

# SERVICE PACKAGE

## TOSCA STARTER PACKAGE

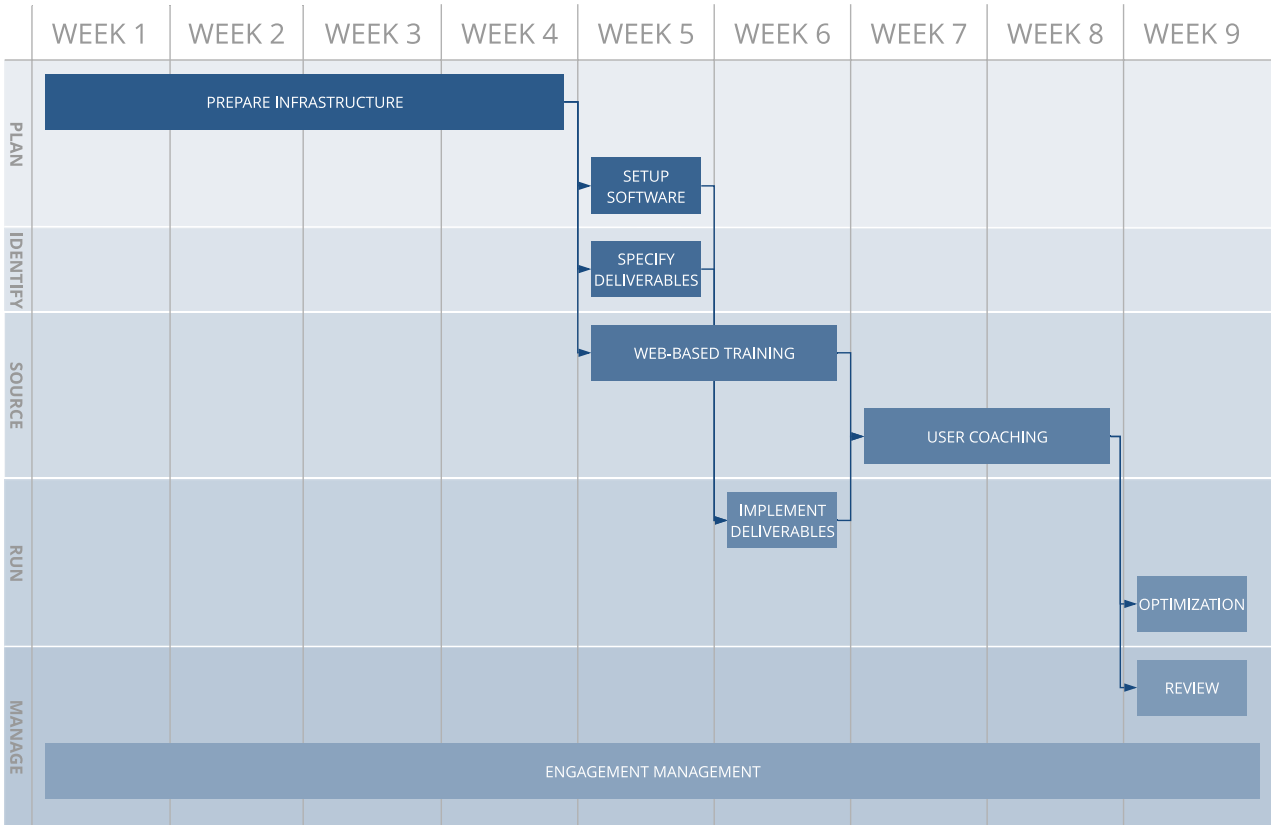
These additional terms shall apply to packaged offerings of Services provided to Customer ("Service Package"), as ordered by Customer in the Order and subject to the General Terms and Conditions or the relevant Agreement referred to in the Order.

### 1 Service Package Overview

**Objectives and Targets.** This Service Package provides basic implementation support for Tosca consisting of 25 Person Days ("PDs") delivered across nine (9) weeks. Consultants enable up to ten (10) Users in one (1) location to use Tosca with one (1) system under test. There are Add-Ons available to increase the delivery scope of this Service Package.

