Tricentis
Professional Services Packages

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1. General Information

This document describes the scope of different Professional Services packages currently offered by Tricentis ("**Professional Services Packages**"). The scope of services included in the different Professional Services Packages are described in Section 2. Tricentis may update or modify the Professional Services Packages available at any time at its discretion.

2. Professional Services Packages Descriptions

The currently available Professional Services packages are described below.

2.1. Tricentis Tosca Service Packages

Tosca Service Packages		Typical Duration**
Tosca Pro	Enablement for up to ten (10) Users, and one (1) system under test	2 months
Tosca Standard*	Enablement for up to five (5) Users, and one (1) system under test	1 month

*Tosca Standard Service Package includes introductory services only, does not include enablement and training and may not be suitable for all customers.

**Indication of the typical duration observed for the delivery of the service's scope; it may vary depending on availability, fulfillment of prerequisites by customer, and other factors.

Service Deliverables

Service	Deliverables	Standard	Pro
Web-based Training	Instructions for training sign-up	✓	✓
Application Deep Dive	Deep Dive Meeting Minutes	✓	✓
Sample Test Case Automation	Tosca Sample Test Cases	✓	✓
Operating Model Update & Review	Tosca Operating Model Document	✓	✓
Admin Training	Admin Training Document	✓	✓
Fundamentals Training	Fundamentals Training Agenda Fundamentals Training Document	✓	✓
Advanced Topics Training	Advanced Topics Training Agenda Advanced Topics Training Document	✓	✓
Hands-On Coaching	Meeting Notes		✓
Office Hours	Meeting Notes		✓

Service Descriptions

Web-based Training

Consultant Responsibilities: Provide instructions to Customer on signing up for "**Web-based Training**".

Customer Responsibilities: Consume the training and take the certification exam. Each User is limited to two certification exam attempts. Users that successfully passed the exam will receive certificates.

Application Deep Dive

Consultant Responsibilities: The Consultant schedules and conducts an "**Application Deep Dive**" workshop. Based on information learned in the Application Deep Dive, the Consultant determines

whether "**Custom Extension Services**" are required. Custom Extension Services are not included in the Tosca Professional Service Packages and, if required, will be provided, and charged separately. The Consultant creates and distributes the "**Deep Dive Meeting Minutes**".

Customer Responsibilities: The Customer demonstrates the functionality in several scenarios in the application in scope to the Consultants and presents the prepared test cases in the system under test. The Customer ensures participation of required participants in the workshop. The customer will publish system and application architecture for system under test.

Sample Test Case Automation

Consultant Responsibilities: The Consultant creates automated test cases (**"Tosca Sample Test Cases"**) by automating sample test case subsets as provided by the Customer for one (1) application under test. The objective is to demonstrate automation best practices for the Customer to build upon and complete fully automated test cases, test scenarios, and test suites.

The Tosca Sample Test Cases will demonstrate best practices including folder structures, test scenarios, test cases, modules, test configuration parameters, recovery scenarios, clean-up scenarios, test data, and naming conventions.

Up to five (5) automated test cases with an average of twenty-five (25) steps will be developed.

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 test cases and test data.

Operating Model Update & Review

Consultant Responsibilities: The Consultant schedules and conducts an **"Operating Model Update & Review"** workshop to review the Customer project, development processes, and organization. Consultant will update and review Tosca workspace administration, Tosca processes and resources, and Customer project structure.

The Consultant updates and distributes the "**Tosca Operating Model Document**".

Customer Responsibilities: Tosca Administrators, QA managers, and leads participate in the Operating Model Update & Review workshop.

Admin Training

Consultant Responsibilities: The Consultant distributes the "**Admin Training Document**". The Consultant schedules and conducts an "**Admin Training**" session to review Tosca administration.

Customer Responsibilities: Tosca Administrators and QA managers and leads participate in the Admin Training session.

Fundamentals Training

Consultant Responsibilities: The Consultant schedules and conducts a **"Fundamentals Training"** workshop to present Tosca automation fundamentals and best practices following the "**Fundamentals Training Agenda**". The objective is to enable Users to create efficient Tosca repositories and to develop their automation skills. The Consultant distributes the **"Fundamentals Training Document"**.

Customer Responsibilities: Participants complete assigned "**Web-based Training**" prior to Fundamentals Training. Participants attend the training session.

Advanced Topics Training

Consultant Responsibilities: The Consultant schedules and conducts **"Advanced Topics Training"** workshop to present Tosca advanced topics following the "**Advanced Topics Training Agenda**". The objective is to enable Users to create Test Cases with advanced automation and scalability using the Tosca Sample Test Cases. The Consultant distributes the "**Advanced Topics Training Document**".

Customer Responsibilities: Participants complete assigned "**Web-based Training**" and Fundamentals Training prior to Advanced Topics Training.

Hands-On Coaching

Consultant Responsibilities: The Consultant schedules and conducts four (4) **"Hands-On Coaching"** meetings, each for a maximum of 8-hours to leverage real world examples as knowledge transfer with Customer by working jointly on test cases targeting the application in scope. The Consultant distributes meeting notes for the four (4) meetings.

Customer Responsibilities: Participants complete assigned "**Web-based Training**", Fundamentals Training, and Advanced Topics Training prior to Hands-On Coaching.

Office Hours

Consultant Responsibilities: Consultant will schedule and conduct **"Office Hours"** meetings to support Customer transition with up to four (4) meetings, scheduled weekly, each for a maximum of 4-hours. Services will include Q&A, reviews, and trouble shooting.

The Consultant distributes "**Meeting Notes**" for each Office Hours meeting.

Customer Responsibilities: Customer publishes topics to review a minimum of 2 business days prior. Customer may request to reschedule office hour sessions with a minimum of five (5) business days' notice.

2.2. Tricentis qTest Service Packages

qTest Service Packages		Typical Duration*
qTest Pro	Enablement for up to forty (40) Users, and five (5) projects to use qTest as a test management system	1 month
qTest Standard	Introduction for up to Twenty (20) Users, and two (2) projects to use qTest as a test management system	2 weeks

Indication of the typical duration observed for the delivery of the service's scope; it may vary depending on availability, fulfillment of prerequisites by customer, and other factors.

Service Deliverables

Service	Deliverables	Standard	Pro
Web-based Training	Certificates for Customer team	✓	✓
Evaluation and Strategy	List of Special Topics	✓	✓

Operating Model Review	qTest Operating Model Document		
Operating Model Update & Review	qTest Operating Model Document	✓	✓
Admin Training	Admin Training Document	✓	✓
Integration Evaluation	Jira Integration Documentation Jira and qTest Mapping Document	✓	✓
Integration Enablement	Meeting Notes	✓	✓
Fundamentals Training	Fundamentals Training Agenda Fundamentals Training Document	✓	✓
Advanced Topics Training	Advanced Topics Training Agenda Advanced Topics Training Document		✓
Hands-On Coaching	Meeting Notes	✓	✓
Office Hours	Meeting Notes		✓

Service Descriptions

Web-based Training

Consultant Responsibilities: Provide instructions to Customer on signing up for "**Web-based training**".

Customer Responsibilities: Consume the training and pass the certification exam. Each participant is limited to two certification exam attempts. Users that successfully pass the exams will receive certificates.

Evaluation and Strategy

Consultant Responsibilities: The Consultant schedules and conducts a "**Evaluation and Strategy**" workshop to review the current testing approach and governance. The Consultant distributes "**List of Special Topics**" that includes recommendations where possible to improve processes and incorporate agile methodology and testing strategy.

Customer Responsibilities: Customer provides information and documentation of previously defined processes and governance for testing. Customer ensures participation of required Customer team members during meetings and workshops.

Operating Model Review

Consultant Responsibilities: The Consultant schedules and conducts an **"Operating Model Review"** workshop to review qTest workflow configuration and custom fields.

The Consultant distributes the "**qTest Operating Model Document"**.

Customer Responsibilities: qTest Administrators, QA managers, and leads participate in the Operating Model Review workshop.

Operating Model Update & Review

Consultant Responsibilities: The Consultant schedules and conducts an **"Operating Model Update & Review"** workshop to review the Customer project, development processes, and organization. Consultant will update and review qTest workflow configuration and custom fields.

The Consultant updates and distributes the "**qTest Operating Model Document**".

Customer Responsibilities: qTest Administrators, QA managers, and leads participate in the Operating Model Update & Review workshop and review the Consultant-proposed changes.

Admin Training

Consultant Responsibilities: The Consultant distributes the "**Admin Training Document**". The Consultant schedules and conducts **"Admin Training"** session to review qTest administration. The Consultant assists the configuration of the necessary users and projects.

Customer Responsibilities: qTest Administrators and QA managers and leads participate in the Admin Training sessions.

Integration Evaluation

Consultant Responsibilities: The Consultant schedules and conducts a meeting with Customer to review **"Jira Integration"** documentation and document the Jira and qTest Mapping. The Consultant distributes the **"Jira Integration Documentation"** and **"Jira and qTest Mapping Document"**.

Customer Responsibilities: Customer ensures participation of required Customer team members during meetings and workshops.

Integration Enablement

Consultant Responsibilities: The Consultant schedules and conducts a **"Integration Enablement"** meeting with to assist Customer integration between up to one (1) Jira environment, one (1) qTest environment, and ten (10) qTest projects by providing documentation and guidance.

Customer Responsibilities: Customer provides the required resources and information related to projects and supported frameworks for Integration Enablement.

Fundamentals Training

Consultant Responsibilities: The Consultant schedules and conducts a **"Fundamentals Training"** workshop to present qTest fundamentals including test plans, requirements, test design, test execution and defects following the "**Fundamentals Training Agenda**". The objective is to enable Users in test management processes within qTest. The Consultant distributes the **"Fundamentals Training Document"**.

Customer Responsibilities: Participants complete assigned "**Web-based Training**" prior to Fundamentals Training. Participants attend the training session.

