SERVICE PACKAGE
TOSCA 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 Tosca Customers. Customer is supported in getting started using a proven methodology that consists of 29 Consultants Person Days ("PDs") delivered in 5 phases. Tosca Consultants work with a core team of up to 10 Users to set up and configure their machines and train and coach them to become productive with Tosca as quickly as possible. There are also Add-Ons available to increase the scope of this Service Package in specific areas. This is a "Time and Material" Service Package.

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

Tasks	Delivery Location	Role	Week 0	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
Kick-Off and Deep Dive											
Kick-Off and Deep Dive	Remote	Architect	1 PD								
Environment and Scoping											
Prepare Infrastructure	On-Site	Customer									
Setup & Configuration	On-Site	Architect					1 PD				
Test Strategy	On-Site	Architect					3 PD				
Implementation											
Sample Test Cases	On-Site	Specialist						4 PD			
Customizations	Remote	Engineer						4 PD			
Training/Coaching											
Automation Specialist Training 1 & 2	Remote (online)	Customer					TRAINING				
Coaching	On-Site	Specialist							4 PD	4 PD	
Optimization and Rollout											
Execution Strategy	On-Site	Engineer									4 PD
Review & Next steps	On-Site	Architect									4 PD

Weeks 1 and 2 are scheduled for Customer to prepare the required infrastructure for the setup of Tosca. Individual activities may take longer or shorter as described in the Delivery Schedule for ordered Service Package. An Automation 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	Week 0	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Total
Automation Architect	1 PD				4 PD				4 PD	9 PD
Automation Specialist						4 PD	4 PD	4 PD		12 PD
Automation Engineer					4 PD				4 PD	8 PD
Total										29 PD

Remote	On-Site

1.2 Description of Roles

Automation 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 common automation and testing challenges (e.g. test data, environment configuration) 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. The Architects also provide direction on the effective use of risk-based testing and Test Case design, effective test data management, and test automation access. Finally, they act as the main point of contact between Customer, Company and supplier teams assigned to the project.

Automation 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 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 Engineers is to ensure that automation is made possible with the highest degree of stability for the applications in scope. They contribute learnings to the outlook/retrospective events with Customer, including recommendations for future extensions and enhancements.

Automation Specialists are IT professionals with a few years of experience in either: software application development, support, design or testing ("**Specialist**"). Specialists create Test Cases, provide training, and perform hands-on coaching. They also assist in the automation, execution and maintenance of Test Cases. The focus of the Specialists is to transfer knowledge of Tosca's practical application to Users.

1.3 Definition of Test Case

A "Test Case" as used throughout this Agreement is defined as a specification of the inputs, execution conditions, testing procedure, and expected results that define a single test to be executed to achieve a particular software testing objective, such as to exercise a particular program path or to verify compliance with a specific requirement. Test Cases are implemented in Tosca using TestCase objects.

1.4 Deliverables

Phase	No.	Deliverable
Kick-Off and Deep Dive	1	Kick-Off Presentation
	2	Deep Dive Meeting Minutes
	3	Delivery Status Report
	4	Task List
Environment and Scoping	5	Tosca Setup and Configuration Document
	6	Test Strategy Document
	7	List of Special Topics to be covered during Training/Coaching
Implementation	8	Tosca Subset with Sample Test Cases
	9	Optional: Customization or SET
Training/Coaching	10	Automation Specialist 1 & 2 Certificates for Users (given they passed the exams)
	11	Documentation of Coaching Sessions
Optimization and Rollout	12	Unattended Execution Strategy Document
	13	Delivery Wrap-Up Presentation

2 Service Package Description

2.1 Kick-Off and Deep Dive

Kick-Off Meeting

Company Responsibilities: The Architect prepares and conducts a remote meeting with Customer and Consultants to present the Scope of Services, the Delivery Schedule, the teams and their respective responsibilities, as well as the working procedures. The Architect creates and distributes the first task list, including Tosca setup requirements and Test Cases to be provided by Customer. The Architect creates, updates and distributes the *Kick-Off Presentation*.