**Location of Delivery.** Package Services are delivered at Customer's delivery address ("On-Site") as stated in the Order as well as remotely at Provider locations ("Remote"). This Service Package includes up to four (4) On-Site trips of up to four (4) consecutive days and one (1) Consultant each.

**Delivery Schedule.** The following timeline is used to deliver the Services to Customer ("Delivery Schedule"):



Week 1 is for Kick-Off. Weeks 2, 3 and 4 are scheduled for Customer to prepare the required infrastructure for the setup of Tosca. Changes to the Delivery Schedule are managed as part of Engagement Management.

**Engagement Management (E.M.).** Engagement Management ensures delivery is in scope, in budget and in time. Eventual changes are appropriately managed, and status and results of the engagement are communicated to the engagement team and stakeholders.

**Delivery Team.** Provider appoints personnel to deliver Package Services to Customer ("**Consultants**"). Consultants deliver Services in the following categories:

**Architecture (ARC).** Architecture solves complex problems by breaking them down into smaller units and managing the execution and delivery of a team towards resolution. Architecture is the main source of quality control and provides direction on the effective use of risk-based testing and *Test Case Design*, effective test data management, and test automation access.

**Engineering (ENG).** Engineering assists in the creation of Test Cases by providing business abstractions of the UI and API interfaces to simplify test automation and increase stability of test execution.

**Automation (AUT).** Automation refers to the creation of automated Test Cases and includes User enablement via hands-on coaching.

**Delivery Scope.** The following work packages are used to structure service delivery ("**Delivery Scope**"):

PHASE	Work Package	Delivery Effort				Planned Deliverables
		ARC	ENG	AUT	E. M.	
PLAN	Setup Software	1 PD				Tosca Setup and Configuration Document
IDENTIFY	Specify Deliverables	3 PD				Deep Dive Meeting Minutes, Test Strategy Document
RUN	Implement Deliverables			4 PD		Tosca Subset with Sample Test Cases
	Optimization		4 PD			Unattended Execution Strategy Document
SOURCE	User Coaching			8 PD		Documentation of Coaching Sessions
MANAGE	Review	2 PD				Review Report
	Engagement Management				3 PD	Kick-Off Presentation, Task List, Engagement Dashboard, Wrap-Up Presentation

# 2 Service Package Description

## 2.1 Plan Phase

### Setup Software

**Provider Responsibilities:** Support Customer in up to two (2) workshops (up to 2 hours each) to prepare the infrastructure and to perform the setup of: One (1) *Tosca Server*, one (1) *Tosca Common Repository Database*, up to ten (10) *Tosca Commander* and the required licensing components in the Customer Environment.

Advise Customer in one (1) workshop (up to 2 hours) on best practices and on governance and policies to deploy and manage a multi-user Tosca environment. Initial configuration may include:

- Setup of user management policies in Tosca, including the creation of user groups, group privileges and LDAP synchronization
- Development of a sustainable folder structure within Tosca that supports organizational growth
- Creation of governance practices and a foundation for proper Tosca artefacts promotion within the Tosca Common Repository
- Consult Customer on proper naming conventions of Tosca artefacts

Create and distribute the *Tosca Setup and Configuration Document*.

Assistance with setup and configuration of advanced Tosca components or extensions like Tosca BI, Orchestrated Service Virtualization, Distributed Execution or Tosca Analytics can be added to the Delivery Scope via optional Add-Ons.

**Customer Responsibilities:** Ensure required personnel participates in workshops. Provide required resources (systems, subject matter experts, network access, etc.) to enable the setup of Tosca.

## 2.2 Identify Phase

### Specify Deliverables

**Provider Responsibilities:** Choose one (1) application as an initial test automation candidate and announce required Customer participants for up to two (2) *Application Deep Dive Meetings* (up to 2 hours each) with Customer. Determine requirements for sustainable execution, test data consistency, user accounts and the Test Cases themselves.

