

SERVICE PACKAGE

TOSCA STARTER PACKAGE ADD-ONS

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

This Service Package contains additional Services to extend the foundational Tosca knowledge offered by the Starter Package. The Add-Ons can be used to train additional Users in the same or multiple locations, increase the number of participants in a training, or allow for more than one application to be covered in the project scope. Additionally, Add-Ons provide implementation and knowledge transfer for areas such as system integrations, reporting and analytics, unattended and distributed execution of Test Cases, orchestrated service virtualization and business intelligence and data warehouse testing.

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.

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.

2 Add-On Descriptions

The following Add-Ons allow for enhancements to and customization of the Starter Package. They can either be purchased initially with the Starter Package or at a later point during Starter Package delivery. The Add-Ons do NOT replace the Starter Package and can only be combined or added on top of the Starter Package. All tasks included in the Starter Package are delivered in their entirety. Delivery of Add-Ons will be in parallel or consecutive to delivery of the Starter Package.

Disclaimer: Only the Add-Ons selected on the Order Form (Quantity/Units greater than 0) apply. Other Add-Ons explained herein are options not chosen.

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"). Each Service Package Add-On may include On-Site trips.

2.1 Coaching for 10 additional Users or for 1 additional location

This Add-On is used to extend the number of Users to be coached or the number of locations where coaching takes place. It is used to coach 2 different groups either in parallel or shortly after one another. This Add-On includes up to two (2) On-Site trips of up to four (4) consecutive days and one (1) Consultant each.

Phase	Delivery Location	Activity	Week 1	Week 2	Total
Automation Specialist Training 1 & 2	On-site	AUT	4 PD		4 PD
Coaching	On-site	AUT		4 PD	4 PD
Quality Checks	Remote	E.M.	0.5 PD	0.5 PD	1 PD
Total					9 PD

Automation Specialist Training 1 & 2

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*.

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. 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.

Quality Checks

Provider Responsibilities: Schedule, prepare and conduct up to two (2) remote touch point meetings with Customer (up to 1 hour each) to discuss the status of existing tasks and to upcoming tasks. Create, update and distribute the *Task List*.

Customer Responsibilities: Ensure required personnel participates in meetings. Provide input to create and update the *Task List*.

2.2 Coaching for 1 additional application

This Add-On is used to extend the amount of applications that are in scope. It is a good fit if two or more applications need to be the initial scope of enablement. This Add-On includes up to two (2) On-Site trips of up to four (4) consecutive days and one (1) Consultant each.

Phase	Delivery Location	Activity	Week 1	Week 2	Total
Sample Test Cases	Remote	AUT	4 PD		4 PD
Customizations	Remote	ENG	4 PD		4 PD
Coaching	On-Site	AUT		4 PD	4 PD
Quality Checks	Remote	E.M.	0.5 PD	0.5 PD	1 PD
Total					13 PD

Sample Test Cases

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.

Customizations

Provider Responsibilities: Provide requirements for a development environment to Customer. Build customizations or Special Execution Tasks ("SET") determined during the Application Deep Dive, or during sample Test Case creation for the application in scope remotely. Provide the necessary files and coach the Users on how to use and steer the *Customization or SETs*.

Customer Responsibilities: Provide remote access to a development environment which meets the requirements defined by the Engineer.

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. 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.

Quality Checks

Provider Responsibilities: Schedule, prepare and conduct up to two (2) remote touch point meetings with Customer (up to 1 hour each) to discuss the status of existing tasks and to upcoming tasks. Create, update and distribute the *Task List*.

Customer Responsibilities: Ensure required personnel participates in meetings. Provide input to create and update the *Task List*.

2.3 Tosca Connect Setup

This Add-On is used to set up one (1) connection between Tosca and Third-Party Software (e.g. Customer's system of records). This Add-On should be considered if Customer has Tosca Connect or Tasktop sync licenses and does not include any On-Site trips.

