

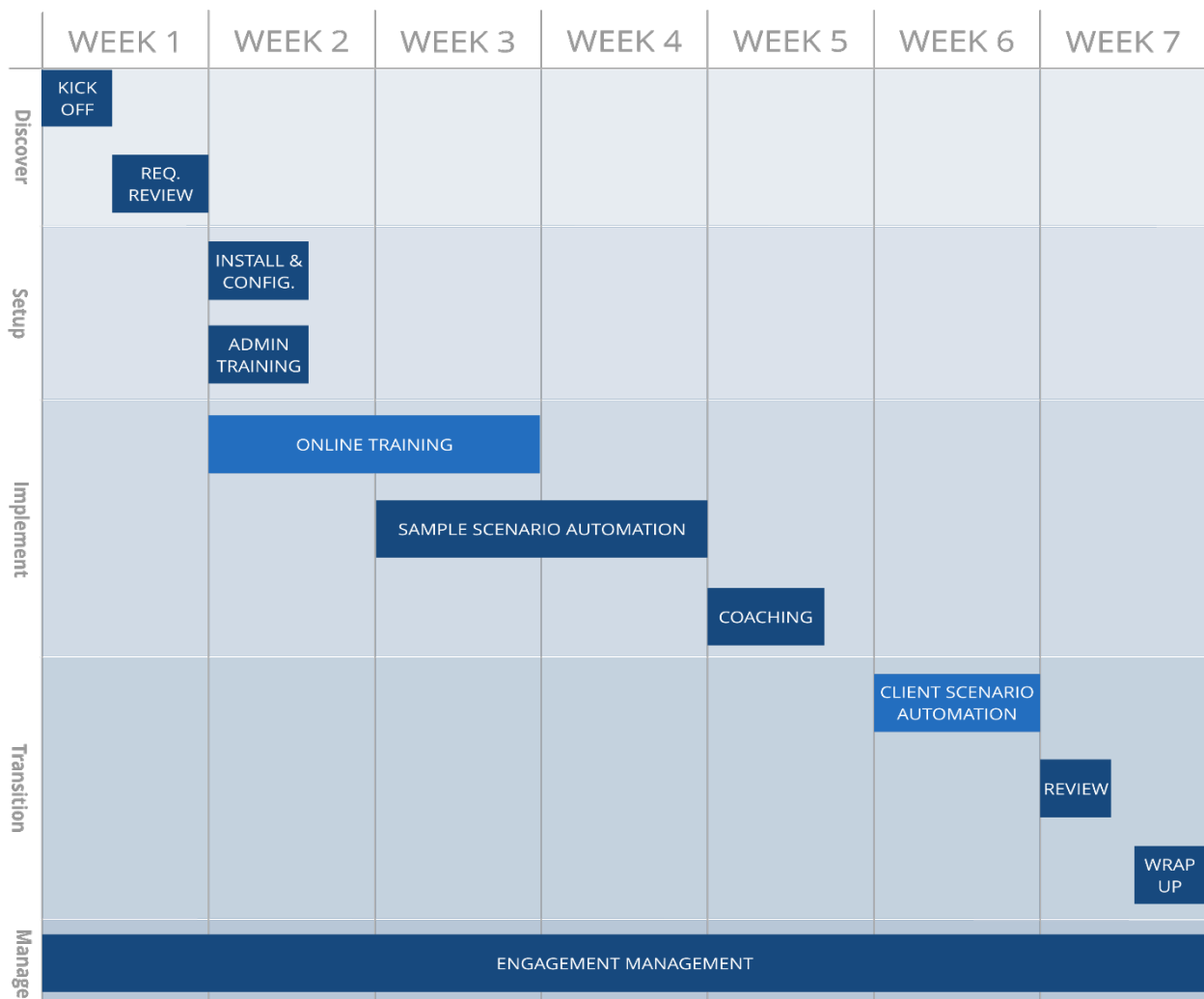
SERVICE PACKAGE FOR TRICENTIS TEST AUTOMATION FOR SERVICENOW

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

Objectives and Targets. This Service Package provides basic implementation support for Tricentis Test Automation for ServiceNow ("TTA for ServiceNow") consisting of core enablement for up to ten (10) Users with one (1) variant of ServiceNow.

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



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

Phase	Planned Services	Planned Material	Est. Effort PH
Discover	Engagement Kick-Off	Kick-Off Presentation	2
	Requirements Review	Test Strategy document	8
Setup	Install and Configure Software	Setup and Configuration document	8
	Admin Training	Meeting Notes	
Implement	Web-based Training	-	-
	Sample Scenario Automation	Sample TTA for ServiceNow Scripts	72
	Coaching	Coaching Sessions documentation	8
Transition	Scenario Review	Review Report	8
	Engagement Wrap-Up	Wrap-up Presentation	2
Manage	Engagement Management	Engagement Plan	4
		Status Reports	
Total			112

2 Service Descriptions

Discover

1.1 Engagement Kick-off

Company Responsibilities: The "Consultant" prepares and conducts a remote "Engagement Kick-Off" meeting with Customer and Users to present scope of services, present the "Engagement Plan", engagement dependencies and responsibilities, as well as the working procedures. The Consultant creates and distributes the "Kick-Off Presentation".