Review the Test Cases provided by Customer and adjust them for automation by reducing their complexity (dependencies) and breaking them into smaller entities. Define appropriate inputs and verifications to be used for creation of up to ten (10) sample Test Cases. This may include the creation of a requirements structure and related test sheets. Decide on special topics to be covered during User Coaching. Create and distribute the *Deep Dive Meeting Minutes* and the *Test Strategy Document*.

**Customer Responsibilities:** Ensure required personnel participates in workshops. Demonstrate the functionality of the system under test to the Consultants. Provide documentation of previously defined (manual) Test Cases for the system under test. Provide test data to execute the scenarios as well as test users with required permissions in the system under test.

## Implement Deliverables

**Provider Responsibilities:** Automate up to ten (10) Test Cases and/or Test Case templates as previously defined. This is done based on Tosca best practices including naming conventions, folder structures and reusability. Create and distribute the *Tosca Subset with Sample Test Cases*. Automation is planned with a maximum total effort of 8 PDs.

**Customer Responsibilities:** Provide access to and availability of the required infrastructure and/or tools to enable Test Case automation. Provide a subject matter expert in the system under test to support implementation (for example to update test data or user permissions). If Customizations were previously identified: Provide remote access to a development environment which meets the requirements previously defined.

## 2.3 Source Phase

### Web-based Training

**Provider Responsibilities:** Activate online, self-paced training (Automation Specialist 1, Automation Specialist 2) for up to 10 Users.

**Customer Responsibilities:** Provide a list of names and email addresses of Users to be activated for the trainings. Consume the training and pass the certification exam (each participant is limited to two certification exam attempts; certification is a prerequisite to start User Coaching). Given the exams are successfully passed, the Users receive *Automation Specialist 1 & 2 Certificates*.

### User Coaching

**Provider Responsibilities:** Schedule and conduct one (1) coaching session (up to 4 hours) with Users to recapitulate the online training and to introduce Tosca best practices. Schedule, prepare and conduct one (1) coaching session (up to 4 hours) with Users to hand-over previously created sample Test Cases. Work jointly on Test Cases targeting the application in scope. Schedule up to four (4) coaching sessions (up to 4 hours each) with Users to cover special topics previously identified. Schedule, prepare and conduct up to two (2) sessions of up to two (2) hours each with Business Users to introduce them to Exploratory Testing. Create and distribute the *Documentation of Coaching Sessions*.

**Customer Responsibilities:** Ensure required personnel participates in coaching sessions. Provide a training facility (classroom, projector, etc.) as well as access to the facility for the Consultant. Provide access to and availability of the required infrastructure and/or tools to enable User Coaching.

## 2.4 Run Phase

### Optimization

**Provider Responsibilities:** Optimize up to 25 automated Test Cases for sustained and repeatable execution. Provide examples and coach Users to implement an unattended execution strategy which may include such topics as: Setup and implementation of distributed execution, design and implementation of TCSHELL scripts or introduction of concepts, design and implementation of recovery scenarios. Create and distribute the *Unattended Execution Strategy Document*. Optimization is planned with a maximum total effort of 4 PDs.

**Customer Responsibilities:** Ensure required personnel participates in coaching sessions. Provide access to and availability of the required infrastructure and/or tools to enable Optimization.

## 2.5 Manage Phase

### Review

**Provider Responsibilities:** Review the Test Case portfolio and QA processes of the implementation against Tosca best practices. Create and distribute the *Review Report*.

**Customer Responsibilities:** Provide access to and availability of the required infrastructure and/or tools to enable Review.

### Engagement Management

**Provider Responsibilities:** Schedule, prepare and conduct one (1) Kick-Off meeting with Customer (up to 2 hours) to present the Delivery Scope, the Delivery Schedule, the engagement team, the working procedures, the first *Task List* and the Tosca setup requirements. Schedule, prepare and conduct up to eight (8) touch point meetings with Customer (up to 1 hour each) to discuss the status of existing tasks and to upcoming tasks. Schedule, prepare and conduct one (1) steering meeting with Customer (up to 1 hour) to discuss the progress of the engagement. Schedule, prepare and conduct one (1) wrap-up meeting (up to 4 hours) to discuss results of the engagement and recommendations for next steps. Create, update and distribute the *Kick-Off Presentation*, the *Engagement Dashboard*, the *Task List* and the *Delivery Wrap-Up Presentation*.