Advanced Topics Training

Consultant Responsibilities: The Consultant schedules and conducts an "**Advanced Topics Training**" workshop to present qTest fundamentals including reporting, explorer, parameters, launch, and pulse following the "**Advanced Topics Training Agenda**". The objective is to enable Users in test management processes within qTest. The Consultant distributes the **"Advanced Topics Training Document"**.

Customer Responsibilities: Participants complete assigned "**Web-based Training**" and Fundamentals Training prior to Advanced Topics Training. Participants attend the training session.

Hands-On Coaching

Consultant Responsibilities: The Consultant schedules and conducts **"Hands-On Coaching"** workshops (one in Standard package; two in Pro package), each for a maximum of 8-hours to leverage real world examples as knowledge transfer with Customer by working jointly on Test Scenarios, creating qTest Test Cases, performing Test Execution, and Q&A. The Consultant distributes meeting notes documenting what was covered in the meetings.

Customer Responsibilities: Customer provides questions, test scenarios, and Users for the Hands-On Coaching sessions. Participants attend the Hands-On Coaching sessions.

Office Hours

Consultant Responsibilities: Consultant will schedule and conduct **"Office Hours"** meetings to support Customer's transition with up to two (2) meetings, scheduled weekly, each for a maximum of 4-hours. Services will include Q&A, reviews, and trouble shooting.

The Consultant distributes "**Meeting Notes**" for each Office Hours meeting.

Customer Responsibilities: Customer publishes topics to review a minimum of 2 business days prior to the scheduled Office Hours. Customer may request to reschedule office hour sessions with a minimum of five (5) business days' notice.

2.3. Tricentis NeoLoad Service Packages

NeoLoad Service Packages		Typical Duration**
NeoLoad Pro	Enablement for up to ten (10) Users, and one (1) system under test	1 month
NeoLoad Standard*	Enablement for up to five (5) Users, and one (1) system under test	2 weeks

NeoLoad Standard Service Package includes introductory services only, does not include enablement and training and may not be suitable for all customers.

**Indication of the typical duration observed for the delivery of the service's scope; it may vary depending on availability, fulfillment of prerequisites by customer, and other factors.*

Service Deliverables

Service	Deliverables	Standard	Pro
Evaluation and Strategy	Meeting Notes	✓	✓
Requirement Analysis & Planning	Requirement Analysis, Migration & Integration Strategy Document	✓	✓
Admin Training	Admin Training Document Access and Profile Setup	✓	✓
Integration Coaching	Integration Configuration Document	One built-in integration	Two built-in integrations or one custom integration
Web-based Training	Certificates for Customer team	✓	✓
Fundamentals Training	Fundamentals Training Agenda Fundamentals Training Document	✓	✓

Advanced Topics Training	Advanced Topics Training Agenda Advanced Topics Training Document	✓	✓
Best Practices	Best Practices Documentation	✓	✓
Migration Coaching	Meeting Notes		✓
Hands-On Coaching	Meeting Notes	✓	✓
Office Hours	Meeting Notes		✓

Service Descriptions

Evaluation and Strategy

Consultant Responsibilities: The Consultant schedules and conducts **"Evaluation and Strategy"** workshop to review Customer application under test. The Consultant distributes **"Meeting Notes"**.

Customer Responsibilities: The Customer demonstrates the functionality in several scenarios in the application in scope to the Consultants and presents the prepared Test Cases in the system under test. Customer Engagement Manager, "**Infrastructure Administrators**" and "**Subject Matter Experts**" participates in the meeting.

Requirement Analysis and Planning

Consultant Responsibilities: The Consultant schedules and conducts **"Requirement Analysis and Planning"** workshops to review existing test implementation with consideration of non-functional requirements, test cases, test scenarios, test data, and test results. The Consultant develops and reviews a migration strategy to NeoLoad and Integration strategy with other feasible applications (CI tools, Functional tools and APM tools). The Consultant creates and distributes the "**Requirement Analysis, Migration & Integration Strategy Document"**.

Customer Responsibilities: Customer provides information about the existing performance test implementation participates in non-functional requirements analysis meetings and provides feedback to the Requirement Analysis, Migration & Integration Strategy Document.

Admin Training

Consultant Responsibilities: The Consultant distributes the "**Admin Training Document"**. Consultant schedules and conducts **"Admin Training"** session to review Administration and Configuration with up to two (2) administrators.

The Consultant reviews the Admin section of NeoLoad with Users. Users will be given instructions for setting up projects within NeoLoad, creating workspaces, managing, and maintaining Users access to the environment.

The Consultant assists the configuration of the necessary Users and projects required for Training/Coaching within NeoLoad.

Customer Responsibilities: Administrators and QA managers and leads participate in the Admin Training sessions.

Integration Coaching

Consultant Responsibilities: The Consultant schedules and conducts requirements analysis sessions to understand the integration requirements. The Consultant will coach **("Integration Coaching")** Customer in built-in NeoLoad integrations, custom NeoLoad Web integrations, or custom NeoLoad SDK developed integrations. The Consultant distributes **"Integration Configuration Document"**.

Customer Responsibilities: Administrators in the Integration Coaching sessions.

Web-based Training

Consultant Responsibilities: Activate online, self-paced training (**"Web-based Training "**) for Customer.

Customer Responsibilities: Provide a list of names and email addresses of Users to be activated for the trainings. Consume the training and pass the certification exam. Each participant is limited to two certification exam attempts. Given the exams are successfully passed, the Users receive **"Certificates"**.

Fundamentals Training

Consultant Responsibilities: The Consultant schedules and conducts **"Fundamentals Training"** workshops to present NeoLoad automation fundamentals following the "**Fundamentals Training Agenda**". The objective is to enable Users in developing NeoLoad test scripts while employing best practice methodologies. The Consultant distributes the **"Fundamentals Training Document"**.

Customer Responsibilities: Participants complete assigned Web-based Training prior to Fundamentals Training. Participants attend the training session.

Advanced Topics Training

Consultant Responsibilities: The Consultant schedules and conducts **"Advanced Topics Training"** workshops to present NeoLoad automation fundamentals following the "**Advanced Topics Training Agenda**". The objective is to enable Users in developing NeoLoad test scripts while employing best practice methodologies. The Consultant distributes the **"Advanced Topics Training Document"**.

Customer Responsibilities: Participants complete assigned Web-based Training and Fundamentals training prior to Advanced Topics Training. Participants attend the training session.

Best Practices

Consultant Responsibilities: The Consultant schedules and conducts a **"Best Practices"** workshop to assist Users by providing best practices and working real-world examples as knowledge transfer by working jointly with the Customer to implement best practices. The Consultant creates and distributes the "**Best Practices Documentation"**.

Customer Responsibilities: Participants complete assigned Web-based Training, Fundamentals Training, and Advanced topics Training prior to Best Practices. Participants attend the Best Practices workshop.

Migration Coaching

Consultant Responsibilities: The Consultant schedules and conducts meeting to understand requirements and migration objectives from existing performance testing. Coaching on how Customer can efficiently migrate to NeoLoad with inhouse tools, best-practices, and templates (**"Migration Coaching"**).

Customer Responsibilities: Participants complete assigned "Web-based Training", Fundamentals Training and Best Practices prior to Migration Coaching. Participants attend the Migration Coaching workshop.

Hands-On Coaching

Consultant Responsibilities: The Consultant schedules and conducts one (1) **"Hands-On Coaching"** workshop, for a maximum of 8-hours to leverage real world examples as knowledge transfer with Customer by working jointly on Test Cases targeting the application in scope.

Customer Responsibilities: Customer provides required infrastructure questions, Test Scenarios, and Users for the coaching sessions. Participants complete assigned "Web-based Training", Fundamentals Training and Best Practices prior to Hands-On Coaching. Participants attend the Hands-On Coaching session.

Office Hours

Consultant Responsibilities: Consultant will schedule and conduct **"Office Hours"** meetings to support Customer transition with up to one (1) meeting, for a maximum of 4-hours. Services will include Q&A, reviews, and trouble shooting.

The Consultant distributes "**Meeting Notes**" for each Office Hours meeting.

Customer Responsibilities: Customer publishes topics to review a minimum of 2 business days prior. Customer may request to reschedule Office Hour sessions with a minimum of five (5) business days' notice.

2.4. Tricentis LiveCompare Service Packages

LiveCompare Service Packages		Typical Duration*
LiveCompare Pro	Enablement for up to ten (10) Users, and one (1) system under test	1 month

Indication of the typical duration observed for the delivery of the service's scope; it may vary depending on availability, fulfillment of prerequisites by customer, and other factors.

Service Deliverables

Service	Deliverables	Pro
Web-based Training	Instructions for training sign-up	✓
LiveCompare Scoping and Requirements	Meeting Notes	✓
Operating Model Update & Review	LiveCompare Operating Model Document	✓
Admin Training	Admin Training Document	✓
LiveCompare Configuration and Integration	LiveCompare Design Document Repository Configuration Document LiveCompare Integration Document	✓
Sample Impact Analysis	Sample Impact Analysis Scenarios	✓
Fundamentals Training	Fundamentals Training Agenda Fundamentals Training Document	✓

Service	Deliverables	Pro
Hands-On Coaching	Meeting Notes	✓
Office Hours	Meeting Notes	✓

Service Descriptions

Web-based Training

Consultant Responsibilities: Provide instructions to Customer on signing up for "**Web-based Training**".

Customer Responsibilities: Consume the training and pass the certification exam. Each participant is limited to two certification exam attempts. Given the exams are successfully passed, the Users receive certificates.

LiveCompare Scoping and Requirements

Consultant Responsibilities: The Consultant schedules and conducts a **"LiveCompare Scoping and Requirements"** workshop with Customer to review Customer's use of SAP, SAP's release plans, and testing strategy with LiveCompare's capabilities. This will support defining the LiveCompare engagement scoping and requirements.

Customer Responsibilities: The Customer documents and shares Customer's SAP architecture, functionality, release plans, and testing approach. The Customer will demonstrate implemented SAP functionality to the Consultant. The Customer ensures participation of required participants in the workshop.

