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## Frequently Asked Questions

Q. Who is Novell?

A. Novell is a global infrastructure software and services company. It develops, implements, and supports proprietary, mixed source and open source software for use in business solutions by providing customers with enterprise infrastructure software and a full range of training and support services. Novell helps customers lower cost, manage complexity and mitigate risk, allowing them to focus on business innovation and growth. Their products enable customers to solve business challenges by maximizing the effectiveness of their information technology (“IT”) environments.

Q. What are Novell Products and what do Novell products do?

A. Product Groups:

- Open Platform Solutions. Novell delivers Linux solutions for the enterprise. The SUSE Linux Enterprise platform underpins all of these products. SUSE Linux Enterprise is a leading distribution that focuses considerable effort on interoperability and virtualization within both open source and proprietary systems and provides ease in usability and management.
- The primary open platform solutions offerings are:
  - Linux platform products:
    - SUSE Linux Enterprise Server is an enterprise-class, open source server operating system for professional deployment in heterogeneous IT environments of all sizes and sectors. This operating system integrates all server services relevant in Linux, including integrated virtualization, and constitutes a stable and secure platform for the cost-efficient operation of IT environments.
    - SUSE Linux Enterprise Desktop is a business desktop product that brings together the Linux operating environment with a complete set of office applications. Included among the more significant business applications are OpenOffice (an office productivity suite), Mozilla’s Firefox browser, and Novell Evolution TM, a collaboration client for Linux.
    - openSUSE is a reliable and secure home computing product, which includes an easy-to-install Linux operating system that lets users browse the Web, send e-mail, chat with friends, organize digital photos, play movies and songs, and create documents and spreadsheets. It also allows users to host a Web site or blog, create a home network and develop their own applications.
- Identity and Security Management. Novell’s security, identity, and access management solutions help customers integrate, secure and manage information assets as well as reduce complexity and ensure compliance. Adding intelligence to every part of a customer’s IT environment makes their systems more agile and secure. Novell’s solutions leverage automated, centrally managed policies to support the enterprise. Our partners’ expertise, experience and technology provide some of the most comprehensive information security solutions in the industry today.

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- The primary identity and security management offerings are:
    - Identity and access management products:
      - Identity Manager is a powerful data-sharing and synchronization solution, often referred to as a metadirectory solution, which automatically distributes new and updated information across every designated application and directory on a network. This ensures that trusted customers, partners, and suppliers are accessing consistent information, regardless of the applications and directories to which they have access.
      - Access Manager helps customers maximize access without limiting security or control. It simplifies and safeguards online asset-sharing, allowing customers to control access to Web-based and traditional business applications. Trusted users gain secure authentication and access to portals, Web-based content and enterprise applications while IT administrators gain centralized policy-based management of authentication and access privileges for Web-based environments and enterprise applications. Access Manager supports a broad range of platforms and directory services.
      - SecureLogin is a directory-integrated authentication solution that delivers reliable, single sign-on access across multi-platform networks, simplifying password management by eliminating the need for users to remember more than one password.
      - Sentinel automates the monitoring of IT for effectiveness allowing users to detect and resolve threats in real-time. Sentinel also provides documented evidence needed by some users to comply with regulatory and industry compliance requirements.
      - eDirectory is a full-service, platform-independent directory that significantly simplifies the complexities of managing users and resources in a mixed Linux, NetWare, UNIX, and Windows environment. It is a secure, scalable, directory service that allows organizations to centrally store and manage information across all networks and operating systems and leverage existing IT investments.
    - Systems and Resource Management. Using Novell's resource management solution, customers can define business and IT policies to automate the management of multiple IT resources, including the emerging challenge of managing virtual environments. As a result, customers reduce IT effort, control IT costs, and reduce IT skill requirements to fully manage and leverage their IT investment.
    - The primary systems and resource management offerings are ZENworks management products. ZENworks management products protect the integrity of networks by centralizing, automating, and simplifying every aspect of network management, from distributing vital information across the enterprise to maintaining consistent policies on desktops, servers, and devices on Linux, NetWare, and Windows environments. ZENworks management products include:
      - ZENworks Suite
      - ZENworks Patch Management
      - ZENworks Asset Management
      - ZENworks Linux Management
      - ZENworks Configuration Management
      - ZENworks Orchestrator
      - ZENworks Security Management
    - Workgroup. Novell provides comprehensive and adaptable workgroup solutions that provide all the infrastructure, services and tools customers require to effectively and securely collaborate across a myriad of devices. Novell offers the security, reliability, and manageability our customers' employees need to efficiently get their jobs done at lower cost.

