



SERVICE DESCRIPTION

Migration as a Service

V.1.0

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Introduction

This Service Description describes the service Claranet provides and details the Customer's responsibilities in relation to this Service. The Service Description forms part of the Agreement between the Parties and all terms used within this document are in accordance with the terms to be found in the Master Services Agreement.

Claranet provides the following services as part of its Migration as a Service (the "Service") offering. Each Service Description, associated tasks, and option features are described in the Roles and Responsibilities tables.

Migration as a Service is organised in the following manner:

- **Service Category:** Outcome based transformational services
- **Service Task:** All service categories and tasks are provided as outcome based services.
- **Task Role and Responsibilities:** Each service task's responsibility is assigned to either Claranet or the Customer. "Option" tasks are elective and will only apply to the extent expressly identified in the Customer's applicable order or SoW and may be subject to additional fees.

The tables listed under each Service section in this document details the material tasks and responsibilities for the available Service components, which components, if purchased, will be expressly referenced in the relevant Customer Order Form or Statement of Work (SoW).

Additional Tasks

Claranet may perform additional tasks outside those described as part of the service in this document. There is an additional charge for the time incurred to perform these tasks. Any requirements in addition to those agreed in the order may be able to be fulfilled; however, this will also have an impact on the implementation time frame.

Claranet reserves the right to charge on a time and materials basis for any additional work.

Roles and Responsibilities

Physical or Virtual Server Migration

Migration of modern Windows Server, Linux servers to Infrastructure-as-a-Service (IaaS) environments using server-based, disk replication tooling.

TASKS & RESPONSIBILITIES

Physical or Virtual Server Migration	Claranet	You
Landing Zone: Claranet will either create a new landing zone for the migration, or review and edit a Customer's existing landing zone so it can be used.	✓	
Source OS versions: Source OS versions - Source server OS version must be compatible with the target platform and supported by the migration tool		✓
Network bandwidth: Sufficient network bandwidth (of at least 100 Mbps) is available between source and target cloud environments		✓
Provide access: Provide any required access and permissions to the environment and any 3rd Party provider(s) Customers may use, as well as access to information, documentation and contact details to suitably qualified Customer team(s) and named contact(s). Customer will assist with setup and configuration of tools required to perform migration.		✓
Migration scope: <ul style="list-style-type: none"> • Perform migration tooling validation (if 3rd party required) • Deploy any agents required for migration (if 3rd party required) • Deploy Appliances for migration • Add sources into move groups • Run inspection to ensure credentials and requirements are in place • Perform migration activities as defined in the Migration Plan • Migration activities include In-place OS Upgrades for Windows Server as required 	✓	
Project management: Claranet will provide a migration tracker with status for high level tasks.	✓	
Runbook: A runbook will be created by Claranet to act as an authoritative source for technical information about the solution. Including target system information, such as SID, Hostname, Target IP, Subscription	✓	
Success criteria approval: An authorised representative of your organisation to sign-off of each deliverable listed in the Claranet responsibility column in this table in respect of the content being as described in this section, including User Acceptance Testing for migrated workloads.		✓

Physical or Virtual Server Migration	Claranet	You
Scope exclusion: <ul style="list-style-type: none"> • Application reconfiguration • Servers that require shared-disk clustering • Servers that are not supported by included migration tools • Functional and application integration testing 		✓

SQL Database to PaaS Migration

Planning and migration of a SQL Server-based database to a target Infrastructure-as-a-Service (IaaS) or Platform-as-a-Service (PaaS) environment. Includes upgrade to the latest SQL Server version based upon application compatibility.

