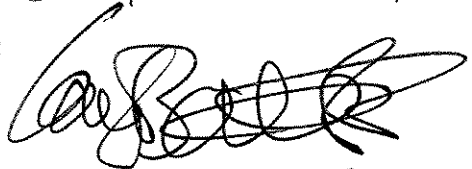
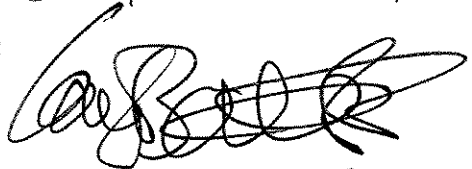
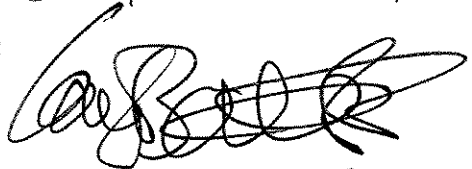


Prepared by:	EMC Computer Systems (UK) Ltd. EMC Tower, Great West Road, Brentford, Middlesex, TW8 9AN																																						
Date:	04 September 2007	PAS :	Version: 001																																				
Prepared for:	Citigroup	Project Name:	ECC Health Check																																				
Prepared By:	Martin Streeter	Approved By:																																					
Address:	Canary Wharf - London																																						
Contact Name:	Gary Battersby	Phone Number:	0207 5003838																																				
Objective:	Complete thorough Health Check of Citigroups 2 existing UK EMC ControlCenter infrastructures. There have been numerous issues within the application and there is a requirement to detail these fixes required and to create a work plan to implement these. <table border="1"> <thead> <tr> <th>Item</th> <th>Activity Description</th> <th>Resource Type</th> <th>Estimated Days Effort</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>All infrastructure logs are checked for problems</td> <td>Implementation</td> <td>2</td> </tr> <tr> <td>2</td> <td>All agents a checked for health</td> <td>Implementation</td> <td>2</td> </tr> <tr> <td>3</td> <td>Data collection routes are checked</td> <td>Implementation</td> <td>2</td> </tr> <tr> <td>4</td> <td>Access to all components are checked</td> <td>Implementation</td> <td>1</td> </tr> <tr> <td>5</td> <td>Access to all hosts are checked</td> <td>Implementation</td> <td>1</td> </tr> <tr> <td>6</td> <td>All alerts checked etc</td> <td>Implementation</td> <td>1</td> </tr> <tr> <td>7</td> <td>The configuration information is exported from all components for documentation</td> <td>Implementation</td> <td>1</td> </tr> <tr> <td>Totals</td> <td></td> <td></td> <td>10 man/days</td> </tr> </tbody> </table> The health check will be performed based on the agreed and signed off Control Center Configuration guide used during the deployment of the product. This guide reflects the agreed combination of the Citigroup certification rules and EMC best practices for deployment of the application.			Item	Activity Description	Resource Type	Estimated Days Effort	1	All infrastructure logs are checked for problems	Implementation	2	2	All agents a checked for health	Implementation	2	3	Data collection routes are checked	Implementation	2	4	Access to all components are checked	Implementation	1	5	Access to all hosts are checked	Implementation	1	6	All alerts checked etc	Implementation	1	7	The configuration information is exported from all components for documentation	Implementation	1	Totals			10 man/days
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Out of Scope:	EMC is responsible for performing only the work described in this EMC Corporation Work Description. Services outside this engagement's scope include, but are not limited to: • Installation and configuration of non-EMC hardware and software. • Overseeing the installation and/or configuration of host bus adapters (HBA) and their associated drivers. • Operating system, database or application tuning not directly related to EMC tasks. • Network (LAN or WAN) support of day to day operations. • Resolution of network connectivity issues.																																						
Assumptions:	Citigroup to provide access to the 2 UK existing EMC ControlCenter infrastructures and to allow generated reports to be exported so EMC can generate the required documentation and recommendations.																																						

EMC Technology Solutions

Basic Work Description

Work Schedule:	All work will be carried out during normal office hours, Monday to Friday, excluding public holidays. Work will be scheduled after a purchase order has been received and this Work Description has been agreed and signed.										
Price & Payment Schedule:	The fee for the work described above will be £8,120 excluding VAT. The price includes all required resources and any project related expenses, excluding travel and living expenses, incurred by EMC in the course of delivering to Citigroup the services described in this Work Description. Citigroup will make a single project sign off and EMC will invoice Citigroup for the full amount plus expenses upon completion of the work. This project proposal assumes that the EMC services are completed within 40 days of signed acceptance. If the project lasts more than 40 days due to customer delays, EMC will negotiate additional charges under project change control.										
Acceptance The parties hereby acknowledge that they have read and do understand this Agreement and all attachments hereto, and agree to all terms and conditions stated herein.											
<table border="1"><thead><tr><th>EMC Computer Systems (UK) Ltd</th><th>Citigroup</th></tr></thead><tbody><tr><td>Name:</td><td>Name: GARY BATTERSBY</td></tr><tr><td>Signature:</td><td>Signature: </td></tr><tr><td>Title:</td><td>Title: EMEA Regional Sr B Mgr</td></tr><tr><td>Date:</td><td>Date:</td></tr></tbody></table>		EMC Computer Systems (UK) Ltd	Citigroup	Name:	Name: GARY BATTERSBY	Signature:	Signature: 	Title:	Title: EMEA Regional Sr B Mgr	Date:	Date:
EMC Computer Systems (UK) Ltd	Citigroup										
Name:	Name: GARY BATTERSBY										
Signature:	Signature: 										
Title:	Title: EMEA Regional Sr B Mgr										
Date:	Date:										

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