ORDER DETAILS

1   Description of Roles

Automation Architect. Automation Architects are IT professionals with a degree in software engineering or computer science or equivalent and 3+ years of experience in the following fields: Software Application Development, Support, Design or Testing. Automation Architects can solve complex problems by breaking work items down and overseeing the execution and delivery of a team towards resolution. This role acts as an SME for common automation/testing challenges (e.g.: test data, environment configuration, etc.) and provides coaching for their teams by pro-actively suggesting solutions for these challenges. This role insures the value of quality, serves as the main source of quality control, and leads the on-boarding process. The Architect will also provide direction on the effective use of risk-based testing and test case design, effective test data management, and test automation access. Automation Architects act as the main point of contact between the client stakeholders, the Tricentis and Supplier teams assigned to the initiative, as well as the Tricentis product teams as necessary.

Automation Engineer. Automation Engineers are IT professionals with degrees in software engineering/computer science or equivalent with 2+ years of experience in object-oriented software development – particularly C#. The Engineer assists in the creation of test cases and provides business abstractions of the UI and API interfaces to enable non-programmers to accomplish test automation. The focus of the automation engineer is to ensure that automation is made possible with the highest degree of stability for the applications in scope. Engineers contribute learnings to the any outlook/retrospective events with Customer, including recommendations for future extensions and enhancements.

Automation Specialist. Automation Specialists are IT professionals with a few years of experience in either: Software Application Development, Support, Design or Testing. Automation Specialists create test cases, provide training, and perform hands-on coaching. This role also assists in the automation, running and maintenance of test cases. The focus of the specialist is to transport knowledge of Tosca's practical application as a tool to the users.

2   Service Types

The following add-ons are offered as enhancements to the Starter Package. These add-ons allow for customization of the Starter Package. These Add-Ons can either be purchased initially with the Starter Package or at a later point. These 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 will be delivered in their entirety. In addition, the following service types can be added to the implementation project.

Disclaimer: Only the selected Add-Ons on the Order Form (Quantity/Units more than 0) will apply other Add-Ons explained herein are options not chosen!

2.1 Coaching for 10 additional trainees

This Add-on is used to extend the number of trainees. This is a perfect fit to train 2 different groups either in parallel or close in regard to time proximity.

Effort:

Role	Location	Est. Effort [PH]
Automation Specialist	On-Site	64
Automation Architect	Remote	8
Total		**72**

Tasks and Timeline

Tasks	Delivery location	Role	Week 1	Week 2
Automation Specialist Training 1 & 2	Onsite	Specialist	32	
Hands On Coaching	Onsite	Specialist		32
Quality Check	Remote	Architect	4	4

Content:

Automation Specialist Training I & II
- The Architect will open online, self-paced training for up to 10 more resources of the client team.

Training/Coaching
- Tricentis will provide a second Specialist to facilitate additional training and coaching to the client trainees, or additional weeks to perform the task. The client has two options:
  1. Increase the number of trainees in the training and coaching implementation tasks to 20, with Tricentis providing two Specialists to facilitate
  2. Two additional weeks of training/coaching with a limit of 10 trainees for each session. In this case, Tricentis will provide one Specialist for each week.

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.

Effort:

Role	Location	Est. Effort [PH]
Automation Specialist	On-Site	64
Automation Engineer	Remote	32
Automation Architect	Remote	8
Total		**104**

Tasks and Timeline:

Tasks	Delivery location	Role	Week 1	Week 2
Sample TestCase Creation	Remote	Specialist	32	
Customizations	Remote	Engineer	32	
Hands On Coaching	Onsite	Specialist		32
Quality Check	Remote	Architect	4	4

Content:

The client will identify key functional areas of the application in scope. The Architect will then define thorough and complete test cases with appropriate inputs and verifications. The Architect will assist the client in determining any adjustments that will be necessary to prepare any manual test cases for automation. This could include breaking existing client test cases into smaller pieces, reducing dependencies between test cases, or helping to determine which test cases are suitable candidates for automation.

A Specialist will provide two weeks of additional coaching focused on the scope determined by the client and Architect. This coaching can include creation of additional sample test cases and/or hands on coaching on the application. Additionally, an Engineer will provide up to two customizations on the application.

2.3 Coaching for 1 additional location

This Add-on is used to extend the amount of locations regarding delivery. It is a good fit if 2 different groups need to be trained either in parallel or close in regard to time proximity in different locations.

Effort:

Role	Location	Est. Effort [PH]
Automation Specialist	On-Site	64
Automation Architect	Remote	8
Total fee excl. expenses and taxes		**72**

Tasks and Timeline

Tasks	Delivery location	Role	Week 1	Week 2
Automation Specialist Training 1 & 2	Onsite	Specialist	32	
Hands On Coaching	Onsite	Specialist		32
Quality Check	Remote	Architect	4	4

Content:

Automation Specialist Training I & II

- The Architect will open online, self-paced training for up to 10 resources of the client team in an additional location.

Training/Coaching

- An Automation Specialist will deliver training and coaching onsite at one additional client location. This content will be focused on the Test Strategy defined by the Architect and client for the application in scope for the Starter Package.