Customer Responsibilities: Customer provides input to the preparation and participates in the Kick-Off Meeting.

Application Deep Dive

Company Responsibilities: The Architect chooses one (1) specific application as a good initial automation candidate and announces required Customer participants for one (1) remote workshop. Over the course of the Deep Dive presentation, the Architect determines requirements for sustainable execution, test data consistency, user accounts and the Test Cases themselves. Additionally, the Architect and the Engineer identify up to two (2) specific extensions to Tosca ("**Customizations**") which decrease the automation effort. The Architect creates and distributes the *Deep Dive Meeting Minutes*.

Customer Responsibilities: Customer demonstrates the functionality of the application in scope to the Consultants and presents the prepared Test Cases in the system under test. Customer ensures participation of required participants in the workshop.

Quality Checks

Company Responsibilities: During delivery, the Architect performs regular quality checks ensuring the use of the Tosca components and implementation is in accordance with Tosca 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. The Architect creates, updates and distributes the *Delivery Status Report* and the *Task List.*

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.

2.2 Environment and Scoping

Setup & Configuration

Company Responsibilities: The Architect supports Customer to prepare the hardware and software during setup and installation. The initial setup for an installation of Tosca comprises of the following services:

- Consultation regarding required hardware
- Consultation regarding setup and installation

The Architect assists Customer team in configuring the necessary Tosca databases, installing and configuring the necessary licensing components, and installing the Software on Customer Systems as well as establishing the connection to the common repository database.

This setup does not include the installation and configuration of advanced Tosca components or extensions like Tosca BI, Orchestrated Service Virtualization, Distributed Execution or Tosca Analytics.

The Architect assists in the configuration and setup of the common repository. The Architect advises Customer on best practices and assists Customer introducing governance and polices to effectively deploy and manage a multi-user Tosca environment. Initial configuration consists of the following:

- Setup of user management policies including the creation of user groups, group privileges, and LDAP synchronization
- Development of a sustainable folder structure within Tosca that supports organizational growth
- Creation of governance practices and a foundation for proper Tosca artefacts promotion to ensure quality standards within the Tosca common repository
- Consult Customer on proper naming conventions of Tosca artefacts

The Architect creates and distributes the *Tosca Setup and Configuration Document*.

Customer Responsibilities: Customer provides required resources (Customer Systems, specialists, network access, etc.) to enable the setup of Tosca. 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.

Test Strategy

Company Responsibilities: The Architect reviews the Test Cases provided by Customer and assists Customer in adjustments necessary to prepare manual Test Cases for automation. The Architect defines Test Cases with appropriate inputs and verifications to be used during Implementation. This may include the creation of a basic requirements structure and related test sheet(s) to support the effort. This process includes assessing suitable Test Case candidates for automation, reducing unnecessary dependencies between Test Cases, and breaking Test Cases into smaller entities.

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 specific application and environments. The Architect creates and distributes the *Test Strategy Document* and the *List of Special Topics to be covered during Training/Coaching.*

Customer Responsibilities: Customer provides information and documentation of previously defined (manual) Test Cases. Customer ensures participation of required Customer team members during meetings and workshops. Additionally, Customer provides test data to execute the scenarios as well as test users with required permissions in the system under test.

2.3   Implementation

Sample Test Cases

Company Responsibilities: The Specialist automates Test Cases and/or Test Case templates as previously defined by the Architect and Customer during Test Strategy. The Test Cases are built based on Tosca best practices including naming conventions, folder structures and reusability. During the implementation, these automated sample Test Cases serve as a foundation to build the remainder of the Test Case portfolio for Customer's automation targets. The Specialist reports possible requirements for Customizations to the Architect. The Specialist creates and distributes the *Tosca Subset with Sample Test Cases*.

