SERVICE PACKAGE
TDM STUDIO 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 TDM Studio implementation support for new TDM Studio Customers or existing Tosca Customers who intend to start using TDM Studio. Company supports Customer in getting started based on a proven methodology consisting of 8 activities, worth 20 TDM Consultants Person Days ("**PDs**"), and works with a core team of up to 6 Customer Users to stand their machines up, configure them, train and coach this User group in a single location and on a single application to make sure they get productive with TDM Studio as fast as possible.

The main focus is on enablement and coaching of the Users on the Customer side, not on independent delivery of TDM tasks.

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
Environment and Scoping							
Kick-Off	Remote	Architect	1 PD				
System Analysis and Test Data Strategy	Remote	Architect	2 PD	1 PD			
Setup and Configuration	On-Site	Engineer		2 PD	1 PD		
Initial Implementation							
Sample Entities / Customizing	On-Site	Specialist			1 PD	3 PD	
Quality Check	Remote	Architect		0.25PD	0.25 PD		
User Ramp Up							
Training/Coaching	On-Site	Trainer		1 PD	2 PD		
Hands-On Implementation							
Hands-On Coaching	On-Site	Specialist				1 PD	2,5 PD
Review Best Practices and Wrap Up	On-Site	Architect					2 PD

Individual activities may take longer or shorter as described in the Delivery Schedule for ordered Service Package. A Test Data 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 roles and responsibilities is assigned to match the requirements based on following estimated allocation:

Role	Week 0	Week 1	Week 2	Week 3	Week 4	Total
Test Data Architect	3 PD	1.25 PD	0.25 PD		2 PD	6.5 PD
Test Data Engineer		2 PD	1 PD			3 PD

TDM Studio Trainer		1 PD	2 PD			3 PD
Test Data Specialist			1 PD	4 PD	2.5 PD	7.5 PD
Total						20 PD

Remote	On-Site

1.2 Description of Roles

Test Data Architects are IT professionals with a degree in software engineering or computer science or equivalent and 5+ years of experience in the following fields: software testing, test data design, data modeling or database design ("**Architect**"). Test Data 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 test environment and test data challenges (e.g. analyzing test data needs, environment analysis and test data configuration) and provides coaching for TDM consultants and Customers by pro-actively suggesting solutions for these challenges. The Test Data Architect defines the Test Data strategy. This role insures the value of quality, serves as the main source of quality control, and leads the on-boarding process. The Test Data Architect also provides direction on the effective use of test data management, and integration into test automation. Test Data Architects act as the main point of contact between Customer Company and supplier teams assigned to the project, as well as Company product teams if necessary.

Test Data 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# ("**Engineer**"). The Test Data Engineer implements a test data design strategy based on database structures, Files or interfaces and assists in providing business abstractions of the UI or API interfaces if needed. The focus of the Test Data Engineer is to ensure that test data provisioning is made possible with the highest degree of stability for the applications or systems in scope. Test Data Engineers contribute learnings to any outlook/retrospective events with Customers, including recommendations for future extensions and enhancements.

Test Data Specialists are IT professionals with a few years of experience in either: support, design. testing or test data provisioning ("**Specialist**"). Specialists create test data for test cases. This role also assists in the Test Data provisioning.

TDM Studio Trainers are IT professionals with a several years of experience in: software testing, database analysis and design, test data management, consulting, training and coaching ("**Trainer**"). Trainers educate TDM Studio Users, assist them in getting started with TDM Studio and provide feedback. They provide training and perform hands-on coaching. This role also assists in the enablement of automation, running and maintenance of test data. The focus of the trainer is to transport knowledge of TDM Studio's practical application as a tool to the Users.

1.3 Deliverables

Phase	No.	Deliverable
Environment and Scoping	1	Kick-Off Presentation
	2	System Analysis Report
	3	Test Data Strategy Document
	4	TDM Studio Setup and Configuration Document
	5	List of Special Topics to be covered during Training/Coaching
Initial Implementation	7	TDM Studio Project with Sample Tasks
	8	Delivery Status Report
	9	Task List
User Ramp Up	10	TDM Studio Specialist 1 Certificates for Users (given they passed the exams)
Hands-on Implementation	11	Documentation of Coaching Sessions
	12	Delivery Wrap-Up Presentation

2 Service Package Description

2.1   Environment and Scoping

Kick-Off

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.

