

initiation

Performed by the iland project manager, deployment engineer and the customer.

- iland will send a welcome e-mail to the customer which includes the welcome packet and cloud service acknowledgement.
- iland project manager will request any documentation or diagrams required to deploy the disaster recovery environment. These documents need to be reviewed by multiple teams within iland.
- Customer will send requested documentation and diagrams to iland project manager.
- iland project manager will schedule the kick-off call.

kick-off

Scheduled by the iland project manager, the kick-off call is held with the customer, iland project manager, and iland deployment engineer. The kick-off call covers the following topics:

- Set expectations of the project in accordance with the Statement of Work (SOW).
- Verify plans laid out in the Statement of Work and acquire necessary technical details from the customer to ensure the project success.
- Review network diagrams with iland deployment engineers and customer.
- Cover timelines of the project.
- Schedule additional call(s):
 - VPN assistance/troubleshooting call (If necessary).
 - Zerto Onboarding call.
 - Double-Take on-boarding call.
 - Zerto test failover/iland Secure Cloud training call (If necessary).

deployment

iland Configuration

Work to be performed by iland. All work performed that is not during iland's normal business hours of Monday-Friday 8:00 am – 5:00 pm (time zone based on datacenter location where services are located) may be subject to current i-tech rates.

- Create virtual data center(s) consisting of compute, memory, storage infrastructure, and network bandwidth per specifications detailed in the Work Order.
- Deploy the NSX Edge virtual firewall.
- Assign external and internal IP addresses for the virtual networks based on customer configuration.
- Deploy the Zerto Cloud Connector server.

- Deploy Double-Take Availability target VM and prepare VM for Double-Take Availability replication.
- Create one organization administrator in environment with iland Portal access.
- If necessary, iland deployment engineer will hold a VPN assistance/troubleshooting call.
- If necessary, iland deployment engineer will hold a Zerto onboarding call.
- If necessary, iland deployment engineer will hold a Double-Take on-boarding call.

Customer Configuration

Work to be performed by Customer.

- Customer configures the site-to-site VPN tunnel to carry replication traffic to connect to iland's Zerto Cloud Connector.
- Deploy Double-Take Availability software on source physical server with assistance from iland.
- Customer will create additional Virtual Protection Groups (VPG), and define replication parameters.
- Customer will install and configure all virtual workloads within their organization.
- Customer configures and manages the NSX Edge virtual firewall.

on-boarding

The on-boarding phase is a training session to be held with iland team members and the customer. The goal of the on-boarding phase is to empower the customer to manage their DR environment.

- iland deployment engineer will provide instruction on the basic operations of the iland Cloud Console and the Zerto software.
- If desired, iland will assist the customer with the creation and replication of one VPG.
- If desired, iland will assist the customer with a test failover of one VPG.

closure

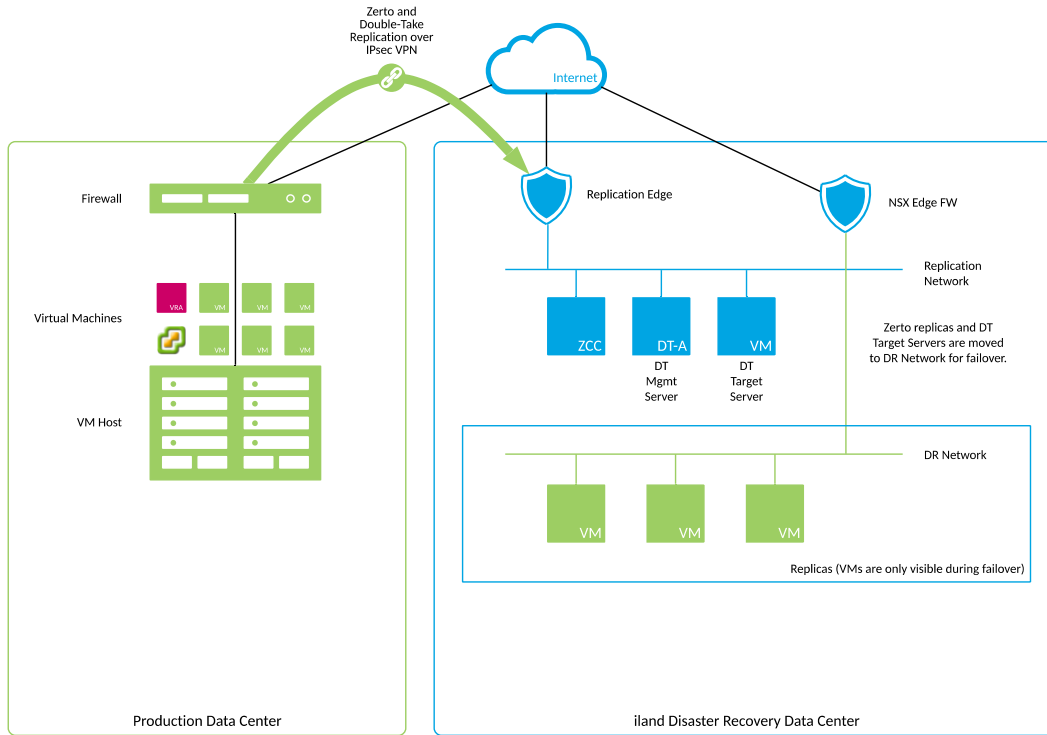
Project closure and signoff meeting to be performed by iland project manager and customer.