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

Customizations

Company Responsibilities: The Engineer provides requirements for a development environment to Customer. Customizations or Special Execution Tasks ("**SET**") determined during the Application Deep Dive, or during sample Test Case creation are built for the application in scope by the Engineer remotely. The Engineer provides the necessary files and coach the Users on how to use the *Customization or SETs*.

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

2.4   Training/Coaching

Automation Specialist Training 1 & 2

Company Responsibilities: The Architect activates online, self-paced training for up to 10 Users. These courses are certification level offerings and provide the basic building block skills necessary to be successful with Tosca.

Customer Responsibilities: Customer provides a list of names and email addresses of Users to be activated for the trainings. Users need to complete the training and receive the certifications for Automation Specialist 1 and 2 prior to Tosca Consultants being On-Site. Each participant is limited to two certification exam attempts.

Please follow these links for more details on the training:

- https://www.tricentis.com/academy/courses/automation-Specialist-level-1/
- https://www.tricentis.com/academy/courses/automation-Specialist-level-2/

Given the exams are successfully passed, the Users receive *Automation Specialist 1 & 2 Certificates*.

Coaching

Company Responsibilities: The Specialist answers questions raised by Users after the completion of the online training. The Specialist enables Users to create efficient Tosca repositories and to develop their automation skills. The Specialist assists Users by providing best practices and working real world examples as knowledge transfer by working jointly on Test Cases targeting the application in scope. The Specialist schedules coaching sessions with emphasis on special topics identified by the Architect and Customer during Test Strategy. The Specialist creates and distributes the *Documentation of Coaching Sessions*.

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

2.5   Optimization and Rollout

Execution Strategy

Company Responsibilities: The Engineer fine-tunes the automated Test Cases created during Sample Test Case creation and/or Training/Coaching sessions for sustained, repeatable execution. The Engineer assists Customer to implement an unattended execution strategy which may include such topics as:

- Setup and implementation of distributed execution
- Design and implementation of TCShell scripts

- Introduction of concepts, design and implementation of recovery scenarios

The Engineer supports these activities providing examples and coaching Users with the remaining allocated time budget. The Engineer creates and distributes the *Unattended Execution Strategy Document*.

Customer Responsibilities: Customer provides timely feedback to artefacts delivered as part of the Engineer's activities. Customer ensures participation of required Users in workshops.

Review & Next Steps

Company Responsibilities: The Architect reviews the Test Case portfolio and QA processes of the implementation, documenting issues, risks and recommendations for next steps in a presentation. As part of the presentation the Architect provides best practices on how to enhance the use of Tosca in daily operations so Customer gains maximum value from Tosca. The Architect creates and distributes the *Delivery Wrap-Up Presentation*.

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

3 Pricing and Invoicing

Person Hours and Days. One On-Site person-day ("**PD**") equals 8 person hours ("**PH**") working time. A minimum effort of one PD including expenses are charged for each agreed On-Site assignment. The indicated PD for remote sessions may be held on several days.

Invoicing. Invoicing for Services occurs one-month ex-post and Company shall, based on its time recording, invoice Customer for a prorated number of PDs actually worked on a time and material basis.

Service Package Deduction. PDs/PHs get subtracted from the pool 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 indicated end of the Service Package Term shall be finally invoiced to Customer. Customer may schedule and consume remaining PDs within 3 months after the final invoice has been issued to Customer.

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 prepare and execute a 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 a require mutual agreement in form of a Change Order.

Travel Regions. Travel within (resource region = delivery region) the following regions is considered "regional": North America, India, Europe and Australia. Travel outside these regions (resource region ≠ delivery region) is considered "global travel".

Travel Expenses. Service Package Fee is exclusive of any expenses. Subject to the Order, Company may apply 3 different methods invoicing accrued travel expenses.

- **On Actuals**. 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.