Operating Model Update & Review

Consultant Responsibilities: The Consultant schedules and conducts **"Operating Model & Review"** workshops to review Customer's system architecture, SDLC, organization and team skills. The Consultant distributes the "**LiveCompare Operating Model."**

Customer Responsibilities: LiveCompare and SAP administrators, managers and leads participate in the Operating Model Update & Review sessions.

Admin Training

Consultant Responsibilities: The Consultant distributes the "**Admin Training Document"**. The Consultant schedules and conducts **"Admin Training"** sessions to review LiveCompare administration to create users, RFC's, Schedule PHD and navigate LiveCompare's Configuration settings. The Consultant assists the configuration of the necessary users and projects.

Customer Responsibilities: LiveCompare and SAP administrators, managers and leads participate in the Admin Training sessions.

LiveCompare Configuration and Integration

Consultant Responsibilities: The Consultant schedules and conducts meeting to support Customer with software integration and configuration of One (1) LiveCompare Server and the required licensing components in the Customer environment.

Initial configuration may include:

- Setup of Remote Function Call, RFC, Destinations
- Development of a sustainable project structure within LiveCompare that supports organizational growth
- Collection and scheduling of Performance History Data, PHD
- Execution of Create Object Links Cache, COLC
- Download Implementation Guide, IMG, Structure for RFCs
- Collection and scheduling of the Daily Usage Audit
- Assist integration with Test Case Repository
- Assist integration with other customer tools
- Creation of governance practices and a foundation for proper LiveCompare App promotion within the LiveCompare landscape

The Consultant creates and distributes the "**LiveCompare Design Document**", "**Repository Configuration Document**", "**LiveCompare Integration Document**".

Customer Responsibilities: The Customer provides required resources (Customer Systems, specialists, network access, SAP BASIS, etc.) to enable the integration, and configuration. 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 ensures LiveCompare Transports and Authorizations are sent and set up by the BASIS team in respective RFC Destinations.

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

Sample Impact Analysis

Consultant Responsibilities: LiveCompare's Impact app will be used as an initial usage candidate. Support Customer in identifying participants for up to two (2) Process for **"Sample Impact Analysis"**.

Review the customer's Software Development Life Cycle (SDLC) and the impact application to define potential areas to interweave LiveCompare results into the SDLC. This may include the creation of a high-level process flow document to act as a guide.

Customer Responsibilities: Provide access to and availability of the required infrastructure and/or tools to enable LiveCompare application execution to Consultant. Ensure required personnel participates in workshops. Provide test data to execute the selected application as well as test Users with required permissions in various systems (RFC Destinations).

Fundamentals Training

Consultant Responsibilities: The Consultant schedules and conducts **"Fundamentals Training"** workshops to present LiveCompare automation fundamentals following the "**Fundamentals Training Agenda**". The objective is to enable Users to develop Impact Analysis while employing best practice methodologies. The Consultant distributes the **"Fundamentals Training Document"**.

Hands-On Coaching

Consultant Responsibilities: The Consultant schedules and conducts three (3) **"Hands-On Coaching"** workshops, each for a maximum of 8-hours to leverage real world examples as knowledge transfer with Customer by working jointly on Test Cases targeting the application in scope. The Consultant distributes **"Meeting Notes"** documentation.

Customer Responsibilities: Ensure required personnel participates in coaching sessions. Provide access to and availability of the required infrastructure and/or tools to enable Hands-On Coaching.

Office Hours

Consultant Responsibilities: Consultant will schedule and conduct **"Office Hours"** meetings to support Customer transition with up to four (4) meetings, scheduled weekly, each for a maximum of 4-hours. Services will include Q&A, reviews, and trouble shooting.

The Consultant distributes "Meeting Notes" for each Office Hours meeting.

Customer Responsibilities: Customer publishes topics to review a minimum of 2 business days prior. Customer may request to reschedule office hour sessions with a minimum of five (5) business days' notice.

2.5. Tricentis Testim Service Packages

Testim Service Packages		Typical Duration*
Testim Pro	Enablement for up to ten (10) Users, and one (1) system under test	2 weeks
Testim Starter	Introduction for up to five (5) Users	1 week

Indication of the typical duration observed for the delivery of the service's scope; it may vary depending on availability, fulfillment of prerequisites by customer, and other factors.

Service Deliverables

Service	Description	Starter	Pro
Fundamentals Training	Enable users to create efficient Testim test cases and develop their automation skills	✓	✓
Evaluation and Strategy	Conduct workshop to review Customer's application and documented test cases		✓
Sample Test Case Automation	Create sample automated test cases		✓
Sample Mobile Test Case Automation	Create sample automated test cases for mobile testing		✓
Coaching Sessions	Knowledge transfer by working jointly on test cases	✓	✓
Office Hours	Q&A, reviews, and troubleshooting	✓	✓

Service Descriptions

Fundamentals Training

Consultant Responsibilities: The Consultant schedules and conducts a **"Fundamentals Training"** workshop to present Testim automation fundamentals and best practices following the "**Fundamentals Training Agenda**". The objective is to enable users to create efficient Testim test cases and to develop their automation skills. The Consultant distributes the **"Fundamentals Training Document"**.

Customer Responsibilities: Participants attend the training session.

Evaluation and Strategy

Consultant Responsibilities: The Consultant schedules and conducts an **"Evaluation and Strategy"** workshop to review Customer's application under test and Customer's documented test cases. The Consultant distributes **"Test Strategy Document"**.

Customer Responsibilities: The Customer demonstrates the functionality in several scenarios for the application in scope to the Consultants and presents the prepared test cases in the system under test. The Customer's Engagement Manager and Subject Matter Experts participate in the meeting.

Sample Test Case Automation

Consultant Responsibilities: The Consultant creates automated test cases (**"Sample Test Cases"**) by automating sample test case subsets as provided by the Customer for one (1) application under test. The objective is to demonstrate automation best practices for the Customer to build upon and complete fully automated test cases, test scenarios, and test suites.

The Sample Test Cases will help demonstrate best practices including folder structures, test scenarios, test cases, modules, test configuration parameters, test data, and naming conventions.

Up to five (5) Sample Test Cases with a maximum of twenty-five (25) steps will be created.

Customer Responsibilities: The Customer provides access to the required infrastructure and tools to enable the Consultant to create sample automated test cases. 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 test cases and test data.

Sample Mobile Test Case Automation

Consultant Responsibilities: The Consultant creates automated test cases using Testim Mobile testing capabilities ("Sample Mobile Test Cases") by automating sample test case subsets as provided by the Customer for one (1) application under test. The objective is to demonstrate automation best practices for the Customer to build upon and complete fully automated test cases for Testim Mobile.

The Sample Mobile Test Cases will help demonstrate best practices including folder structures, test scenarios, test cases, modules, test configuration parameters, test data, and naming conventions.

Up to five (5) Sample Mobile Test Cases with a maximum of twenty-five (25) steps will be created.

Customer Responsibilities**:** The Customer provides access to the required infrastructure and tools to enable the Consultant to create sample automated test cases. 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 test cases and test data.

Coaching Sessions

Consultant Responsibilities: The Consultant schedules and conducts three (3) **"Coaching Session"** meetings, each for a maximum of 4 hours to leverage real world examples as knowledge transfer with Customer by working jointly on test cases targeting the application in scope.

The Consultant distributes "**Meeting Notes**" for each Coaching Session meeting.

Customer Responsibilities: Participants complete Fundamentals Training prior to Coaching Sessions.

Office Hours

Consultant Responsibilities: Consultant will schedule and conduct **"Office Hours"** meetings to support Customer transition with up to four (4) meetings, scheduled weekly, each for a maximum of 2 hours. Services will include Q&A, reviews, and troubleshooting.

The Consultant distributes "**Meeting Notes**" for each Office Hours meeting.

Customer Responsibilities: Customer publishes topics to review a minimum of 2 business days prior. Customer may request to reschedule office hour sessions with a minimum of five (5) business days' notice.

2.6. Tricentis Testim Add-On Service Packages

Testim Add-On Service Packages		Typical Duration*
Testim Advanced	Provide support for test cases creation by enabling advanced test case design techniques	2 weeks
Testim Test Project Migration	Provide support for the migration from Test Project (support is limited to 5 Test Project test cases as explained below)	2 weeks

Indication of the typical duration observed for the delivery of the service's scope; it may vary depending on availability, fulfillment of prerequisites by customer, and other factors.

Service Deliverables

Service	Deliverables	Advanced	Test Project
Identity Test Project test cases to import	Meeting Notes		✓
Create Groups in Testim	5 Groups		✓
Create Test Project tests in Testim leveraging groups	Up to 30 sample automated test cases		✓
Custom Actions Workshop	Workshop	✓	
Office Hours	Meeting Notes	✓	✓

Service Descriptions

Identify Test Project test cases to import

Consultant Responsibilities: The Consultant schedules and conducts a workshop to identify (5) five low to medium in complexity Test Project (TP) test cases to import into Testim. The objective is to cover various test cases to enable the customer to pursue the migration effort with various samples.   The Consultant shares the **"Meeting Notes"**.

Customer Responsibilities: Participants attend the session and share TP access.

Create Groups in Testim

Consultant Responsibilities: The Consultant creates up to (5) groups in Testim. This will demonstrate how groups can be the basis object that then can be reused to scale test case creation in the future.

Customer Responsibilities: The Customer provides access to the required infrastructure and tools to enable the Consultant to perform the Consultant Responsibilities. 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 test cases and test data. The Customer will also create TP in Testim leveraging groups.

Create Test Project tests in Testim leveraging Groups

Consultant Responsibilities: The Consultant creates up to (30) thirty sample automated test cases (**"Test Cases"**) by automating test cases using groups. The objective is to show how to leverage groups to create many test cases.

The Test Cases will help demonstrate best practices including folder structures, test scenarios, test cases, modules, test configuration parameters, test data, and naming conventions.

Up to thirty (30) sample Test Cases with a maximum of twenty-five (25) steps will be created.

Customer Responsibilities: The Customer provides access to the required infrastructure and tools to enable the Consultant to perform the Consultant Responsibilities. 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 test cases and test data.