Phase	Delivery Location	Activity	Week 1	Week 2	Total
Preparation	Remote	ARC	0.5 PD		0.5 PD
Setup and Implementation	Remote	ENG		3.5 PD	3.5 PD
Hands-On Coaching	Remote	ENG		1 PD	1 PD
Total					5 PD

Preparation

Provider Responsibilities: Conduct requirements analysis, assessing the workflow and technical capabilities of the Third-Party Software. Provide Tosca Connect requirements to Customer. Create and distribute the *Tosca Connect Requirements Analysis*.

Customer Responsibilities: Provide information about the Third-Party Software, required software licenses and participate in requirements analysis meetings.

Setup and Implementation

Provider Responsibilities: Support Customer team to install Tosca Connect on the appropriate server. Assist Customer team to implement and configure the necessary mappings between Tosca and the Third-Party Software. Provide the *Tosca Connect Setup and Implementation*.

Customer Responsibilities: Provide access and resources (Customer Systems, permissions, documentation) to install and configure Tosca Connect.

Hands-On Coaching

Provider Responsibilities: Provide specialized coaching to ensure Customer team is familiar with the Tosca Connect component and can support and maintain the integration. Create and distribute the *Documentation of Tosca Connect Coaching Sessions*.

Customer Responsibilities: Ensure participation of required personnel in coaching sessions.

2.4 Reporting and Analytics

This Add-On is used to enable Tosca Analytics. Tosca Analytics is an advanced reporting functionality that does not require additional licenses and can be set up and configured by Tosca Consultants. The Tosca Analytics dashboards provide instant, real-time insight into your complete test portfolio. Using just a few core KPIs and interactive graphical charts, you can get a thorough overview of both the power of your test suite and the risk coverage that it achieves. This Add-On does not include any On-Site trips.

Phase	Delivery Location	Activity	Week 1	Week 2	Total
Preparation	Remote	ARC	1 PD		1 PD
Setup and Implementation	Remote	ENG		3 PD	3 PD
Report Creation	Remote	ENG		3 PD	3 PD
Hands-On Coaching	Remote	ENG		1 PD	1 PD
Total					7 PD

Preparation

Provider Responsibilities: Conduct requirements analysis, assessing the specific reporting needs of Customer. Provide an overview of features and functionality of Tosca Analytics to Customer. Create and distribute the *Tosca Analytics Requirements Analysis*.

Customer Responsibilities: Provide information about the reporting requirements and participate in preparation meetings.

Setup and Implementation

Provider Responsibilities: Support Customer team to install the Tosca Analytics component on the appropriate server. Provide the *Tosca Analytics Setup and Implementation*.

Customer Responsibilities: Provide access and resources (Customer Systems, permissions, documentation) to install and configure Tosca Analytics.

Report Creation

Provider Responsibilities: Use the integrated report designer to build *one (1) Customized Report* for Customer, with the required content and “look and feel”.

Customer Responsibilities: Provide access and resources (Customer Systems, permissions, documentation) to install and configure Tosca Analytics.

Coaching

Provider Responsibilities: Ensure the Tosca Analytics component is installed and functioning correctly, and that the necessary data is being displayed properly. Provide the *recorded coaching session* to Customer.

Customer Responsibilities: Review the customized report and provide timely feedback.

2.5 Distributed Execution Enablement

This Add-On is used to set up and configure Tosca’s Distributed Execution (DEX) capabilities. No additional licenses are needed to set up Tosca DEX. This advanced functionality is best used in conjunction with execution only licenses. This Add-On does not include any On-Site trips.

Phase	Delivery Location	Activity	Week 1	Week 2	Total
Preparation	Remote	ARC	0.5 PD		0.5 PD
Setup and Implementation	Remote	ENG		2 PD	2 PD
Total					2.5 PD

Preparation

Provider Responsibilities: Conduct requirements analysis, assessing the specific distributed execution (“DEX”) needs of Customer. Provide an overview of features and functionality of DEX to Customer. Create and distribute the *Distributed Execution Requirements Analysis*.