2.4 Tosca Connect Setup

This Add-on is used to setup the integration between Tosca and one third party system (e.g. your system of records). This Add-On should only be considered if Tosca connect or Task top sync licenses were purchased (license purchase).

Effort:

Role	Location	Est. Effort [PH]
Automation Engineer	On-Site	32
Automation Architect	Remote	4
Total fee excl. expenses and taxes		**36**

Tasks and Timeline:

Tasks	Delivery location	Role	Week 1	Week 2	Week 3	Week 4	Week 5
Preparation	Remote	Architect	4				
Set up and Implementation	Remote	Engineer		4	16	8	
Coaching	Remote	Engineer					8

Content:

Tosca provides interfaces for the integration with a variety of different applications and enterprise systems – to exchange information. With this integration activity Tricentis provides the option to integrate with Requirements Management Tools and/or Defect Management Tools. Other integrations might be technically possible but are out of scope of this activity and need to be investigated separately. Typical tools to integrate with are: Atlassian Jira, CA Rally, MS TFS, HP ALM, and others.

Setup
- The Tricentis Automation Engineer will work with the Customer team to install Tosca Connect on the appropriate server.

Implement
- Tricentis will work with the Customer team to implement and configure the necessary mappings between Tosca and one 3rd party application.

Hands on coaching
- Tricentis will provide specialized coaching to ensure the Customer team is familiar with the Tosca Connect component and can support and maintain the integration.

2.5 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 Tricentis Engineers.

Effort:

Role	Location	Est. Effort [PH]
Automation Engineer	On-Site	40
Automation Architect	Remote	8
Total fee excl. expenses and taxes		**48**

Tasks and Timeline:

Tasks	Delivery location	Role	Week 1	Week 2	Week 3	Week 4
Preparation	Remote	Architect	8			
Set up and Implementation	Remote	Engineer		24	8	
Coaching	Remote	Engineer				8

Content:

Reporting

An Automation Engineer will use the integrated report designer to build <u>one</u> customized report for the client project, with the required content and "look and feel".

Analytics Dashboard

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 achieved.

- Set Up
  The Tricentis Automation Engineer will work with the Customer team to install the Tosca Analytics component on the appropriate server.

- Configure and Coaching

  The Tricentis Automation Engineer will ensure that the Tosca Analytics component is installed and functioning correctly, and that the necessary data is being displayed properly.

2.6 Distributed Execution Enablement

This Add-on is used to setup and configure Tricentis Tosca's Distributed Execution (DEX) capabilities. No additional licenses are needed to setup Tricentis Tosca DEX. This advanced functionality is best used in conjunction with execution only licenses.

Effort:

Role	Location	Est. Effort [PH]
Automation Specialist	On-Site	16
Automation Architect	Remote	4
Total fee excl. expenses and taxes		**20**

Tasks and Timeline:

Tasks	Delivery location	Role	Week 1	Week 2
Preparation	Remote	Architect	4	
Set up and Implementation	Remote	Engineer		16

Content:

Set up

The Tricentis Automation Engineer will work with the Customer team to set up and install the necessary Distributed Execution elements in the environment (Server and Monitor). This will include:

- Set up Execution Agents
- Tricentis will assist in the set up and configuration of five Execution Agents
- Implement Distributed Execution and Coaching

Tricentis will ensure the connection between the server and the agents is functioning properly and that execution is possible on the agents. Tricentis will also provide the necessary coaching to ensure the Customer team can support the component.

2.7 Tosca BI Coaching

This Add-on is used to setup and configure Tricentis Tosca BI. This Add-on should only be considered if Tosca BI licenses were purchased.

Effort:

Role	Location	Est. Effort [PH]
Automation Specialist	On-Site	48
Automation Architect	Remote	24
Total fee excl. expenses and taxes		**72**

Tasks and Timeline:

Tasks	Delivery location	Role	Week 1	Week 2	Week 3	Week 4
Preparation	Remote	Architect	24			
Set up and Implementation	Remote	Engineer		24	24	

Content:

An Architect will assist in the setup of ODBC drivers for the ETL environment. The Specialist and Architect will implement up to 5 use cases to support the ETL lifecycle. Additionally, the Specialist will provide training and coaching on BI features and functionality, including BI modules, pre-screening, Vital Checks Wizard, field tests and reconciliation.

2.8 Tricentis OSV Coaching

This Add-on is used to setup and configure Tricentis Tosca's Orchestrated Service Virtualization (OSV) capabilities. This Add-On should only be considered if Tosca OSV licenses have been purchased.

Effort:

Role	Location	Est. Effort [PH]
Automation Specialist	On-Site	48
Automation Architect	Remote	24
Total fee excl. expenses and taxes		**72**

Tasks and Timeline:

Tasks	Delivery location	Role	Week 1	Week 2	Week 3	Week 4
Preparation	Remote	Architect	24			
Set up and Implementation	Remote	Engineer		24	24	

Content:

To set up OSV, the Engineer will open ports, check firewall settings and ensure that all aspects of OSV are ready to be utilized. Typically, assistance from the client will be required in the form of an IT Network admin so that the required configurations can be setup.

The Architect and Engineer will work with the client to orchestrate a Virtual Service environment for one application and up to five use cases in the client's environment. The Engineer will assist in the creation of the Virtual Service and ensure that it is in working condition by the end of the task's allotted time.