Custom Actions Workshop

Consultant Responsibilities: The Consultant schedules and conducts one workshop to present Custom Actions. The objective is to show the Customer how to use customization in test cases creation.

Customer Responsibilities: The Customer provides access to the required infrastructure and tools to enable the Consultant to perform the Consultant Responsibilities. 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 test cases and test data.

Office Hours

Consultant Responsibilities: Consultant will schedule and conduct **"Office Hours"** meetings to support Customer transition with up to four (4) meetings, scheduled weekly, each for a maximum of 2 hours. Services will include Q&A, reviews, and troubleshooting.

The Consultant distributes "**Meeting Notes**" for each Office Hours meeting.

Customer Responsibilities: Customer publishes topics to review a minimum of 2 business days prior. Customer may request to reschedule office hour sessions with a minimum of five (5) business days' notice.

2.7. Tricentis TTA Service Packages

TTA Service Packages		Typical duration*
TTA Pro	Enablement for up to ten (10) Users, and one (1) system under test	2 weeks
TTA Starter	Introduction for up to five (5) Users	1 week

Indication of the typical duration observed for the delivery of the service's scope; it may vary depending on availability, fulfillment of prerequisites by customer, and other factors.

Service Deliverables

Service	Deliverables	Starter	Pro
Configuration	Configuration Document	✓	✓
Admin Training	Admin Training Document	✓	✓
Evaluation and Strategy	Test Strategy Document		✓
Sample Test Case Automation	Sample Test Cases		✓
Coaching Sessions	Meeting Notes	✓	✓
Office Hours	Meeting Notes		✓

Service Descriptions

Configuration

Consultant Responsibilities: The Consultant schedules and conducts a workshop to guide and coach the Customer team in configuration of TTA software with the Customer testing systems.

The Consultant creates and distributes the "Configuration document".

Customer Responsibilities: The required Customer team members participate in meetings. The Customer provides access to the required infrastructure and tools to enable the Consultant to perform the Consultant Responsibilities.

Admin Training

Consultant Responsibilities: The Consultant schedules and conducts up to two **"Admin Training"** sessions to present TTA automation features and best practices following the "**Admin Training Agenda**". The objective is to introduce the users to the platform to enable them with fundamental concepts to create efficient TTA test cases and develop their automation skills. The Consultant distributes the "Admin Training document".

Customer Responsibilities: Participants attend the training session. The Customer provides access to the required infrastructure and tools to enable the Consultant to perform the Consultant Responsibilities.

Evaluation and Strategy

Consultant Responsibilities: The Consultant schedules and conducts an "**Evaluation and Strategy**" workshop to review Customer's application under test and Customer's documented test cases. The Consultant distributes "**Test Strategy Document**".

Customer Responsibilities: The Customer demonstrates the functionality in several scenarios for the application in scope to the Consultants and presents the prepared test cases in the system under test. The Customer's Engagement Manager and Subject Matter Experts participate in the meeting.

Sample Test Case Automation

Consultant Responsibilities: The Consultant creates automated test cases (**"Sample Test Cases"**) by automating sample test case subsets as provided by the Customer for one (1) application under test. The

objective is to demonstrate automation best practices for the Customer to build upon towards Customer completing fully automated test cases, test scenarios, and test suites.

The Sample Test Cases will help demonstrate best practices including folder structures, test scenarios, test cases, modules, test configuration parameters, test data, and naming conventions.

Up to five (5) Sample Test Cases with a maximum of twenty-five (25) steps will be created.

Customer Responsibilities: The Customer provides access to the required infrastructure and tools to enable the Consultant to perform the Consultant Responsibilities. 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 test cases and test data.

Coaching Sessions

Consultant Responsibilities: The Consultant schedules and conducts three (3) **"Coaching Session"** meetings, each for a maximum of 4 hours to leverage real world examples as knowledge transfer with Customer by working jointly on test cases targeting the application in scope.

The Consultant distributes **"Meeting Notes"** for each Coaching Session meeting.

Customer Responsibilities: Participants complete Fundamentals Training prior to Coaching Sessions.

Office Hours

Consultant Responsibilities: Consultant will schedule and conduct **"Office Hours"** meetings to support Customer transition with up to four (4) meetings, scheduled weekly, each for a maximum of 2 hours. Services will include Q&A, reviews, and troubleshooting.

The Consultant distributes "**Meeting Notes**" for each Office Hours meeting.

Customer Responsibilities: Customer publishes topics to review a minimum of 2 business days prior. Customer may request to reschedule office hour sessions with a minimum of five (5) business days' notice.

2.8. Tricentis TTA for Salesforce Service Packages

TTA Service Packages		Typical duration*
TTA for Salesforce Pro	Enablement for up to ten (10) Users, and one (1) system under test	2 weeks
TTA for Salesforce Starter	Introduction for up to five (5) Users	1 week

Indication of the typical duration observed for the delivery of the service's scope; it may vary depending on availability, fulfillment of prerequisites by customer, and other factors.

Service Deliverables

Service	Deliverables	Starter	Pro
Configuration	Configuration Document	✓	✓
Admin Training	Admin Training Document	✓	✓

Evaluation and Strategy	Test Strategy Document		✓
Sample Test Case Automation	Sample Test Cases		✓
Coaching Sessions	Meeting Notes	✓	✓
Office Hours	Meeting Notes		✓

Service Descriptions

Configuration

Consultant Responsibilities: The Consultant schedules and conducts a workshop to guide and coach the Customer team in configuration of TTA software with the Customer testing systems.

The Consultant creates and distributes the "Configuration Document".

Customer Responsibilities: The required Customer team members participate in meetings. The Customer provides access to the required infrastructure and tools to enable the Consultant to perform the Consultant Responsibilities.

Admin Training

Consultant Responsibilities: The Consultant schedules and conducts up to two **"Admin Training"** sessions to present TTA automation features and best practices following the "**Admin Training Agenda**". The objective is to introduce the users to the platform to enable them with fundamental concepts to create efficient TTA test cases and develop their automation skills. The Consultant distributes the "Admin Training document".

Customer Responsibilities: Participants attend the training session. The Customer provides access to the required infrastructure and tools to enable the Consultant to perform the Consultant Responsibilities.

Evaluation and Strategy

Consultant Responsibilities: The Consultant schedules and conducts an "**Evaluation and Strategy**" workshop to review Customer's application under test and Customer's documented test cases. The Consultant distributes "**Test Strategy Document**".

Customer Responsibilities: The Customer demonstrates the functionality in several scenarios for the application in scope to the Consultants and presents the prepared test cases in the system under test. The Customer's Engagement Manager and Subject Matter Experts participate in the meeting.

Sample Test Case Automation

Consultant Responsibilities: The Consultant creates automated test cases (**"Sample Test Cases"**) by automating sample test case subsets as provided by the Customer for one (1) application under test. The objective is to demonstrate automation best practices for the Customer to build upon towards Customer completing fully automated test cases, test scenarios, and test suites.

The Sample Test Cases will help demonstrate best practices including folder structures, test scenarios, test cases, modules, test configuration parameters, test data, and naming conventions.

Up to five (5) Sample Test Cases with a maximum of twenty-five (25) steps will be created.

Customer Responsibilities: The Customer provides access to the required infrastructure and tools to enable the Consultant to perform the Consultant Responsibilities. 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 test cases and test data.

Coaching Sessions

Consultant Responsibilities: The Consultant schedules and conducts three (3) **"Coaching Session"** meetings, each for a maximum of 4-hours to leverage real world examples as knowledge transfer with Customer by working jointly on test cases targeting the application in scope.

The Consultant distributes **"Meeting Notes"** for each Coaching Session meeting.

Customer Responsibilities: Participants complete Fundamentals Training prior to Coaching Sessions.

Office Hours

Consultant Responsibilities: Consultant will schedule and conduct **"Office Hours"** meetings to support Customer transition with up to four (4) meetings, scheduled weekly, each for a maximum of 2 hours. Services will include Q&A, reviews, and troubleshooting.

The Consultant distributes "**Meeting Notes**" for each Office Hours meeting.

Customer Responsibilities: Customer publishes topics to review a minimum of 2 business days prior. Customer may request to reschedule office hour sessions with a minimum of five (5) business days' notice.

2.9. Tricentis On-Premise Implementation Packages

One-Time Implementation Packages*	
Tosca On-Premise One-Time Implementation**	Provides one-time on-premise Installation Services for the Tosca Server for up to one (1) Deployment or Update for one (1) **"Customer Testing System"**
LiveCompare On-Premise One-Time Implementation**	Provides one-time on-premise Installation Services for LiveCompare for up to one (1) Deployment or Update for one (1) Customer Testing System
Subscription Implementation Packages*	
Tosca Plus On-Premise Implementation Subscription	Provides on-premise Installation Services for Tosca for up to two (2) aggregate Deployments or Updates, for one (1) lower Customer Testing System and one (1) production Customer Testing System, for a term of 12 months. Total of four (4) aggregate Deployments/Updates (2 for lower Customer Testing System and 2 for production Customer Testing System).
Tosca Core On-Premise Implementation Subscription	Provides on-premise Installation Services for Tosca for up to one (1) Deployment or Update, for one (1) lower Customer Testing System and one (1) production Customer Testing System, for a term of 12 months. Total of two (2) aggregate Deployments/Updates (1 for lower Customer Testing System and 1 for production Customer Testing System).

qTest On-Premise Prime Implementation Subscription	Provides on-premise Installation Services for qTest for up to two (2) aggregate Deployments or Updates, for one (1) lower Customer Testing System and one (1) production Customer Testing System, for a term of 12 months. Total of four (4) aggregate Deployments/Updates (2 for lower Customer Testing System and 2 for production Customer Testing System).
qTest On-Premise Plus Implementation Subscription	Provides on-premise Installation Services for qTest for up to two (2) aggregate Deployments or Updates, for one (1) lower Customer Testing System and one (1) production Customer Testing System, for a term of 12 months. Total of four (4) aggregate Deployments/Updates (2 for lower Customer Testing System and 2 for production Customer Testing System).
qTest On-Premise Core Implementation Subscription	Provides on-premise Installation Services for qTest for up to two (2) aggregate Deployments or Updates, for one (1) lower Customer Testing System and one (1) production Customer Testing System, for a term of 12 months. Total of four (4) aggregate Deployments/Updates (2 for lower Customer Testing System and 2 for production Customer Testing System).
NeoLoad On-Premise Implementation Subscription	Provides on-premise Installation Services for NeoLoad for up to two (2) aggregate Deployments or Updates, for one (1) lower Customer Testing System and one (1) production Customer Testing System, for a term of 12 months. Total of four (4) aggregate Deployments/Updates (2 for lower Customer Testing System and 2 for production Customer Testing System).
LiveCompare Plus On-Premise Implementation Subscription	Provides on-premise Installation Services for LiveCompare for up to two (2) aggregate Deployments or Updates, for one (1) lower Customer Testing System and one (1) production Customer Testing System, for a term of 12 months. Total of four (4) deployments (2 for lower Customer Testing System and 2 for production Customer Testing System).
LiveCompare Core On-Premise Implementation Subscription	Provides on-premise Installation Services for LiveCompare for up to one (1) Deployment or Update, for one (1) lower Customer Testing System and one (1) production Customer Testing System, for a term of 12 months. Total of two (2) aggregate Deployments/Updates (1 for lower Customer Testing System and 1 for production Customer Testing System).

