Part A. Asset Tracking and Analytics Service Element

1. Definitions and Interpretations
   1.1 In this document:
      "Asset" means any device that is a Cisco device and is discoverable via the Cisco discovery tool (i.e. it needs to be on a routable and discoverable network).
      "Transition Questionnaire" means the questionnaire that the client is required to accurately complete during the Transition process and provides Dimension Data with the necessary information to deliver the Service.
      "End-of-X Data" means the vendor data in respect of an Asset pertaining to the time when the relevant Asset will no longer be manufactured by the vendor or supported by Dimension Data, as determined by Dimension Data based on any end-of-life, end-of-service, end-of-sale, end-of-contract renewal, end-of-engineering, or end-of-software-maintenance announcements made by the vendor.
   1.2 Any other terms used in this document not defined above shall have the meaning given to them in the Uptime Agreement.

Transition

2. Project Manager
   The Client’s obligations
   2.1 If Dimension Data has appointed a Project Manager, the Client must assign a dedicated Project Manager to liaise and cooperate with the Dimension Data Project Manager and to manage the Transition process.

3. Transition Questionnaire
   Dimension Data’s obligations
   3.1 Using the completed Transition Questionnaire, Dimension Data must assess and validate the answers from the Transition Questionnaire with the Client for completeness and accuracy.

4. Contract administration
   Dimension Data’s obligations
   4.1 Dimension Data must set-up and configure the Client’s contract information in the Dimension Data Management System.

5. Service Portal set-up and instruction
   Dimension Data’s obligations
   5.1 Dimension Data must:
      a. configure the Service Portal to enable the Client to access the Asset Tracking and Analytics Service home page;
      b. provide the Client with Service Portal login credentials requested;
      c. provide one Service Portal awareness training session, for up to five of the Client’s employees, on the following topics:
         i. reports produced by Dimension Data as part the Service; and
         ii. the procedure for logging Incidents and Service Requests with the Service Desk; and
      d. deliver of the Service Portal awareness training session:
i. during Business Hours; and
ii. via a medium and for a duration agreed with the Client.

The Client’s obligations

5.2 The Client must verify the accuracy of the information presented in the Service Portal and advise Dimension Data of any errors or required changes.

6. Implementation of site-to-site connection

6.1 A dedicated connection between the Client’s network and Dimension Data’s network is required for the provision of the Service.

6.2 Dimension Data’s provision of the Service is subject to the availability and minimum bandwidth specification (as advised by Dimension Data from time to time) of the connection.

Dimension Data’s obligations

6.3 Dimension Data must:
   a. conduct a requirements-gathering exercise with the Client and determine the most suitable connection and implementation approach, and document the outcomes in a Connectivity Design document;
   b. review the standard precautions taken to ensure the security of the connection and discuss any specific security requirements relating to secure remote connections the Client may have based on its security policy;
   c. implement the connection as specified in the Connectivity Design document; and
   d. if required, implement any security requirements agreed with the Client at an Additional Charge.

The Client’s obligations

6.4 The Client must:
   a. perform the required tasks to implement the connection; and
   b. ensure adequate firewall rules are in place to allow Dimension Data access to the Assets, as outlined in the Connectivity Design document.

6.5 If on-premises Dimension Data equipment is required for the connection, the Client must:
   a. have access to the Internet at its site;
   b. allocate a public IP address;
   c. provide adequate rack space and power; and
   d. protect the on-premises equipment from loss or damage and return it to Dimension Data at the end of the Term.

6.6 If the Client’s own on-premises equipment is to be used, the Client must:
   a. provide Dimension Data with the equipment specifications in order for Dimension Data to assess and approve its suitability; and
   b. make configuration changes to the equipment as recommended by Dimension Data.