- **Flat Rate**. All anticipated travel expenses (accommodation, transportation, meals and incidentals) are summed up and averaged out over the planned trip duration. Unless not otherwise stated in the Order, the daily flat expense rate are USD 550, EUR 400 and AUD 500 for regional travel. For global travel the daily flat expense rate are USD 800, EUR 650 and AUD 1100.
- **Capped Expenses**. Travel expenses may be calculated upfront before engagement start and capped with a fixed fee. In that event Company may not exceed the defined travel expense cap and plan, which may impact the On-Site Service ability.

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 Company to enable Company to meet its obligations under this Agreement as pre-requisite and are not included in the Fees. On-Site and particularly Remote Service requires Customer to make Customer Systems available.

Tosca Software License. Licenses for Tosca are not part of the services engagement agreed herein and not included in this services proposal. It is therefore Customer's obligation to ensure that the Company consultant conducting this services engagement for Customer is provided with the required Company Software licenses.

Location of Delivery. Package Services are delivered at Customer's delivery address ("**On-Site**") as stated in the Order as well as remotely at Company locations ("**Remote**").

Staffing. Company appoints experienced Consultants to supervise the Services. Company may select its own as well as personnel from selected partner companies. In any case Company remains Customer's sole contractual partner and ensures to Customer that the selected partners are following set terms. Customer acknowledges that Companys' subcontractors may have access to Customer systems. Given a prior notice of 2 weeks, Company may, at any time, replace personnel according to expertise, focus areas or roles.

Lead Time. Company starts delivery of the services no later than 6 weeks after Customer's signing of this Agreement for the Service to be provided. Company ensures that lead times for requested Service Packages is kept to a minimum. Any Service engagement is planned and mutually agreed upon in cooperation between the parties in accordance with the recommended Delivery Schedule, which shall be the basis for resource allocation and travel arrangements and must be finalized 2 weeks prior start of any Service at latest.

Delivery Pause. Customer caused short notice reduction to project staff (e.g. due to Customer's inability to carry out its duties in accordance with the Delivery Schedule, change of Delivery Schedule) is considered a "**Delivery Pause**". In such an event Company keeps its Consultants engaged until the end of the week the notice was given. Customer has a period of one week to complete the requested duties for immediate resumption; if Customer does not comply, regular lead times apply to re-staff and resume the Service. Any expenses caused by a Delivery Pause are invoiced to Customer.

Workshop Size. Any workshop or training is limited to 10 participants to sustain a trainer-to-participant ratio that is manageable.

4.1 Travel Behavior

Arrival and Departure. Consultants typically 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. Company compensates Customer for lost time on arrival and departure day throughout the Service engagement so that a minimum of 8PH is reached. If other arrival and departure times need to be met, Company may stay an extra night to allow an early arrival/late departure. This extra night is invoiced to Customer.

Accommodation. Company primarily books hotels of "***" category (three stars, except India). Depending on availability, distance and experience, Company may decrease this standard on its own discretion. If the standard needs to be raised, Company needs a prior written approval from Customer. Company shall adhere to any travel policy reasonably promulgated by Customer, provided they are in line with the standards described herein.

Flight. Company primarily books economy class non-stop flights closest to the On-Site location.

Local Transportation. Depending on On-Site's location, the departure and arrival airport, available infrastructure and timely needs, Company may choose between car rental, taxi/shuttle services and public transportation.

Travel Frequency. To optimize travel cost, Consultants schedule the Service engagement in timeframes of 4 consecutive days (Monday until Thursday) or at a minimum of 2 consecutive days. Consultants travel from and to the On-Site location on a weekly basis for the duration of the Service. Intercontinental resources may stay On-Site for up to 4 weeks and may provide Remote Service for 1 week before returning to On-Site.

Travel Substitution. Consultants may not weekly travel from and to the On-Site location if 2 consecutive weeks are planned for the same Consultant. In this event, flight related expenses may be substituted with the expenses incurred by the over-weekend stay for accommodation, meals and local transportation.

Fair. During trade fairs/shows accommodation rates might peak and be higher than usual. Company makes it Customer's decision to modify the Delivery Schedule to save cost.