*All On-Premise Subscription Implementation Packages & One-Time Implementation Packages will be performed remotely.

**One-Time Implementation Packages include introductory services only, do not include enablement and training and may not be suitable for all customers.

Service Deliverables

Each of the On-Premise Implementation Packages include the following:

Service	Deliverables
System Architecture Review	Written System Architecture Requirements
Schedule Deployment or Update	Meeting Notes
Publish Release Notes	Release Notes
Deploy Or Update Software	Workshops

Service Descriptions

System Architecture Review

Services are limited to two Customer **"Testing System Environments"**, one "**lower Customer Testing System"** such as "Development" **("DEV")** or **"User Acceptance Testing Test"** (**"UAT"**), and one **"production Customer Testing System"** (**"PROD"**).

Consultant Responsibilities: The Consultant schedules and conducts a meeting with Customer to review **"System Architecture Requirements"**.   The Consultant distributes the System Architecture Requirements.

Customer Responsibilities: Customer will identify one lower Customer Testing System and one production Customer Testing System. Customer will publish system configuration and system network architecture for both Customer Testing Systems.

Customer Engagement Manager, and Customer "**System Administrators**" and "**Subject Matter Experts**" participate in the meeting.

Schedule Deployment or Update

Consultant Responsibilities: The Consultant will coordinate with Customer resources to help schedule deployment or update activities and will endeavor to help plan a maintenance window that avoids impactful downtime. In the event of a delay in Deployment or Update, unforeseen circumstances, or technical difficulty, the activity will be rescheduled under the same guidelines. The Consultant distributes "**Meeting Notes**".

Customer Responsibilities: Ensure the required Customer team members actively participate in the Deployment / Update and lead their respective areas. Provide a minimum of five (5) business days' notice to reschedule Deployment / Update.

Publish Release Notes

Consultant Responsibilities: The Consultant will provide the product "**Release Notes**" in advance of the scheduled Deployment or Update activities and will help communicate in advance any infrastructure related changes required for the Deployment or Update.

Customer Responsibilities: The Customer provisions, installs, and configures all infrastructure, networks, security systems, operating systems, and third-party software to satisfy the Release Notes.

Deploy or Update Software

Consultant Responsibilities: The Consultant will coordinate with Customer resources to help schedule and provide guidance with respect to Customer deploying and configuring the necessary Tricentis software on the Customer Testing Systems.

Each Deployment/Update is capped at a maximum of 16 hours of work by the Consultant (including all workshops). A request for additional services beyond this timeframe will require a written and signed **"Custom Services Order"**.

Services Out of Scope for Consultant:

- Recompilation of customizations, custom extensions, or libraries

- Updating testing artifacts such as modules, scripts, test cases
- Database migrations
- Data integrations
- CI/CD Pipeline integrations
- System, security, or networking infrastructure updates or configuration

Customer Responsibilities: The Customer provides required resources (Customer Testing Systems, specialists, network access, etc.) and conducts the set up and installation. The Customer provides licenses for 3rd party tools required during delivery of the Service Package (such as MS Office or MS Visual Studio or others). The Customer provides access to the required infrastructure and tools to enable the Consultant to perform the Consultant Responsibilities. The required Customer team members participate in meetings.

The Customer provisions, installs, and configures all infrastructure, networks, security systems, operating systems, and third-party software to satisfy the "**System Architecture Requirements**".

2.10. Tricentis Tosca Connect Service Package

Tosca Connect Service Package		Typical Duration*
Tosca Connect Pro	Integration between either Tosca or qTest and two (2) "Target Repositories"	2 weeks

Indication of the typical duration observed for the delivery of the service's scope; it may vary depending on availability, fulfillment of prerequisites by customer, and other factors.

Service Deliverables
This Service Package is an enablement services package to install and configure Tosca Connect. Services are delivered by up to twenty (20) scheduled sessions, each session for a maximum of 2-hours.

Sessions may include the following Services:

Service	Deliverables	Pro
Self-Paced Training	Instructions for training sign-up	✓
Architecture Review	Tosca Connect Requirements	✓
Requirements Review	Tosca Connect Requirement Review Documentation	✓
Installation	Meeting Notes	✓
Integration	Tosca Connect Setup and Implementation Documentation	✓
Hands-On Coaching	Meeting Notes	✓

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.

https://docs.tasktop.com/content/tosca-connect-supported-repositories

Service Description

Self-paced Training

Consultant Responsibilities: Provide **"Instructions"** to Customer on signing up for "**Self-paced Training**".

Customer Responsibilities: Consume the Self-paced Training and pass the certification exam. Each participant is limited to two certification exam attempts. Given the exams are successfully passed, the Users receive certificates.

Architecture Review

Consultant Responsibilities: The Consultant schedules and conducts a meeting with Customer to review **"Tosca Connect Requirements"**.   The Consultant distributes the "**Tosca Connect Requirements**".

Customer Responsibilities: Customer will identify one Customer Testing System. Customer will publish system configuration and system network architecture for both Customer Testing Systems.

Customer Engagement Manager, "**System Administrators**" and "**Subject Matter Experts**" participate in the meeting.

Requirements Review

Consultant Responsibilities: The Consultant conducts **"Requirements Review"** 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 Review Documentation"**.

Customer Responsibilities: Customer provides information about the Third-Party Software, required software licenses, and participates in Requirements Review sessions. 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**".

Installation and Integration

Consultant Responsibilities: The Consultant schedules and conducts up **"Installation and Integration"** sessions. The Installation and Integration sessions include:

- Installation of Tosca Connect on one (1) Customer Testing System.
- Integration of either Tosca or qTest with up to two (2) "Target Repositories"
- 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

The Consultant creates and distributes the **"Meeting Notes"** and **"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.

Hands-On Coaching

Consultant Responsibilities: The Consultant schedules and conducts two (2) **"Hands-On Coaching"** meetings, each for a maximum of 2-hours to provide specialized coaching to ensure Customer team is familiar with the Tosca Connect component and can support and maintain the integration. The Consultant distributes **"Meeting Notes"** for the two (2) meetings.

Customer Responsibilities: Tosca Administrators participate in the Hands-On Coaching sessions.

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

2.11. qTest Validation Service Package

qTest Validation Service Package		Typical Duration*
qTest Validation	Facilitating Customer's validation of qTest as a software test management tool.	4 weeks

Indication of the typical duration observed for the delivery of the service's scope; it may vary depending on availability, fulfillment of prerequisites by customer, and other factors.

Service Deliverables

This Service Package facilitates Customer's validation of qTest as a software test management tool, for customers that follow **Good Practice (GxP)** guidelines. The expected outcome would be a **Test Summary Report** on the Customer-approved User Requirement Specifications.

Typical sessions include the following Services (but may not include all of the below):

Service	Deliverables	qTest Validation package
Engagement Kick-off	Kick-off Presentation	✓
User Requirement Specifications	Meeting to review Customer-approved User Requirement Specifications	✓
qTest Configuration	Configuration List	✓

Test Validation Execution	Test results	✓
Test Summary Report	Test Summary Report	✓
UAT and Validation Support	Engagement Wrap-Up Document	✓
Engagement Management	Meeting Minutes	✓

Service Description

Engagement Kick-off

Consultant Responsibilities: The Consultant prepares and conducts a remote "**Engagement Kick-off"** meeting with Customer to present the scope of services, engagement plan, the Customer and Consultant teams and their respective 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.

User Requirement Specifications

Consultant Responsibilities: The Consultant meets with the Customer to review Customer's User Requirement Specifications which are approved by Customer.

Customer Responsibilities: The Customer provides and approves User Requirement Specifications.

qTest Test Configuration

Consultant Responsibilities: The Consultant conducts a meeting to present available test configurations in qTest applications and reviews them with Customer to specify configurations required for the Customer's qTest environment, eg. User Profiles, Permissions, and Field Settings, and then Consultant prepares a Configuration List.

Customer Responsibilities: The Customer joins the qTest configuration meetings and reviews which configurations are required for Customer's qTest environment, and also approves the Configuration List.

The Configuration List may be updated by repeating the above procedure.

Test Validation Execution

Consultant Responsibilities: The Consultant tests the Customer's User Requirement Specifications and provides test results.

Customer Responsibilities: The Customer must review the test results and provide feedback.

Test Summary Report

Consultant Responsibilities: The Consultant provides a **"Test Summary Report"** after completing the Test Validation Execution and receiving Customer's feedback. The Test Summary Report includes main sections, such as Validation Purpose, Validation Scope, Test Validation Requirements, and Test Result Summary.

Customer Responsibilities: The Customer will review and approve (with sign-off) the Test Summary Report.

