

# SERVICE PACKAGE

## QTEST 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 is the basic implementation support for new qTest Customers. Customer is supported in getting started using a proven methodology that consists of 8 Consultants PDs (Person Days) delivered in 3 phases. qTest Consultants work with a core team of up to 25 Users in one (1) location to set up and configure their machines and train and coach them to become productive with qTest as quickly as possible. There are also Add-Ons available to increase the scope of the Service Package in specific areas.

**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 two (2) 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**”)

Tasks	Delivery Location	Role	Week1	Week2	Week3	Week4
<b>Installation</b>						
Scoping and Configuration	Remote	Engineer	1PD			
<b>Implementation</b>						
Evaluation and Strategy	Onsite	Architect			1PD	
Setup and Admin Training	Onsite	Architect			1PD	
Quality Check	Remote	Architect	1PD			
<b>Training/Coaching</b>						
User Training	Onsite	Specialist				1PD
Hands on Coaching	Onsite	Specialist				3PD

Individual activities may take longer or shorter as described in the Delivery Schedule for ordered Service Package. The Architect (for definition see below under 1.2) reports and discusses these deviations as they occur while ensuring maximized value for Customer.

### 1.1 Efforts

**Allocation of Consultants.** For the Service Package delivery, personnel (“**Consultants**”) with different skills and knowledge is assigned to match the requirements based on following estimated allocation:

Role	Week1	Week2	Week3	Week4	Total
Architect		1PD	2PD		3PD
Specialist				4PD	4PD
Engineer	1PD				1PD
<b>Total</b>					<b>8PD</b>
	Remote		Onsite		

## 1.2 Description of Roles

**Architects** are IT professionals with an academic degree in software engineering, computer science or equivalent and 3+ years of experience in the following fields: software application development, support, design or testing (“**Architect**”). They can solve complex problems by breaking them down into smaller units and managing the execution and delivery of a team towards resolution. Architects are subject matter experts for test management and provide coaching for Consultants and Users. They insure the value of quality, are the main source of quality control, and lead the on-boarding process. Finally, they act as the main point of contact between Customer, Provider and supplier teams assigned to the project.

**Engineers** are IT professionals with an academic degree in software engineering, computer science or equivalent and 2+ years of experience in object-oriented software development – particularly C# (“**Engineer**”). The Engineers assist setup and configuration on Customer’s environment and ensure qTest is accessible. The focus of the Engineers is to ensure that the tool work at the technical layer Customer has defined. They contribute learnings to the outlook/retrospective events with Customer, including recommendations for future extensions and enhancements.

**Specialists** are IT professionals with a few years of experience in either: software application development, support, design or testing (“**Specialist**”). Specialists provide training and perform hands-on coaching. They also assist in the demonstrating building test scenarios, test execution and maintenance of test plans. The focus of the Specialists is to transfer knowledge of qTest’s practical application to Users.

## 1.3 Deliverables

Phase	No.	Deliverable
Installation	1	Running Environment
Implementation	2	Custom Fields and Workflow Configuration
	3	List of Special Topics to be covered during Training/Coaching
	4	Wrap up Document
Training	5	List of Trained Users

# 2 Starter Package Description

## 2.1 Installation

### Scoping and Configuration

**Provider Responsibilities:** The Engineer supports Customer to prepare any necessary hardware and software to establish the environment. The initial setup and configuration of qTest comprises of the following services:

- Consultation regarding required hardware, if applicable for on-premise installs
- Consultation regarding setup and configuration of environment

The Engineer assists Customer team in configuring the required network and establishing a valid connection to the environment. When necessary for on-premise the Engineer will assist in installing and configuring qTest components. Customer will sign off on qTest is configured in a *running environment*. This setup does not include the installation and configuration of advanced qTest components or integrations.

**Customer Responsibilities:** Customer provides required resources (Customer Systems, specialists, network access, etc.) to enable the setup of qTest. Customer provides licenses for 3<sup>rd</sup> party tools required during delivery of the Services (such as MS Office or MS Visual Studio or others). The required Customer team members participate in meetings.

## 2.2 Implementation

### Evaluation and Strategy

**Provider Responsibilities:** The Architect works with Customer to review the current testing approach and governance. The Architect makes recommendations where possible to improve processes and incorporate agile methodology. Additionally, the Architect and Customer decide on special topics to be covered during Training/Coaching. These topics are within the scope of the implementation and pertinent to Customer's environments. The Architect creates and distributes the *List of Special Topics to be covered during Training/Coaching*.

**Customer Responsibilities:** Customer provides information and documentation of previously defined processes and governance for testing. Customer outlines any special fields needed in qTest. Customer ensures participation of required Customer team members during meetings and workshops.

### Setup and Admin Training

**Provider Responsibilities:** The Architect guides Customer through *Custom Fields and Workflow Configuration* required to facilitate processes outlined in the Evaluation and Strategy. The Architect walks Authorized Users through the Admin section of qTest. Users will be given instructions for setting up projects within qTest and maintaining users access to the environment. The Architect assists the configuration of the necessary users and projects required for Training/Coaching within qTest.

**Customer Responsibilities:** Customer provides the required resources and information related to projects and Users required for training.

### Quality Checks

**Provider Responsibilities:** During delivery, the Architect performs regular quality checks ensuring the use of the qTest components and implementation is in accordance with qTest standards and best practices. The Architect reports any blockers that impact the implementation, plan and schedule tasks and resources necessary to complete the delivery. In addition, the Architect schedules a weekly "touch point meeting" with Customer to identify any open issues, review the delivery status and discuss upcoming tasks. At conclusion of the project the Architect will provide a *wrap up document* of the progress made throughout the project.

**Customer Responsibilities:** The required Customer team members join the "touch point meetings" and contribute to the creation and update of status reports and task lists.

## 2.3 Training/Coaching

### User Training

**Provider Responsibilities:** The Specialist provides a system walk through of all related features to the qTest environment. Specialist demonstrates to Users how to access Customers qTest instances and ensures they are able to authenticate. The Specialist provides general overview of functionality and aligns terms and processes with those outlined in Evaluation and Strategy.

**Customer Responsibilities:** Customer provides Users for the training session. Customer provides a training facility (classroom, projector etc.) or WebEx as well as access to the facility for the Specialist.

### Hands on Coaching

**Provider Responsibilities:** The Specialist answers questions raised by Users related to functionality within scope. The Specialist enables Users to efficiently create qTest Test Scenarios and build out Test Plans. The Specialist assists Users by providing best practices and working real world examples as knowledge transfer by working jointly on Test Scenarios. The Specialist schedules coaching sessions with emphasis on special topics identified by the Architect and Customer during Evaluation and Strategy. The Specialist creates and distributes the *List of Trained Users*.

**Customer Responsibilities:** Customer provides questions, Test Scenarios and Users for the coaching sessions. Customer provides a training facility (classroom, projector etc.) or WebEx as well as access to the facility for the Specialist.

## 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.