

1 Enabled Data Protection

1.1 Client Prerequisites

The following items must be completed prior to the inception of coverage under the Agreement:

1. Installation and configuration of one or more Rubrik clusters, M365 backups & Security Cloud
2. Active SLAs backing up Virtual Servers, Applications and Physical Servers
3. Administrative access to Rubrik software granted to specific, individual eGroup accounts.
4. Administrative access to support infrastructure, services, and virtual machines as needed.
5. Firewall rules in place to update agents via the appliance.

1.2 Service Operations

The scope of this Agreement consists of proactive, reactive, and remediation activities. The tasks below are representative of the operational activities that will be routinely executed under the Rubrik Backup environment under this Agreement:

Frequency	Task Description	Included
Weekly	Review Service Requests and prioritize	✓
	Review Backup SLA Status	✓
	Address Backup errors	✓
	Address non-priority open service request	✓
Quarterly	Quarterly review of Issues	✓
	Review and Perform Rubrik Updates	✓
	Perform Test Recoveries	✓
	Update Backup SLA documentation	✓
One-Time	Review agreement	✓
	What to expect	✓

1.3 Service Description

Under this Agreement, eGroup will provide a comprehensive set of reactive support, monitoring, and software management services for the Rubrik backup environment. These services are described in detail below.

1. **Standard Services:** Rubrik Platform Maintenance: eGroup shall plan and perform the updating, patching, and other vendor-recommended maintenance of the Rubrik components in the source and destination environments on a quarterly basis or as necessary to address vulnerabilities or other service quality issues.
2. **Failover testing / Validation:** Quarterly test recoveries that are non-disruptive to production will be performed to ensure VMs are recoverable in either the primary or secondary environment. eGroup will provide reports that describe the results of each quarterly test recovery, inclusive of lessons learned and the time to execute each event