7. Service delivery enablement and acceptance

Dimension Data’s obligations

7.1 Dimension Data shall commence delivery of the Service once:
   a. connectivity has been provisioned;
   b. the Service Portal has been established;
   c. the Service Portal awareness training has been provided; and
   d. the Transition process has been completed.
8. **Automated discovery**

**Limitations**

8.1 The Service is currently limited to Cisco Assets only.

8.2 The duration taken to complete the Asset discovery is dependent on the size of the Client’s network.

**Dimension Data’s obligations**

8.3 Dimension Data will:

a. use a remote discovery tool to perform monthly, automated, Asset discovery activities, at a time agreed with the Client;

b. discover only those Assets listed on the Client’s Records of Entitlement;

c. discover Assets by discovery protocols as specified in the *Transition Questionnaire*;

d. capture the Asset information from the Asset discovery;

e. following the automated discovery, enrich the Asset data using Cisco’s and Dimension Data’s enrichment applications to provide additional Asset data including (but not limited to):

i. End-of-X Data;

ii. field notifications;

iii. security alerts; and

iv. coverage by other Dimension Data services.

8.4 If the number of Assets discovered exceeds what is listed on the Record of Entitlement, Additional Charges may apply and the Record of Entitlement may need to be amended.

8.5 Dimension Data will advise the Client of any Assets that may require an assessment to determine if they may require coverage by other services.

**The Client’s obligations**

8.6 The Client must:

a. provide information reasonably required for the Asset discovery ten Business Days prior to the scheduled commencement of ongoing monthly discoveries (this includes logging a request to update any of the information provided in the initial *Transition Questionnaire* if there has been a change in the Client’s network since, e.g. new network segments and respective security rule changes);

b. complete the configuration of firewalls and other security measures to enable the Asset discovery on the network five Business Days prior to the scheduled commencement;

c. notify its operational and security teams and implement appropriate change controls so as not to cause “false positive” security alerts, prior to the scheduled Asset discovery;

d. make a member of the Client’s network team available to assist configuring firewalls, update access lists and generally supply any Client-specific data to make the Asset discovery more successful;

e. provide and/or update Dimension Data with network authentication information to facilitate the Asset discovery;

f. provide Dimension Data with a management IP address that is included in access lists and all firewall rules;

g. allow Dimension Data to poll the Client’s IP address space as per the *Transition Questionnaire*;

h. if required, allow Dimension Data to connect a computer to the Client’s network;

i. ensure that a member of the Client’s network team is available throughout the Asset discovery process to assist with any Client’s network issues at that time;
j. ensure that a member of the Client’s security team is available throughout the Asset discovery process to assist with any security or access issues which may arise;

k. provide information to Dimension Data that is accurate and complete;

l. if required, ensure Dimension Data’s equipment left on the Client’s premises to collect information will be safe and secure; and

m. advise Dimension Data in a timely manner of any delay to the scheduled dates.

The Client’s authority

8.7 The Client hereby authorises Dimension Data to:

a. perform the Asset discovery on the network, in whole or in part, at the agreed frequency; and

b. collect and collate the data produced by the Asset discovery.

8.8 All information collected by Dimension Data will be treated as the Client’s Confidential Information.

9. Asset Reporting and Analytics

Dimension Data’s obligations

9.1 Dimension Data must:

a. provide the Client with access to an inventory of the discovered Assets and associated Asset data via the Service Portal;

b. present the enriched Asset data in the Service Portal;

c. present the following reports and functionality via the Service Portal:

i. summary dashboard – a view of the high-level details of the Assets;

ii. vulnerable items report – an overview of Assets that require immediate attention;

iii. outdated items report - an overview of outdated or out of contract Assets;

iv. Assets becoming outdated soon - an overview of Assets which will require the Client's attention to refresh equipment in the near future;

v. comparison report – a comparison of the Asset summary view with a point in time in the past to allow the Client to view changes from discovery to discovery and to provide trend information; and

vi. advanced analysis - the functionality to apply multiple filters and selection criteria depending on its specific needs and provides an export function;

d. make the reports available via the Service Portal within five Business Days after completion of the scheduled Asset discovery; and

e. if requested by the Client, update the Dimension Data Management System with the data provided from the reports.

The Client’s obligations

9.2 The Client must:

a. review the information presented in the reports and, if required, request Dimension Data make changes to Assets and associated information in the Asset list; and

b. remain responsible for the Asset list information and approving all changes that Dimension Data makes to the Asset list.

10. Vendor Update Notifications

Dimension Data’s obligations

10.1 Dimension Data will make notifications received from the relevant vendor available on the Service Portal, as may be relevant to the Client’s Assets.