

## **Exhibit H**

### **SDSC Systems Management Services**

This attached exhibit provides the service details, scope of work, account expiration procedures, and other terms specific to SDSC Systems Management Services portion of the Core SDSC ITSS Service agreement.

#### **A. Term**

Please refer to Section 1 of the Core SDSC ITSS Service agreement document for terms of this agreement. This exhibit may be cancelled separately per the terms provided in Section 4.4 of the Core SDSC ITSS Service agreement.

#### **B. Scope of Work**

SDSC will provide the following Systems Management Services:

SDSC Information Technology Services (ITS) will manage the system(s) by installing a controlled version of the specified operating system, maintaining local administrative control and applying operating system vendor patches.

For this project, ITS' patching cycle will consist of applying updates on a regular basis, as supplied to SDSC ITS by the operating system vendor. Patching which does not require a reboot may not be announced to the customer, however any patch requiring a reboot will be announced to the customer at least fourteen (14) calendar days prior to reboot. Critical patching, such as zero-day vulnerability patches, necessary to ensure the security or stability of the system will be performed as soon as reasonably possible. You will be notified if a reboot is required.

Base monthly costs include patching and business hour (8am - 5pm Pacific Time) monitoring. Increased administrative rights, additional software/hardware support complexity and after-hours monitoring are available for an additional fee.

#### **C. Cost**

Per-system cost estimates are provided in Exhibit A.

##### **C.1. Failure to Pay Fees when due**

Failure to make payment for SDSC-provided Services will result in Customer's account entering unpaid status; SDSC will attempt to contact Customer regarding the missed payment(s) by sending an email to the Customer's email account on file.

The following actions will be taken:

- After 30 Days: ITS will cease all systems management responsibilities detailed in Section B, Scope of work.
- After 45 Days unpaid status: ITS may elect to disconnect or disable systems for which systems management fees are due. This is to protect both the customer system and SDSC infrastructure.

#### **D. Termination of Service**

##### **D.1 Termination upon Request**

Customer may terminate Service by providing notice 30 days in advance of desired termination date. Service will continue until the requested termination date falls, at which time SDSC will be released from responsibility for systems management as specified in the scope of this Agreement.

**D.2 Other Termination**

If Customer violates any of the terms of this Agreement SDSC will immediately terminate Service and send notification to the Customer via the most recent email address provided to SDSC. SDSC may cease all systems management and disconnect or disable managed systems without constituting a breach under the Agreement.

**E. Deliverables and cost:**

See Exhibit A for deliverables and cost estimates.