Customer Responsibilities: Provide information about the requirements and participate in preparation meetings.

Setup and Implementation

Provider Responsibilities: Support Customer team to set up and install the necessary DEX elements in the environment (Server and Monitor). This includes:

- **Setup Execution Agents.** Assist in the setup and configuration of up to five (5) Execution Agents
- **Implement Distributed Execution and Coaching.** Verify the connection between the server and the agents is functioning properly and that execution is possible on the agents. Provide coaching to enable Customer team to support the component.

Provide the *Distributed Execution Implementation*.

Customer Responsibilities: Provide Infrastructure as per the requirements of DEX. Provide timely feedback to artefacts delivered as part of the Engineer’s activities. Ensure participation of required Users in workshops.

2.6 Tosca BI Setup

This Add-On is used to set up and configure Tosca BI. This Add-On should be considered if Customer has Tosca BI licenses. This Add-On includes up to two (2) On-Site trips of up to four (4) consecutive days and one (1) Consultant each.

Phase	Delivery Location	Activity	Week 1	Week 2	Week 3	Total
Preparation	Remote	ARC	3 PD			3 PD
Setup and Implementation	On-Site	ENG		4 PD	4 PD	8 PD
Total						11 PD

Preparation

Provider Responsibilities: Conduct requirements analysis, assessing the specific BI needs of Customer. Provide overview of features and functionality of Tosca BI to Customer. Create and distribute the *Tosca BI Requirements Analysis*.

Customer Responsibilities: Provide information about the requirements and participates in preparation meetings.

Setup and Implementation

Provider Responsibilities: Assist in the setup of ODBC drivers for the Extract/Transform/Load (“ETL”) environment. Implement up to 5 use cases to support the ETL lifecycle. Provide training and coaching on BI features and functionality, including BI modules, pre-screening, Vital Checks Wizard, field tests and reconciliation. Provide the *Tosca BI Implementation*.

Customer Responsibilities: Provide infrastructure as per the requirements of Tosca BI. Provide timely feedback to artefacts delivered as part of the activities. Ensure participation of required Users in workshops.

2.7 OSV Coaching

This Add-On is used to set up and configure Tosca’s Orchestrated Service Virtualization (“OSV”) capabilities. This Add-On should be considered if Customer has Tosca OSV licenses. This Add-On includes up to two (2) On-Site trips of up to four (4) consecutive days and one (1) Consultant each.

Phase	Delivery Location	Activity	Week 1	Week 2	Week 3	Total
Preparation	Remote	ARC	5 PD			5 PD
Setup and Implementation	On-Site	ENG		4 PD	4 PD	8 PD
Total						13 PD

Preparation

Provider Responsibilities: Conduct requirements analysis, assessing the specific OSV needs of Customer. Provide an overview of features and functionality of Tosca OSV to Customer. Create and distribute the *Orchestrated Service Virtualization Requirements Analysis*.

Customer Responsibilities: Provide information about the requirements and participates in preparation meetings.

Setup and Implementation

Provider Responsibilities: Support Customer in opening ports, checking firewall settings and ensuring that all aspects of OSV are ready to be utilized. Assist Customer to orchestrate a Virtual Service environment for one (1) application and up to five (5) use cases in Customer’s environment. Assist in the creation of the Virtual Service. Provide the *Orchestrated Service Virtualization Implementation*.

Customer Responsibilities: Provide infrastructure as per the requirements of Tosca OSV. Provide timely feedback to artefacts delivered as part of the activities. Ensure participation of required Users in workshops.

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 is exclusive of any expenses. All expenses incurred by an On-Site engagement (including but not limited to travel, accommodation and per diem) are charged on actuals and are invoiced after provision of Services.

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.