

SERVICE PACKAGE

TOSCA CONNECT ADD-ON

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 Tricentis Customer General Terms and Conditions or the relevant Agreement referred to in the Order.

1 Service Package Overview

This Service Package provides Services related to the integration between either Tosca or qTest and another system. This Service Package should be considered if Customer has licenses of Tosca Connect or Tasktop Hub.

1.1 Scope

This Service Package is remote enablement sessions based support offering, available from project start for a duration of up to eight weeks or until Tosca Connect is deployed – whichever comes first. A "Session" is any meeting (telephone or otherwise) to discuss deployment typically one to two hours, though not to exceed two hours.

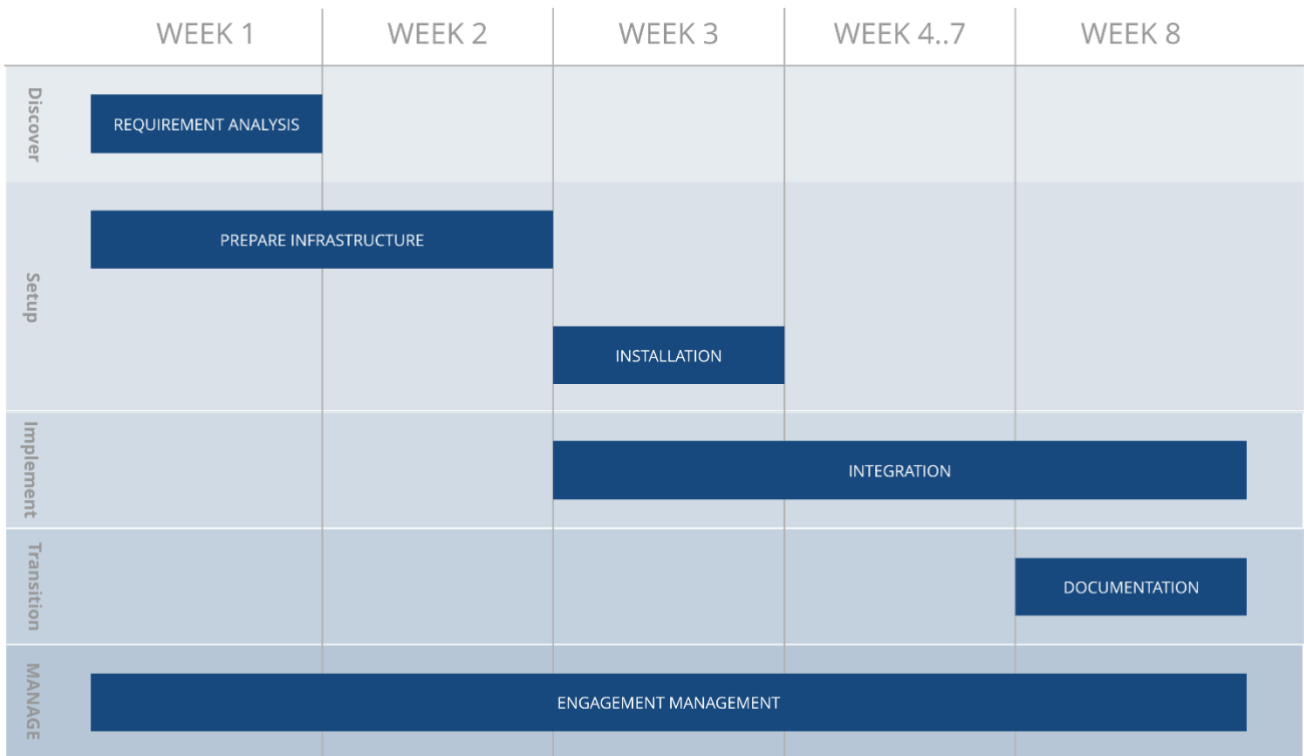
After the initial kickoff meeting, training will be scheduled, and a Consultant will be assigned. Once training has been completed, the Consultant will work with the Customer to schedule each enablement session using the "Tosca Connect Deployment Methodology". The working relationship between the Consultant and the Customer is a support and enablement approach. All deployment and configuration activities are the primary responsibility of the Customer to complete. The Consultant will guide the Customer's resources to successful completion.

The scope of this Service Package consists of:

- "**Tosca Connect Requirement Analysis**" documentation
- Access to Tasktop's product documentation
- Access to Tasktop's Basic, Intermediate and Advanced online group training
- Tosca Connect Installation
- Tosca Connect Integration with up to fifteen (15) "**Enablement Sessions**", each up to two (2) hours long, for a duration of up to eight (8) weeks
 - Integrate either Tosca or qTest with one (1) "**Target Repository**"
 - Up to three (3) artifact integrations with either Tosca or qTest
 - Up to three (3) "**Project Mappings**" between Tosca or qTest and the Target Repository
 - Up to three (3) "**Artifact Mappings**" between Tosca or qTest and the "**Target Repository Project**"
 - Up to forty (40) "**Field Mappings**" for all "**Artifacts**"
 - Up to one (1) person "**Reconciliation between Repositories**"
- Document "**Enablement Sessions**"
- "**Tosca Connect Setup and Implementation**" documentation

1.2 Delivery Schedule

Company recommends following timeline for providing the Services to Customer (“Delivery Schedule”)



1.3 Supported Integrations

This Service Package supports the following Target Repositories and “Artifact Types” with custom fields in either Tosca or qTest, and the Target Repository. The integrations are specific to each customer environment and the integration requirements and capabilities are documented in the “Tosca Connect Requirement Analysis” documentation. Test Management integration (with test artifacts) is supported exclusively between Tosca and Micro Focus ALM.