**Customer Responsibilities:** Ensure required personnel participates in meetings. Provide input to create and update *Kick-Off Presentation*, the *Engagement Dashboard*, the *Task List* and the *Delivery Wrap-Up Presentation*.

# 3 Pricing and Invoicing

**Person Hours and Days.** One person-day ("PD") equals 8 person hours ("PH") working time. A minimum of 8 PH is charged for each day of a Consultant On-Site and a minimum of 1 PH is charged for each Remote session.

**Invoicing.** Invoicing for Services occurs one-month ex-post and Provider shall, based on Provider's time recording, invoice Customer for a prorated number of PHs.

**Service Package Consumption.** PDs/PHs get subtracted from the amount of PDs/PHs specified in the Order. However, the Service Package Fee is pre-discounted and may only be consumed entirely. The Service Package is capped with the fixed PDs and Fee as indicated in the Order and may not be exceeded. PDs which have not been consumed by the end of the Service Package Term will be finally invoiced to Customer. Customer may schedule and consume remaining PDs within 3 months after the final invoice has been issued.

**Service Change Order.** If the parties mutually agree to change or extend the terms of the Service Package, including but not limited to the type or amount of Service to be performed, the parties shall put the mutually agreed down in writing ("**Change Order**") stating, at a minimum (i) the effective date of the Change Order, (ii) the specific changes, with reference to the affected sections of the Order, and (iii) the effect of the changes on any Fees or other amounts described in, and to be paid under, the Order.

**Service Completion.** The Service is completed if the contracted number of PDs is exhausted or the deliverables as per the Agreement are delivered. Deliverables are defined as delivered as soon as there is written approval or if there is no written objection within one (1) week after the deliverable was made available to Customer. Modifications to the contracted number of PDs or deliverables require mutual agreement in form of a Change Order.

**Travel Expenses.** Service Package Fee includes any expenses occurring within the limits (number and duration of trips, number of Consultants) specified in the Service Package Overview.

## 4 Organization

**Customer Responsibilities and Required Infrastructure.** The successful completion of the Order requires Customer's cooperation. Customer shall provide all such information, data, documentation, equipment and other physical and human resources as may be reasonably required by Provider to enable Provider to meet its obligations under this Agreement.

**Delivery Pause.** Customer not meeting its responsibilities, forcing Consultants to stop delivery is considered a "Delivery Pause". In such an event, Provider keeps the Consultants engaged until the end of the week the change took effect. Customer has a period of one (1) week to complete the requested duties for immediate resumption; if Customer does not comply, regular Lead Time applies for continuation of Services. Any expenses caused by a Delivery Pause are invoiced to Customer.

**Software License.** Licenses for Software are not part of the Service Package agreed herein. It is therefore Customer's obligation to ensure that the Consultant delivering the Service Package to Customer is provided with the required Software licenses.

**Staffing.** Provider may select its own as well as personnel from selected partner companies to deliver the Package Services. In any case Provider remains Customer's sole contractual partner and ensures to Customer that the selected partner companies are following set terms. Customer acknowledges that Providers' selected partner companies may have access to Customer systems. Provider may replace personnel.

**Lead Time.** Provider starts delivery of the Package Services no later than 6 weeks after Customer's signing of this Agreement. The Delivery Schedule is used as a basis to plan and mutually agree on assignments. Travel arrangements must be finalized 2 weeks before the On-Site assignment starts.

**Workshop Size.** Any workshop is limited to 10 Customer participants to sustain a manageable Consultant-to-participant ratio.

**Travel Arrival and Departure.** Consultants travel between Mondays and Thursdays. Arrival and Departure Times are communicated to Customer in advance. Consultants may arrive anytime until 10:30am local time on the arrival day and may depart any time after 2:30pm local time on the departure day.