System Analysis and Test Data Strategy

Company Responsibilities: To prepare the high-level definition of a test data strategy the Architect analyzes the systems in scope regarding data management, flow of data, dependencies amongst them and interfaces to internal and external systems. The Architect advises Customer on best practices and assists Customer in the selection and establishment of the most effective test data approach.
Defining and executing the test data strategy is the foundation for effective test data management and provides acceleration for effective and efficient testing:

- Development of a sustainable test data approach enabling the required testing and test automation approach.
- Definition of the appropriate scope of test data management including leveraging effort, test data needs, efficiency, data privacy and speed of test data delivery.
- Additionally, the Architect and Customer determines the topics covered during Hands-On 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 *System Analysis Report* and the *Test Data Strategy Document* and the *List of Special Topics to be covered during Training/Coaching*.
Optimizing performance of test data provisioning is not in scope of this starter package.
Customer Responsibilities: Customer provides information on data entities in scope including technical and functional dependencies. Customer provides (coherent) anonymized sample data for each entity. Customer provides access to relevant environments including read/write-access to configure TDM accordingly. This includes physical and logical access, firewall configurations to the relevant data sources and targets. Customer demonstrates the functionality of the application in scope to explain the intended usage of the data to the Consultants. Customer ensures participation of required participants in workshops and meetings.
Costumer ensures that appropriate personnel is made available throughout the delivery of this package. These resources shall acquire TDM skills and shall continue to apply these skills after the completion of this package to ensure the know how is persisted within the Customer organization.

Setup and Configuration

Company Responsibilities: Company assists Customer to prepare the hardware and software during setup and installation. The initial setup for an installation of TDM Studio comprises of the following services:

- Consultation regarding required hardware

- Consultation regarding setup and installation

The Architect assists Customer team in installing and configuring the necessary licensing components, and installing the TDM Studio clients as well as establishing the connection to the required customer systems (databases, files, interfaces etc.).

This setup does not include the installation and configuration of other Tosca components or extensions like Tosca Commander, Tosca server, Tosca BI, Orchestrated Service Virtualization, Distributed Execution, or Tosca Analytics. Company assists in the configuration and set up of the required connections. The Architect advises Customer on best practices and assists Customer introducing governance and policies to effectively deploy and manage a multi-user TDM Studio environment. Initial configuration consists of the following:

- Development of a sustainable folder structure within TDM Studio that supports organizational growth
- Creation of governance practices and a foundation for proper TDM Studio artefacts promotion to ensure quality standards within the TDM Studio installation
- Consult Customer on proper naming conventions of TDM Studio artefacts

The Consultant prepares Customer-specific TDM Studio installation. The Consultant assists Customer in adjustments necessary to prepare test cases for TDM Studio test data integration. This process includes assessing suitable test case candidates for test data integration.

The Consultant focuses on topics that are important for sustainable automation, such as test data consistency, user accounts needed to access the application in scope, and the integration of the test data into the test cases. The Consultant identifies specific extensions to TDM Studio. These extensions could be necessary for specific data sources or targets which are not covered by standard TDM Studio functionality.

The Scope of the starter Package is limited to (either one of the following):

Up to 10 tables within the same database via the TDM Studio database wizards

Up to 5 BAPI-calls via the SAP wizard.

Up to 5 dependent tables within the same database linked manually (not via wizard)

Up to 2 different systems to be handled consistently with 1 entity each (e.g. 2 separate databases with 2 tables each or 1 database and 1 file)

The amount of data to be handled during the starter package is limited to 100 MB or 1000 records per table or per file.

The Consultant creates and distributes the *TDM Studio Setup and Configuration Document* and the *Test Strategy Document*.

Customer Responsibilities: Customer defines the data sources and data targets to be used in the test data management. Customer demonstrates the data flows of the application in scope to the TDM consultants and presents the system under test. Customer provides required resources (Customer Systems, specialists, network access, etc.) to enable the setup of TDM Studio. Customer provides licenses for Tricentis tools and (if needed) 3rd party tools required during delivery of the Services. The required Customer team members participate in meetings. Customer resolves issues with regards to data access and assists in clarifying test data requirements and dependencies.