UAT and Validation Support

Consultant Responsibilities: Once the Test Validation Execution is completed and the Test Summary Report is provided to Customer, the Consultant creates and distributes an Engagement Wrap-Up Document.

Customer Responsibilities: The Customer must perform all UAT within 10 business days of receiving the Test Summary Report including raising any issues, concerns, or defects.

Engagement Management

Consultant Responsibilities: Engagement occurs throughout the service time. Consultant will appoint an "**Engagement Manager**" as a single point of contact for Customer and the Engagement Manager will prepare and conduct the **Engagement Kick-off**. Consultant will invite Customer to a regular "**Touch Point Meeting**" to discuss the delivery (progress and status) as well as the consumption progress of the Service Package. Consultant will provide "**Meeting Minutes**" for the **Touch Point Meetings**.

Customer Responsibilities: Participate in the regular "**Touch-Point Meetings**". Contribute to the creation and update of the "**Meeting Minutes**" and any related documents.

Out of Scope

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

- Development by Consultant of automated installation or configuration scripts of Tricentis software.
- Any validation outside of qTest's specifications
- Any non-Tricentis Test suite or software QA related work
- Product enhancements

2.12. Advisory Services Subscription Packages

Advisory Services Subscription Packages	
Tactical Advisory Services	An ongoing subscription service with a minimum term of 12 months, focused on elevating the maturity levels of the Customer's testing teams. This package is most effective for up to five (5) teams with each team including up to five (5) testers.
Strategic Advisory Services	An ongoing subscription service with a minimum term of 12 months, focused on elevating the maturity levels of the Customer's testing strategy and the maturity levels of its testing teams. This package is most effective for up to twelve (12) teams with each team including up to five (5) testers.

A team of Tricentis consultants led by an Advisor (collectively, "Consultant") will work with the Customer to optimize the use of Tricentis products and help improve the organization's testing practices. Consultant will use the Tricentis Transformation methodology to help mature the Customer's testing practices at the tactical (included in "**Tactical Advisory Services**" and "**Strategic Advisory Services**" subscription packages) and strategic (included in "**Strategic Advisory Services**" subscription package) level. Consultant will leverage the Tricentis Transformation platform (https://ctma.tricentis.com) to

perform their activities. At the end of each 12-month subscription term, the service package will reset, and any unused services will not be carried over.

Service Deliverables

Advisory Services Subscription Packages only include the services and corresponding quantities of each service (per each 12-month subscription term) as defined in the table and Service Descriptions below.

Service	Deliverables	Tactical	Strategic
On-site visit	Action item summary		√ (max 4)
Team-level objectives and plan	Team report	√ (max 5)	√ (max 12)
Vision and objectives workshop	Objectives summary		√ (max 1)
Maturity assessment	Team report	√ (max 5)	√ (max 12)
Capability gap analysis	Executive report		√ (max 1)
Benchmarking	Executive report		√ (max 1)
Health check	Recommendations summary	√ (max 2)	√ (max 4)
Support ticket analysis	Recommendations summary	√ (max 1)	√ (max 1)
Operating model review	Recommendations summary		√ (max 1)
System under test deep-dive	Recommendations summary	√ (max 3)	√ (max 3)
Strategic roadmap	Timeline with actions and milestones		√ (max 1)
Team-level capabilities workshop	Training documentation	√ (max 5)	√ (max 5)
Team-level capabilities coaching session	Recommendations summary	√ (max 25)	√ (max 25)
Enterprise-level test strategy workshop	Training documentation		√ (max 3)
Enterprise-level test strategy coaching session	Recommendations summary		√ (max 12)
Business review workshop	Progress report; Business review slide deck; Timeline with actions and milestones		√ (max 4)
Team retrospectives workshop	Recommendations summary	√ (max 1 per team)	√ (max 1 per team)
Update plan	Team report	√ (max 4 per team)	√ (max 4 per team)
Check-in	Meeting summary	√ (max twice per month)	√ (max weekly)
Success story	Success story one-pager	√ (max 2)	√ (max 4)

Service Descriptions
On-site visit

Consultant Responsibilities: The Consultant will schedule a one (1) day visit to the Customer's office location, create an agenda of necessary activities, travel to the Customer's location on the agreed date and time, perform the activities on-site, and provide an **"Action item summary"** to the Customer at the end of the trip. If Consultant and Customer agree, Consultant Responsibilities may be performed remotely.

Customer Responsibilities: The Customer will make all stakeholders available, provide access to the premises and designate a location for activities, and ensure prerequisites are organized prior to Consultant's visit.

Team-level objectives and plan

Consultant Responsibilities: The Consultant will work with the Customer-designated team to define **"Team-level objectives and plan"**. The "Team report" from the "Maturity assessment" will be used to allocate targets and metrics. The Team-level objectives and plan can only be provided after completion of the **"Maturity assessment"** service.

Customer Responsibilities: The Customer guarantees its designated team's availability and expertise for agreeing on team objectives and metrics.

Vision and objectives workshop

Consultant Responsibilities: The Consultant will work in collaboration with Customer's designated Testing Management Team to help establish a vision and objectives for the Customer's testing strategy. The Consultant will arrange for a two (2) hour **"Vision and objectives workshop"**, be responsible for preparation and conducting of the workshop, and furnish an **"Objectives summary"** thereafter.

Customer Responsibilities: The Customer guarantees its Testing Management Team's availability and expertise for agreeing on the organization's Testing vision and objectives.

Maturity assessment

Consultant Responsibilities: The Consultant will conduct a **"Maturity assessment"** of Customer's designated team using Tricentis's Transformation platform. The Consultant will schedule and conduct a two (2) hour workshop with the Customer's team to evaluate the current state of the team's testing maturity through completion of a questionnaire. The Customer team and Consultant will reach mutual agreement on target capabilities and metrics to be tracked. The Consultant will deliver a **"Team report"** following the workshop.

Customer Responsibilities: The Customer guarantees the designated team's availability and access to Tricentis's Transformation platform for defining the current state and focus areas/metrics.

Capability gap analysis

Consultant Responsibilities: The Consultant will perform a **"Capability gap analysis"** using the Maturity assessments of multiple Customer testing teams to determine top target capabilities, which will be presented in an **"Executive report"** via the Tricentis Transformation platform. This Capability gap analysis can only be provided after completion of at least five (5) **"Maturity assessment"** services.

Customer Responsibilities: The Customer guarantees its Test Management Team's availability for review of the **"Executive report"**. The Customer also guarantees access to Tricentis's Transformation platform for creating the **"Executive report"**.

Benchmarking

Consultant Responsibilities: The Consultant will provide **"Benchmarking"** by analyzing Maturity assessments of multiple Customer testing teams to compare and benchmark teams, which will be

presented in an **"Executive report"** via the Tricentis Transformation platform. This Benchmarking can only be provided after completion of at least five (5) **"Maturity assessment"** services.

Customer Responsibilities: The Customer guarantees its Test Management Team's availability for review of the **"Executive report"**. The Customer also guarantees access to Tricentis's Transformation platform for creating the **"Executive report"**.

Health check

Consultant Responsibilities: The Consultant will schedule a meeting with the Customer team responsible for the Tricentis product repository. The Consultant will perform a **"Health check"**, based on best practices, utilizing the Tricentis Transformation platform, for a maximum duration of one (1) day. Upon completion of the **"Health check"**, the Consultant will provide a **"Recommendations summary"** to the Customer team.

Customer Responsibilities: The Customer guarantees access to the Tricentis product repositories on the day the Health-check is scheduled, and the Customer guarantees access to Tricentis's Transformation platform.

Support ticket analysis

Consultant Responsibilities: The Consultant will conduct a **"Support ticket analysis"** of up to 75 support tickets associated with the Customer. The Consultant will categorize the support tickets and analyze their contents to determine learning objectives for the Customer. Based on the results of the analysis, the Consultant will provide a written **"Recommendation summary"** to the Customer. Consultant will only analyze support tickets, the resolution of them is not in scope.

Customer Responsibilities: The Customer guarantees its Testing Management Team's availability for the review of the **"Recommendation summary"** and for the prioritization of recommendations.

Operating model review

Consultant Responsibilities: The Consultant will conduct an **"Operating model review"** by scheduling and conducting three workshops aimed at evaluating the Customer's operating model. The following workshops are included as part of this service: (1) a two-hour Test Tools Review workshop to analyze the Customer's current testing technology stack, (2) a two-hour Test Architecture Review to assess the current testing cycle and architecture and outline the desired testing cycle and architecture, and (3) a two hour Roles and Responsibilities workshop to review the required roles and their respective responsibilities. Upon completion of the workshops, the Consultant will prepare and deliver a **"Recommendations Summary"** documenting the outcomes and recommendations arising from the workshops.

Customer Responsibilities: The Customer guarantees its Test Management Team's availability for actively attending and participating in the workshop.

System under test deep-dive

Consultant Responsibilities: The Consultant will schedule and conduct a two (2) hour **"System under test deep-dive"** with the Customer-designated testing team on the selected application. The Consultant will provide recommendations on best practices and optimal use of Tricentis products for the specific

application. Following the session, Consultant will summarize the recommendations in a written **"Recommendations summary"**.

Customer Responsibilities: The Customer guarantees its testing team's availability, provides expertise, and grants the Consultant access to the application and Tricentis products during the deep-dive session.

Strategic roadmap

Consultant Responsibilities: The Consultant will prepare a "**Strategic roadmap**" that encompasses high-level activities and milestones, utilizing the results of the following services: (1) "**Executive report**" from the "**Benchmarking**" and "**Capability gap analysis**" services, (2) "**Recommendations summary**" from the "**Support ticket analysis**" and "**Operating model review**" services, (3) "**Recommendations summary**" from the "**Health check**" service, (4) "**Team reports**" from the "**Maturity assessments**" service, and (5) "**Objectives summary**" from the "**Vision and objectives workshop**" service. The deliverable for the Strategic roadmap will be a "**Timeline with actions and milestones**". This Strategic roadmap service can only be provided after completion of all the aforementioned dependent services.