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- Primary workgroup products are:
  - Open Enterprise Server (“OES”) is a secure, highly available suite of services that provides proven networking, communication, collaboration and application services in an open, easy-to-deploy environment. OES provides customers the choice of deploying on either NetWare or SUSE Linux Enterprise Server and provides common management tools, identity-based services and support backed by Novell.
  - NetWare & NetWare-related products:
    - NetWare is Novell’s proprietary operating system platform that offers secure continuous access to core network resources such as files, printers, directories, e-mail and databases seamlessly across all types of networks, storage platforms and client desktops.
    - Novell Cluster Services is a scalable, highly available Storage Area Network resource management tool that reduces administrative costs and complexity of delivering uninterrupted access to information and resources.
  - Collaboration products:
    - GroupWise collaboration products offer both traditional and mobile users solutions for communication over intranets, extranets and the Internet.
    - Teaming + Conferencing allows for social networking within an enterprise where subject matter experts are easily identified and where new team workspaces can be easily formed.
  - BorderManager is a suite of network services used to connect a network securely to the Internet or any other network, allowing outside access to intranets and user access to the Internet.
  - Novell OpenWorkgroup Suite provides organizations of all sizes with a secure, flexible and cost-effective IT infrastructure and a proven set of workgroup services. Unlike a proprietary, Windows-centric solution, the Novell Open Workgroup Suite is comprised of a package of open, standards-based software from all business segments. This suite offers a low-cost, open alternative to Microsoft and includes a complete infrastructure and productivity solution from the desktop to the server and includes the following components:
    - Open Enterprise Server
    - GroupWise
    - ZENworks Suite
    - SUSE Linux Enterprise Desktop— open source desktop
    - OpenOffice.org for Linux and Windows— open source productivity suite

Q. How is licensed software delivered?

A. Upon Receipt of an order from Authorized User, an email from Novell systems is generated and sent to the Authorized User’s main contact. This main contact is automatically given full administration rights to the Novell Customer Center portal. Installation process for the product on the Purchase Order is there provided. Novell has made available to the Authorized User for electronic download, the electronic delivery web site located at the following Internet URL: [www.novell.com/center](http://www.novell.com/center). Through the Internet URL, the Authorized User can access and electronically download the Licensed Software and related Documentation for each Product listed in Appendix 3; not all Products are available on all hardware/operating system combinations. The Contractor's delivery obligation under this Contract is met by the provision of the electronic delivery web site URL. Unless otherwise agreed to by the Authorized User and the Contractor, the Authorized User shall be responsible for installation of the Licensed Software.

Q. If I am unsure about committing to a Device or User license model what should I know?

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A. In the case where an Authorized User may select from two or more licensing models for a specific Product, Novell's sales personnel will provide information to assist the Authorized User in determining which licensing model is the most advantageous for the Authorized User. The license model chosen for a specific Product shall be consistent throughout the Authorized User's environment for such Product. If at a later date, it becomes more advantageous for the Authorized User to change its license model for a specific Product, then the Authorized User may do so at a conversion ratio of 1:1, upon written notice to Contractor, for all licenses of the specific Product in use.

Q. What is Novell Premium Support Programs?

A. Premium Support is more than maintenance and update rights. It includes service features and components for each level of support offered. Customers qualify for specific levels of support based on their annual maintenance spending (in US\$) and may purchase additional support features to fit their needs. Some limited training services are also available through the Premium Support Program.

Q. How many levels of support are there?

A. There are 5 levels of support outlined in the Premium Support Package Benefits Chart.

Q. Where can I find more information on Premium Support?

A. Additional information can be found in the Appendix E Submission 5.

Q. Does the 20% rule apply to the purchase Premium Support benefits?

A. Yes, the 20% rule does apply to optional purchases.

Q. Is maintenance required for all my software license purchases?

A. No, maintenance is optional. However, Maintenance is an integral benefit of the MLA program; offering Upgrade Protection, technical support, and unlimited electronic training.

Q. What are some of the benefits of having maintenance?

A. Under maintenance, Authorized Users are guaranteed the latest version of Novell product. A Maintenance purchase provides Priority level Maintenance. An exception to this rule is the SUSE Linux Enterprise Server ("SLES") product line, as Authorized Users may choose between purchasing Standard or Priority Maintenance, according to the support coverage needed for specific SLES servers. To receive maintenance services for a product, maintenance fees must be paid for and are outlined in Appendix E Submissions 4 & 5.

Q. How can I find out more information about this contract and Novell in general?

A. You can contact the Novell reps. listed under the Contractor Information link on the Contract Award page on the OGS website and you can go to Novell's website at <http://www.novell.com/home/index.html> for more information about Novell.

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