Repositories	Artifact Types		
Tosca			
	Test Management	Requirement	Defect
Micro Focus ALM	✓	✓	✓
Atlassian Jira	Not Supported	✓	✓
Microsoft Azure DevOps		✓	✓
ServiceNow		✓	✓
CA Rally		✓	✓
qTest			
	Test Management	Requirement	Defect
Microsoft Azure DevOps	Not Supported	✓	✓
ServiceNow		✓	✓

* Test Management is only supported for the Tosca to MF ALM integration. Test artifacts are not supported for any other tool.

1.4 Out of Scope

The following items are explicitly not in scope of this Service Package:

- Integration with repositories other than those listed in Supported Integrations.

- Artifact mapping other than those listed in Supported Integrations.
- Configuration or troubleshooting of infrastructure including but not limited to operating system, active directory, or networks.
- Installation or configuration of Tricentis or Third Party Software except for Tosca Connect
- Installation or configuration of the Target Repository

1.5 Delivery Scope

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

Phase	Planned Services	Planned Material
Discover	Project Intake	Meeting Notes
	Architecture Review	Tosca Connect Requirements
	Requirements Review	Tosca Connect Requirement Analysis Documentation
Setup	Installation	Meeting Notes
Implement	Integration	Document Enablement Sessions
		Tosca Connect Setup and Implementation Documentation
Manage	Project Plan	Task List
	Status Updates	Status Reports

2 Service Description

Discover

2.1 Requirement Analysis

Company Responsibilities: The Consultant conducts requirements analysis sessions, assessing the workflow and technical capabilities of the Third-Party Software. Additionally, the Consultant provides Tosca Connect requirements to Customer. The Consultant creates and distributes the Tosca Connect Requirements Analysis documentation.

Customer Responsibilities: Customer provides information about the Third-Party Software, required software licenses and participates in requirements analysis meetings. Customer is responsible for identifying, communicating, and managing customer's processes, standards, and policies that impact the delivery of this Service Package and within support of Delivery Schedule. Customer provides a "Project Manager" to support the Customer's responsibilities and dependencies for the "Service Engagement".

Setup

2.2 Installation and Integration

Company Responsibilities: The Consultant supports Customer team to install Tosca Connect on the appropriate server. The Consultant assists Customer team to implement and configure the necessary mappings between Tosca / qTest, and the Third-Party Software. The Consultant provides the Tosca Connect Setup and Implementation documentation.

Customer Responsibilities: Customer provides access and resources (Customer Systems, permissions, documentation) to install and configure Tosca Connect. Customer provides system architecture and configuration specification of the Target Repository. Customer provides a "System and Network Administrator" to support Customer's responsibilities and dependencies for the project. Customer provides an "Admin" and Subject Matter Experts ("SME") for the Target Repository that will be integrated with.

Implement

2.3 Coaching

Company Responsibilities: The Consultant provides specialized coaching to ensure Customer team is familiar with the Tosca Connect component and can support and maintain the integration.

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

Transition

2.4 Documentation

Company Responsibilities: The Consultant creates and distributes the documentation of Coaching Sessions.

Manage

2.5 Engagement Management

Company Responsibilities: Appoint an “**Engagement Manager**” as a single point of contact for Customer. Prepare and conduct a Consulting Service Engagement Kick-Off Meeting to discuss the requirements, staffing and working procedures. Invite Customer to a regular Touch Point Meeting to discuss the delivery (progress, status and plan) as well as the consumption progress of the Consulting Service Engagement. Provide an *Engagement Status Report* and *Meeting Minutes*. Keep track of Customer requirements. Create and updates resource plans (budget, staffing) as well as timelines.

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.

3 Location of Delivery

Services are delivered remotely (“**Remote**”).

4 Pricing and Invoicing

Travel Expenses. All Services and support provided under this Service Package will only be delivered to Customer remotely, unless otherwise agreed upon in the Order. Service Package Fee is exclusive of any travel and living expenses. Customer will reimburse Company for all pre-approved travel and living expenses.

Delivery Reschedule. Customer not meeting its responsibilities leading to a change in the agreed delivery dates of Company Consultants is considered a “Delivery Reschedule”. The Company will accept a Delivery Reschedule at no additional cost, should there be a minimum of 5 working days’ prior notice given. Should the notice be given less than 5 working days prior to the date of Service assignment, the Customer can be charged for the initial planned time and expenses should the Company not be in the position to reassign the Consultant(s) to other Services or other projects.

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 as soon as the Services as per the Agreement are delivered, or at the latest when the contracted number of sessions is exhausted, or the end of the Service Package Term defined in the Order is reached. Modifications to the contracted number of PDs or deliverables or the end of the Service Package Term require mutual agreement in form of a Change Order.

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 if not already paid upfront.

5 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 Company to enable Company to meet its obligations under this Agreement. Customer is responsible for system, network, and security infrastructure provisioning, configuration and troubleshooting.

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 Services to Customer is provided with the required Software licenses.

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

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

Customer Project Staffing. The Customer will provide a dedicated "Project Manager" and "Subject Matter Experts" to support the Customer's responsibilities and dependencies for the project, identify, communicating, and managing Customer's processes, standards, and policies that impact the project and within support of project timelines.

Remote Access: The Customer will provide remote access to Company or agreed alternative.