Customer Responsibilities: The Customer guarantees its Test Management Team's availability for review of the **"Timeline with actions and milestones"** as well as any Customer Responsibilities included the dependent services above.

Team-level capabilities workshop

Consultant Responsibilities: The Consultant will schedule and perform a two (2) hour **"Team-level capabilities workshop"** with Customer-designated testing teams. The workshop topic will be chosen from a provided list of team-level capabilities workshops. The Consultant and Customer's Test Management Team will mutually determine the topic based on the results of the (1) **"Maturity assessment"**, (2) **"Health check"**, (3) **"Support ticket analysis"**, and/or (4) **"Team-level objectives and plan"** services. After the workshop, Consultant will make the **"Training documentation"** used during the workshop available to Customer. The Consultant will also record the workshop and make the recording accessible for the duration of the subscription term. This Team-level capabilities workshop service may only be provided after the completion of at least one of the aforementioned dependent services.

Customer Responsibilities: The Customer will guarantee the availability of its Test Management Team for the selection and review of the workshop topic as well as any Customer Responsibilities included the dependent services above. The Customer will also guarantee the availability of its designated testing team for the preparation and attendance of the workshop. Additionally, Customer will grant Consultant access to the necessary systems during the preparation and execution of the workshop.

Team-level capabilities coaching session

Consultant Responsibilities: The Consultant will schedule and perform a two (2) hour **"Team-level capabilities coaching session"** with a designated testing team as requested by the testing team and/or selected by the Consultant. During the session, the Consultant will collaborate with the team to help apply the knowledge acquired during the **"Team-level capabilities workshop"** within the Customer's environment. Upon completion of the coaching session, the Consultant will provide a written **"Recommendations summary"** to the Customer.

Customer Responsibilities: The Customer will guarantee the availability of the designated testing team for the preparation and attendance of the coaching session as well as any Customer Responsibilities included the dependent services above. Additionally, Customer will grant Consultant access to the necessary systems during the preparation and execution of the coaching session.

Enterprise-level test strategy workshop

Consultant Responsibilities: The Consultant will schedule and perform a two (2) hour **"Enterprise-level test strategy workshop"** with the Customer Test Management Team. The workshop topic will be chosen from a provided list of enterprise-level test strategy workshops. The Consultant and Test Management Team will determine the topic based on the results of the (1) **"Vision and objectives workshop"**, (2) **"Capability gap analysis"**, (3) **"Benchmarking"**, (4) **"Test Tools Review" (pursuant to the Operating model review)**, (5) **"Test Architecture Review" (pursuant to the Operating model review)**, and/or (6) **"Strategic roadmap"** services. After the Enterprise-level test strategy workshop, Consultant will make the **"Training documentation"** used during the workshop available to Customer. The Consultant will also record the workshop and make the recording accessible for the duration of the subscription term. This Enterprise-level test strategy workshop may only be provided after the completion of at least one (1) of the aforementioned dependent services.

Customer Responsibilities: The Customer will guarantee the availability of its Test Management Team for the selection and review of the workshop topic as well as any Customer Responsibilities included the dependent services above. Additionally, Customer will grant Consultant access to the necessary systems during the preparation and execution of the workshop.

Enterprise-level test strategy coaching session

Consultant Responsibilities: The Consultant will schedule and perform a one (1) hour **"Enterprise-level test strategy coaching session"** with the Customer Test Management Team. During the session, the Consultant will collaborate with the Test Management Team to help apply the knowledge acquired during the **"Enterprise-level test strategy workshop"** within the Customer's environment. Upon completion of the coaching session, the Consultant will provide a written **"Recommendations summary"** to the Customer.

Customer Responsibilities: The Customer will guarantee the availability of its Test Management Team for the preparation and attendance of the coaching session. Additionally, Customer will grant Consultant access to the necessary systems during the preparation and execution of the coaching session.

Business review workshop

Consultant Responsibilities: The Consultant will be responsible for scheduling and conducting a one (1) hour **"Business review workshop"** with the Customer Test Management Team. During the session, the Consultant will present the progress made by Customer towards team-level objectives in the designated testing teams, as well as its comparison to the Customer's vision and objectives as established in the **"Vision and objectives workshop"** service. The Consultant will also help highlight the business value delivered by the designated testing teams in the previous quarter, share any challenges and lessons learned, and provide recommendations for improvement. Upon conclusion of the **"Business review workshop"**, the Consultant and Test Management Team will agree on priorities and milestones for the upcoming quarter. The Consultant will thereafter provide the following deliverables: (1) a **"Progress**

report" outlining progress towards the designated team's team-level objectives and the Customer's vision and objectives, (2) the **"Business review slide deck"** utilized during the **"Business review workshop"**, and (3) an updated version of the **"Timeline with actions and milestones"** (from the Strategic roadmap) based upon the agreed priorities and milestones for the upcoming quarter**.** This Business review workshop may only be provided after the completion of all the following services: (1) **"Vision and objectives workshop"**, (2) **"Maturity assessment"**, (3) "**Team-level objectives and plan**", (4) **"Strategic roadmap"**, (5) **"Check-in"**, and (6) **"Update plan"**.

Customer Responsibilities: The Customer guarantees its Test Management Team's availability for the preparation and attendance of the workshop and agreement on priorities and milestones, as well as any Customer Responsibilities included the dependent services above. Additionally, Customer will grant Consultant access to the necessary systems during the preparation and execution of the workshop.

Team retrospectives workshop

Consultant Responsibilities: The Consultant will be responsible for scheduling and conducting a one (1) hour **"Team retrospectives workshop"** with a Customer-designated testing team. During the session, the Consultant will work in collaboration with the designated team to review team performance and identify areas of strength, weakness, and opportunity for improvement based on past performance. The Consultant and the team will together agree on and prioritize areas for improvement. Upon completion of the workshop, the Consultant will provide the team with a **"Recommendations summary"** summarizing the outcome of the workshop.

Customer Responsibilities: The Customer will designate the testing team and guarantee the team's availability for the preparation and attendance of the workshop.

Update plan

Consultant Responsibilities: The Consultant will schedule and conduct a thirty (30) minute meeting with the designated testing team to **"Update plan"**, which means updates to the team-level targets and metrics as defined during the **"Team-level objectives and plan"** and **"Maturity assessment"** services. The updates will be based on the outcomes of the **"Check-in"**, **"Team-level capabilities workshop"**, **"Team-level capabilities coaching session"**, and **"Team retrospectives workshop"** services. The Consultant and the designated testing team will mutually agree upon the targets and metrics for the upcoming quarter. The Consultant will provide an updated **"Team report"** upon completion of the meeting. It is a requirement that all the aforementioned dependent services must be completed before the Consultant can provide the Update plan service.

Customer Responsibilities: The Customer guarantees the designated testing team's availability for the preparation and attendance of the **"Update plan"** meeting as well as agreement on targets and metrics, and any Customer Responsibilities included the dependent services above. The Customer also guarantees the review of the updated **"Team report"** by the testing team.

Check-in

Consultant Responsibilities: The Consultant will be responsible for scheduling and conducting a thirty (30) minute **"Check-in"** meeting with the Customer Test Management Team. The purpose of this meeting will be to review and assess Customer progress, determine next steps, schedule activities, and address

any blockers. Additionally, the Check-in meeting will provide a forum for the Test Management Team to address any other outstanding questions or topics. Upon completion of the meeting, the Consultant will prepare and deliver a **"Meeting summary"** summarizing the action items gathered during the meeting.

Customer Responsibilities: The Customer will collect and provide any outstanding questions and topics to the Consultant in a reasonable and timely manner prior to the meeting. The Customer further guarantees the availability of its Test Management Team for the meeting.

Success story

Consultant Responsibilities: The Consultant will create a **"Success story"** in collaboration with the designated team, based on the results gathered from the **"Maturity assessments"**, **"Team-level objectives and plan"**, and **"Team retrospectives workshop"** services. The Consultant and the designated team will reach mutual agreement on the **"Success story"**. Upon completion, the Consultant will provide a **"Success story one-pager"** PowerPoint slide. It is a precondition that all the aforementioned dependent services must be fully completed before the Consultant can provide the Success story service.

Customer Responsibilities: The Customer guarantees the designated testing team's availability for the preparation and review of the **"Success story one-pager"** PowerPoint slide as well as any Customer Responsibilities included the dependent services above. Additionally, Customer will grant Consultant access to the necessary systems during the preparation and review of the slide to gather the required metrics and information.

Out of Scope
The following items are explicitly not in scope of the Advisory Services Subscription Packages:

- Replacement for platinum support
- Creation of test cases (staff augmentation)
- Correction of product issues
- Management of the Customer's testing teams
- Correction of the Customer's internal processes
- Resolution of support tickets

3. Legacy Professional Services Packages Descriptions

The Professional Services Packages outlined in this section have been discontinued and are not available for new purchases. For discontinued Services Packages that have been previously purchased, the scope and details of the relevant Professional Services Package are described below.

3.1. Tricentis Tosca Service Packages

Tosca Service Packages	
Tosca Starter	Introduction for up to five (5) Users

Service Deliverables

Service	Deliverables	Starter
Web-based Training	Instructions for training sign-up	✓
Application Deep Dive	Deep Dive Meeting Minutes	

Sample Test Case Automation	Tosca Sample Test Cases	
Operating Model Update & Review	Tosca Operating Model Document	
Admin Training	Admin Training Document	✓
Fundamentals Training	Fundamentals Training Agenda Fundamentals Training Document	✓
Advanced Topics Training	Advanced Topics Training Agenda Advanced Topics Training Document	
Hands-On Coaching	Meeting Notes	
Office Hours	Meeting Notes	

Service Descriptions

Web-based Training

Consultant Responsibilities: Provide instructions to Customer on signing up for "**Web-based Training**".

Customer Responsibilities: Consume the training and take the certification exam. Each User is limited to two certification exam attempts. Users that successfully passed the exam will receive certificates.

Admin Training

Consultant Responsibilities: The Consultant distributes the "**Admin Training Document"**. The Consultant schedules and conducts an "**Admin Training"** session to review Tosca administration.