- Review any final questions or issues in regards to the deployment.
- Customer will sign off on project completion.
- If there are any issues, the project manager will review the issues to determine if an iland Support handoff is needed via support tickets. If there are no outstanding issues to be addressed, the project will be closed.

solution diagram



iland Secure DRaaS with Zerto



compatibility matrix

iland has become your trusted partner for protecting your data center and business. It is vital that you maintain software in the production data center at certain release versions in order to properly interoperate with iland.

Supported Zerto Version	Special Notes
Zerto 4.0	Update 7 or higher required. Latest update recommended.
Zerto 4.5	Update 5 or higher required. Latest update recommended.
Zerto 5.0	Update 1 or higher required. Latest update recommended.
Zerto 6.0	Update 3 or earlier

To ensure compatibility and operational uptime, iland highly recommends that ESXi and VM hardware versions in the production data center do not exceed the following thresholds.

Supported ESXi Version	Supported VM Hardware Versions
ESXi 6.5	Up to Version 13
ESXi 6.0	Up to Version 11
ESXi 5.5	Up to Version 10
ESXi 5.1	Up to Version 9
ESXi 5.0	Up to Version 8
ESXi/ESX 4.1	Up to Version 7
ESXi/ESX 4.0	Up to Version 7

ESXi/ESX 3.5 are earlier are not supported for use with iland Secure DRaaS.

VM Hardware versions 14 is not yet supported for use with iland Secure DRaaS.

Contact iland Support before you perform any major changes to your data center such as upgrading your ESXi host servers or vCenter Server to a new release, upgrading your VM hardware to a new version, upgrading your Zerto software to a new release, run a DR test longer than 24 hours, or during a live failover event.

risks

This project was designed and quoted according to specific information identified during the sales/discovery phase. If that information is incorrect or has changed, the timeline and cost of this project could change.

Bandwidth

The amount of bandwidth you allot for replicating your data directly correlates with how long replication will take. We recommend providing as much bandwidth as possible during and after your office hours. This will ensure your data is replicated as quickly as possible without affecting your day-to-day operations.

Storage

Storage requirements can change quickly. During the kick-off call, your iland project manager will confirm the amount of storage you need and the amount of storage you purchased. If more storage is needed, your iland project manager will work with your iland sales representatives to increase storage.

Shared Disk(s)

Customer understands that any shared disks used across multiple VM's need to be converted to a single VMDK and used from a single VM. Clustered servers or shared disks are not supported within this SOW and would require alternate planning for a Disaster Recovery Solution. This solution only supports SCSI based disks. CIFS, IDE, or any other disk types are not supported.

AD Replication

Customer understands that in many cases a live AD server is needed for replication and should be connected to the customer's internal network for quicker and more seamless recovery of their solution.

definitions / terminology

Customer

This term refers to you the customer, your entity in its entirety.

Deployment Engineer

Refers to an iland Deployment Engineer, who is an employee of iland Internet Solutions with technical knowledge and training of use and best practices of iland services.

iland Cloud Console

A web-based interface which gives you the transparency needed to closely monitor and manage your cloud resources effectively in terms of cost, performance, regulatory compliance and support.

iland Support

The Support Department within iland Internet Solutions. The primary contact for all Customer requests for help and assistance once the initial deployment has been completed.

Project Manager

Refers to an iland project manager, who is an employee of iland Internet Solutions who is ultimately responsible for the success of this project.

Project Start Date

The project start date is the date of your scheduled kick-off call with your iland project manager.

Statement of Work

A formal document that captures and defines the work activities, deliverables, and timeline a vendor.

Training

This term is used to describe the iland training videos, which are available on iland's website.

Work Order

Refers to the iland Work Order executed by iland and the Customer.



signature and acceptance

Each undersigned company represents and warrants that it is duly authorized to carry on its business as currently conducted and that it is not prohibited by any applicable law from performing its obligations under this statement of work or the master services agreement to which this statement of work relates (if any). Each undersigned company also acknowledges receipt and understanding of, and that it has taken into consideration all the information set out in, this statement of work. Each of the undersigned companies further confirms and agrees that the person whose name is set out below is authorized to bind such company to this statement of work and to represent such company in all matters relating to or arising out of the subject matter of this statement of work.

City of Sparks

iland Internet Solutions

Signature

Signature of Manager

Name (please print)

Name (please print)

Title

Title

Date

Date