2.2   Initial Implementation

Sample Entities / Customizing

Company Responsibilities: The Consultant provides test data and/or test data templates defined during System Analysis and Test Data Strategy. This test data and test data templates serve as samples for future data provisioning completed by Customer. Test data is built with Company recommended best practices including naming conventions, folder structures and reusability. During the implementation, this master test data should serve as a foundation to build the remainder of the test data portfolio for Customer's test targets. Sample test data is created remotely where possible. If Remote Service is not possible or desired, sample test data is implemented On-Site, with access and required equipment provided by Customer. The Consultant provides the necessary guidance and coaches Customer on how to design and implement the specific data. The Consultant estimates the effort required to provide test data for certain manual or automated business scenarios. If this effort exceeds the allocated effort (within the Starter Package budget) to implement them vastly (by more than 10%), then a different scope is chosen for the initial implementation or a Service Change Order needs to be agreed on. The Consultant creates and distributes the *TDM Studio Project with Sample Tasks*.

Customer Responsibilities: Customer provides access to the required infrastructure and/or tools to enable the Consultant in test data design. Customer provides one or multiple resources to perform the test data design tasks. Customer provides a subject matter expert in the system under test to support the Consultant (for example to update test data or user permissions).

Quality Check

Company Responsibilities: Over the course of the implementation project, the Architect performs quality checks to ensure the delivery of the TDM Studio components and implementation in accordance with standards and best practices. The Architect clears blockers that may impact the implementation project, plan and schedules tasks and resources necessary to complete the project and provides oversight of TDM consultants. In addition, the Architect schedules a weekly "touch point meeting" with Customer to identify any open issues, review the project status, discuss upcoming tasks, and keep the implementation on track. 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.

2.3   User Ramp Up

Training/Coaching

Company Responsibilities: The Consultant assists Customer to prepare training computers for up to 6 Customer Users. These courses are certification level offerings and provide the basic building block skills necessary to be successful with TDM Studio. Customer employees need to complete the training and receive the certifications for Test data specialist prior to TDM consultants being On-Site for Hands-On Coaching. Each participant is limited to two certification exam attempts. A TDM Studio Trainer provides a 2-3 day, instructor-led classroom course to prepare for the TDM Studio certification with all designated Customer resources.

Customer Responsibilities: Customer provides a list of names and email addresses of Users to be activated for the training. Users need to complete the training and receive the certifications for Tricentis TDM Studio Specialist Level-1. Each participant is limited to two certification exam attempts.
Please follow this link for more details on the training:

- https://www.tricentis.com/academy/ondemand-training/tdm-studio-specialist-level-1/

Given the exams are successfully passed, the Users receive *TDM Studio Specialist Certificates*.

2.4 Hands-On Implementation

Hands-On Coaching

Company Responsibilities: The Consultant assists Customer by providing best practices and working real world examples as knowledge transfer by working jointly on test data targeting the application in scope. The goal is to coach Customer at using TDM Studio with the actual system under test. The Consultant schedules coaching sessions with emphasis on special topics identified during System Analysis and Test Data Strategy. The Consultant creates and distributes the *Documentation of Coaching Sessions*.

Customer Responsibilities: Customer provides questions, test data projects and/or tasks and Users for the coaching sessions. Customer provides a training facility (classroom, projector etc.) as well as access to the facility for the Consultant.

Review Best Practices and Wrap-Up

Company Responsibilities: The goal of this task is to fine-tune the test data projects created during sample test data creation and/or hands-on coaching sessions for sustained, repeatable test data generation. The Architect works with Customer to create and implement an unattended test data generation strategy which may include such things as examples:

- Setup and implementation of distributed execution
- Design and implementation of TDL-scripts
- Design and implementation of User defined functions
- Introduction of concepts, design and implementation of recovery scenarios where needed

The Engineer supports these activities providing examples and coaching Users with the remaining allocated time budget.

The Architect reviews the 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 TDM in daily operations so Customer gains maximum value from TDM. 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.

Data. Company Consultants setup Software to access non-critical data and advise Customer Users how to configure and use TDM Studio but do not at any time access any data themselves.

Tosca Software License. Licenses for Tosca (including TDM Studio) 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 on average. 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 travel weekly 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.