TASKS & RESPONSIBILITIES

SQL Database to PaaS Migration	Claranet	You
Source SQL versions: SQL versions must not be older than SQL Server 2005 before being migrated.		✓
Provide access: Provide any required access and permissions to the environment and any 3rd Party provider(s) Customers may use, as well as access to information, documentation and contact details to suitably qualified Customer team(s) and named contact(s). Customer will assist with setup and configuration of tools required to perform migration.		✓
Migration scope: <ul style="list-style-type: none"> • Analysis of the database statistics exported from the source servers • Identification of database violations • Building a database analysis report with all the database violation and non-violation details at a database, instance, and server level • Planning for migration to a modern SQL Server database platform hosted on IaaS or PaaS • Migration of up to 1.5 TB of data • Generation of reports with information relating to deployment, changes, missing dependencies, and unresolved problems that should be dealt with at later stages • Migration to a modern SQL Server database platform hosted on IaaS or PaaS 	✓	
Database analysis report: Summarising database statistics exported from the source servers.	✓	
Project management: Claranet will provide a migration tracker with status for high level tasks.	✓	

SQL Database to PaaS Migration	Claranet	You
Runbook: A runbook will be created by Claranet to act as an authoritative source for technical information about the solution. Including target system information, such as SID, Hostname, Target IP, Subscription	✓	
Success criteria approval: An authorised representative of your organisation to sign-off of each deliverable listed in the Claranet responsibility column in this table in respect of the content being as described in this section, including User Acceptance Testing for migrated workloads.		✓
Scope exclusion: <ul style="list-style-type: none"> Database remediation Migration of database platforms that were never supported by the vendor on the target platform Services that require package rewrites 		✓

Non-SQL Database to PaaS Migration

Planning and migration of a non-SQL based database to a target Infrastructure-as-a-Service (IaaS) or Platform-as-a-Service (PaaS) environment. Includes upgrade to a modern database platform version based upon application compatibility.

TASKS & RESPONSIBILITIES

Non-SQL Database to PaaS Migration	Claranet	You
Application packages: Application packages have installation media and configuration documentation.		✓
Provide access: Provide any required access and permissions to the environment and any 3rd Party provider(s) Customers may use, as well as access to information, documentation and contact details to suitably qualified Customer team(s) and named contact(s). Customer will assist with setup and configuration of tools required to perform migration.		✓
Migration scope: <p>Tool-assisted analysis to identify the prevalence of compatibility problems in non-Microsoft SQL databases discovered on in-scope servers, which include:</p> <ul style="list-style-type: none"> Analysis of the database statistics exported from the source servers and identification of database violations Migration of up to 1 TB of data This service is limited to the following vendor database platforms: Oracle, Sybase, MySQL, DB2, and PostgreSQL This service also supports NoSQL for migration to Azure Cosmos DB (PaaS) Analysis of the database statistics exported from the source servers 	✓	

Non-SQL Database to PaaS Migration	Claranet	You
Database analysis report: Summarising database statistics exported from the source servers.	✓	
Project management: Claranet will provide a migration tracker with status for high level tasks.	✓	
Runbook: A runbook will be created by Claranet to act as an authoritative source for technical information about the solution. Including target system information, such as SID, Hostname, Target IP, Subscription	✓	
Success criteria approval: An authorised representative of your organisation to sign-off of each deliverable listed in the Claranet responsibility column in this table in respect of the content being as described in this section, including User Acceptance Testing for migrated workloads.		✓
Scope exclusion: <ul style="list-style-type: none"> Database remediation 		✓

Appendix

Assumptions and Constraints

- **All required Customer staff are available in a timely manner.** Delays in availability for meetings and/or workshops will cause delays in downstream reporting deliverables.
- **Access to the environment is quickly established and retained for the duration of the project.** Any issues relating to access and permissions to the environment will result in work being halted until such access is resolved. This can also have an impact on downstream deliverables.
- **All the information provided by the Customer is accurate and up-to-date.** Estimated time has been included for the validation of information provided by the customer as part of any prerequisites. Should the information provided by the customer change during the course of the project, this will have an impact on downstream deliverables and will require additional time to be spent. New estimates will be provided, and should those updates increase the scope of the project, they will be subject to change request.

Changes

Changes to this service requirement will be managed through a formal Change Request process, for each relevant Statement of Work (SOW).