Customer Responsibilities: Customer provides input to the preparation and participates in the "Engagement Kick-Off" meeting.

1.2 Requirements Review

Company Responsibilities: Choose one (1) ServiceNow application as an initial test automation candidate. Determine the requirements for sustainable execution, test data consistency, user accounts and the scenarios themselves.

Discuss sample scenarios at each level of ServiceNow testing (e.g.: Unit test, System Test, SIT). Review the scenarios 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 two (2) sample scenarios. Decide on special topics to be covered during "User Coaching". Create and distribute 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) scenarios 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

Setup

1.3 Install and Configure Software

Company Responsibilities: The Consultant supports the Customer to prepare the infrastructure and software during setup and installation of one (1) TTA for ServiceNow Server, one (1) TTA for ServiceNow application, one (1) TTA for ServiceNow recorder, one (1) TTA for ServiceNow mini and the required licensing components in the Customer environment.

Integration of TTA for ServiceNow with CI/CD pipelines for continuous testing with webhooks and unattended test execution is not included and **can be added with additional services**.

Create and distribute the TTA for ServiceNow Setup and Configuration Document.

Customer Responsibilities: The Customer provides required resources (customer systems, specialists, network access, ServiceNow application IDs etc.) to enable the setup and installation. The Customer provides licenses for 3rd 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.

The Customer provisions, installs, and configures all infrastructure, networks, security systems, and operating systems.

1.4 Admin Training

Company Responsibilities: The Consultant prepares and conducts a remote workshop on best practices and on governance and policies to deploy and manage a multi-user TTA for ServiceNow environment including TTA for ServiceNow Server user ID and use of user IDs for test execution.

Customer Responsibilities: Administrators and QA managers and leads participate in the “Admin Training” workshops.

Implement

1.5 Sample Scenario Automation

Company Responsibilities: The Consultant automates up to two (2) scenarios as previously defined. The scenarios are built based on best practices.

Customer Responsibilities: The Customer provides access to the required infrastructure and/or tools to enable the Consultant in Test Case automation. The Customer provides a subject matter expert in the system under test to support the Consultant (for example to update test data or user permissions).

The Customer will document scenarios and test data.

1.6 Web-based Training

Company Responsibilities: Activate online, self-paced training.

Customer Responsibilities: Provide a list of names and email addresses of Users to be activated for the trainings. Customer completes the training before the Coaching .

1.7 Coaching

Company Responsibilities: Schedule and conduct coaching session with Users to recapitulate the online training, to introduce best practices, and hand over previously created sample scenarios. Create and distribute the documentation of Coaching Sessions.

Customer Responsibilities: Participants complete Web-Based Training. Ensure required personnel participates in coaching sessions. Provide access to and availability of the required infrastructure and/or tools to enable User Coaching.

Transition

1.8 Review

Company Responsibilities: Review the Test Case portfolio and QA processes of the implementation against best practices. Create and distribute the **"Review Report"**. Conduct a workshop to go through the review findings and recommendations. Address related queries from the Customer.

Customer Responsibilities: Ensure artefacts are created and available for review in line with the defined Test Strategy. Provide access to and availability of the required infrastructure and/or tools to enable review.

1.9 Engagement Wrap-Up

Company Responsibilities: The Consultant reviews the engagement, documenting issues, risks and recommendations for next steps. The Consultant creates and distributes the Engagement Wrap-Up document.

Customer Responsibilities: Customer participates in the Engagement Wrap-Up workshop.

Manage

1.10 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 Plan"**, **"Status Report"** and **"Meeting Minutes"**. Keep track of Customer requirements. Create and update resource plans (budget, staffing) as well as timelines.

Customer Responsibilities: Participate in the regular **"Touch-Point Meetings"**. Contribute to the creation and update of the Engagement **"Status Report"** and **"Meeting Minutes"**.

3 Location of Delivery

Services are delivered remotely (**"Remote"**).

4 Out of Scope

Unless previously agreed by Customer and Company, the following items are not in scope for this SOW:

- Development by Company of automated installation or configuration scripts of software.
- Any non-Tricentis Test Automation for ServiceNow or software QA related work
- Product enhancements

5 Pricing and Invoicing

Person Hours and Days. One person-day ("PD") equals 8 person hours ("PH") working time.

- A minimum effort of 8 PH are charged for each day of a Consultant On-Site
- A minimum effort of 2 PH are charged for each Consultant assignment.
- Time is booked and invoiced in 1/2 hour increments.
- Time for coaching, training, installations, technical reviews, and creating test cases are booked and invoiced for a minimum of 4 PH.

Travel Expenses. Service Package Fee is exclusive of any expenses. All expenses incurred by an On-Site engagement are charged on actuals (except for meals) and are invoiced after provision of Services. Expenses for daily meal allowance (per diem and person) are charged at a flat per diem rate of USD 60, EUR 40, AUD 60. Intercontinental travel is always subject to an on actual invoicing.

Travel Lead Time. Travel arrangements must be finalized 2 weeks before each On-Site Service assignment.

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 PDs 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.

6 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.