Customer Responsibilities: Tosca Administrators and QA managers and leads participate in the Admin Training session.

Fundamentals Training

Consultant Responsibilities: The Consultant schedules and conducts a **"Fundamentals Training"** workshop to present Tosca automation fundamentals and best practices following the "**Fundamentals Training Agenda**". The objective is to enable Users to create efficient Tosca repositories and to develop their automation skills.   The Consultant distributes the **"Fundamentals Training Document"**.

Customer Responsibilities: Participants complete assigned "**Web-based Training**" prior to Fundamentals Training. Participants attend the training session.

3.2. Tricentis qTest Service Packages

qTest Service Packages	
qTest Starter	Introduction for up to Ten (10) Users

Service Deliverables

Service	Deliverables	Starter
Web-based Training	Certificates for Customer team	✓
Evaluation and Strategy	List of Special Topics	

Operating Model Review	qTest Operating Model Document	✓
Operating Model Update & Review	qTest Operating Model Document	
Admin Training	Admin Training Document	✓
Integration Evaluation	Jira Integration Documentation Jira and qTest Mapping Document	✓
Integration Enablement	Meeting Notes	✓
Fundamentals Training	Fundamentals Training Agenda Fundamentals Training Document	
Advanced Topics Training	Advanced Topics Training Agenda Advanced Topics Training Document	
Hands-On Coaching	Meeting Notes	
Office Hours	Meeting Notes	

Service Descriptions

Web-based Training

Consultant Responsibilities: Provide instructions to Customer on signing up for "**Web-based training**".

Customer Responsibilities: Consume the training and pass the certification exam. Each participant is limited to two certification exam attempts. Users that successfully pass the exams will receive certificates.

Operating Model Review

Consultant Responsibilities: The Consultant schedules and conducts an **"Operating Model Review"** workshop to review qTest workflow configuration and custom fields.

The Consultant distributes the "**qTest Operating Model Document**".

Customer Responsibilities: qTest Administrators, QA managers, and leads participate in the Operating Model Review workshop.

Admin Training

Consultant Responsibilities: The Consultant distributes the "**Admin Training Document**". The Consultant schedules and conducts **"Admin Training"** session to review qTest administration. The Consultant assists the configuration of the necessary users and projects.

Customer Responsibilities: qTest Administrators and QA managers and leads participate in the Admin Training sessions.

Integration Evaluation

Consultant Responsibilities: The Consultant schedules and conducts a meeting with Customer to review **"Jira Integration"** documentation and document the Jira and qTest Mapping. The Consultant distributes the **"Jira Integration Documentation"** and **"Jira and qTest Mapping Document"**.

Customer Responsibilities: Customer ensures participation of required Customer team members during meetings and workshops.

Integration Enablement

Consultant Responsibilities: The Consultant schedules and conducts a **"Integration Enablement"** meeting with to assist Customer integration between up to one (1) Jira environment, one (1) qTest environment, and ten (10) qTest projects by providing documentation and guidance.

Customer Responsibilities: Customer provides the required resources and information related to projects and supported frameworks for Integration Enablement.

3.3. Tricentis NeoLoad Service Packages

NeoLoad Service Packages	
NeoLoad Starter	Introduction for up to five (5) Users

Service Deliverables

Service	Deliverables	Starter
Evaluation and Strategy	Meeting Notes	✓
Requirement Analysis & Planning	Requirement Analysis, Migration & Integration Strategy Document	✓
Admin Training	Admin Training Document Access and Profile Setup	✓
Integration Coaching	Configuration Integration Document	
Web-based Training	Certificates for Customer team	✓
Fundamentals Training	Fundamentals Training Agenda Fundamentals Training Document	✓
Advanced Topics Training	Advanced Topics Training Agenda Advanced Topics Training Document	
Best Practices	Best Practices Documentation	
Migration Coaching	Meeting Notes	
Hands-On Coaching	Meeting Notes	
Office Hours	Meeting Notes	

Service Descriptions

Evaluation and Strategy

Consultant Responsibilities: The Consultant schedules and conducts **"Evaluation and Strategy"** workshop to review Customer application under test. The Consultant distributes **"Meeting Notes"**.

Customer Responsibilities: The Customer demonstrates the functionality in several scenarios in the application in scope to the Consultants and presents the prepared Test Cases in the system under test. Customer Engagement Manager, "**Infrastructure Administrators**" and "**Subject Matter Experts**" participates in the meeting.

Requirement Analysis and Planning

Consultant Responsibilities: The Consultant schedules and conducts **"Requirement Analysis and Planning"** workshops to review existing test implementation with consideration of non-functional requirements, test cases, test scenarios, test data, and test results. The Consultant develops and reviews a migration strategy to NeoLoad and Integration strategy with other feasible applications (CI tools, Functional tools and APM tools). The Consultant creates and distributes the "**Requirement Analysis, Migration & Integration Strategy Document"**.

Customer Responsibilities: Customer provides information about the existing performance test implementation participates in non-functional requirements analysis meetings and provides feedback to the Requirement Analysis, Migration & Integration Strategy Document.

Admin Training

Consultant Responsibilities: The Consultant distributes the "**Admin Training Document"**. Consultant schedules and conducts **"Admin Training"** session to review Administration and Configuration with up to two (2) administrators.

The Consultant reviews the Admin section of NeoLoad with Users. Users will be given instructions for setting up projects within NeoLoad, creating workspaces, managing, and maintaining Users access to the environment.

The Consultant assists the configuration of the necessary Users and projects required for Training/Coaching within NeoLoad.

Customer Responsibilities: Administrators and QA managers and leads participate in the Admin Training sessions.

Web-based Training

Consultant Responsibilities: Activate online, self-paced training (**"Web-based Training "**) for Customer.

Customer Responsibilities: Provide a list of names and email addresses of Users to be activated for the trainings. Consume the training and pass the certification exam. Each participant is limited to two certification exam attempts. Given the exams are successfully passed, the Users receive **"Certificates"**.

Fundamentals Training

Consultant Responsibilities: The Consultant schedules and conducts **"Fundamentals Training"** workshops to present NeoLoad automation fundamentals following the "**Fundamentals Training Agenda**". The objective is to enable Users in developing NeoLoad test scripts while employing best practice methodologies. The Consultant distributes the **"Fundamentals Training Document"**.

Customer Responsibilities: Participants complete assigned Web-based Training prior to Fundamentals Training. Participants attend the training session.

3.4. Tricentis LiveCompare Service Packages

LiveCompare Service Packages	
LiveCompare Starter	Introduction for up to five (5) Users

Service Deliverables

Service	Deliverables	Starter
Web-based Training	Instructions for training sign-up	✓
LiveCompare Scoping and Requirements	Meeting Notes	
Operating Model Update & Review	LiveCompare Operating Model Document	
Admin Training	Admin Training Document	
LiveCompare Configuration and Integration	LiveCompare Design Document Repository Configuration Document LiveCompare Integration Document	
Sample Impact Analysis	Sample Impact Analysis Scenarios	
Fundamentals Training	Fundamentals Training Agenda Fundamentals Training Document	✓
Hands-On Coaching	Meeting Notes	
Office Hours	Meeting Notes	

Service Descriptions

Web-based Training

Consultant Responsibilities: Provide instructions to Customer on signing up for "**Web-based Training**".

Customer Responsibilities: Consume the training and pass the certification exam. Each participant is limited to two certification exam attempts. Given the exams are successfully passed, the Users receive certificates.

Fundamentals Training

Consultant Responsibilities: The Consultant schedules and conducts **"Fundamentals Training"** workshops to present LiveCompare automation fundamentals following the "**Fundamentals Training Agenda**". The objective is to enable Users to develop Impact Analysis while employing best practice methodologies. The Consultant distributes the **"Fundamentals Training Document"**.

3.5. Tricentis TTA for ServiceNow Service Packages

TTA for ServiceNow Service Packages	
TTA for ServiceNow Pro	Enablement for up to ten (10) Users, and one (1) variant of ServiceNow.
TTA for ServiceNow Starter*	Introduction for up to five (5) Users

TTA for ServiceNow Starter Service Package includes introductory services only, does not include enablement and training and may not be suitable for all customers.

Service Deliverables

Service	Deliverables	Starter	Pro
Self-paced Training	Instructions for training sign-up	✓	✓
Admin Training	Admin Training Document	✓	✓
Requirements Review	Test Strategy Document		✓
Fundamentals Training	Fundamentals Training Agenda Fundamentals Training Document		✓
Sample Test Case Automation	TTA Sample Test Cases		✓
Hands-On Coaching	Meeting Notes		✓
Office Hours	Meeting Notes		✓

Service Descriptions

Self-paced Training

Consultant Responsibilities: Provide **"Instructions"** to Customer on signing up for "**Self-paced Training**".

Customer Responsibilities: Consume the Self-paced Training and pass the certification exam. Each participant is limited to two certification exam attempts. Given the exams are successfully passed, the Users receive certificates.

Admin Training

Consultant Responsibilities: The Consultant distributes the "**Admin Training Document"**. The Consultant schedules and conducts an "**Admin Training"** session to review TTA administration.

Customer Responsibilities: TTA for ServiceNow Administrators and QA managers and leads participate in the Admin Training session.

Requirements Review

Company Responsibilities: The Consultant schedules and conducts one (1) "**Requirements Review**" workshop. The Consultant in collaboration with Customer will review sample test cases at each level of ServiceNow testing (e.g.: Unit test, System Test, SIT). Review the test cases provided by Customer and adjust them for automation. Decide on special topics to be covered during "**Hands-On Coaching**". Create and distribute the "**Test Strategy Document"***.

Up to thirty (30) automated test cases with an average of thirty (30) steps will be reviewed.

Customer Responsibilities: Ensure required Customer personnel participates in workshop. Choose one (1) ServiceNow application as an initial test automation candidate. Demonstrate the functionality of the

system under test to the Consultants. Provide documentation of previously defined manual test cases and test data. Provide test Users with required permissions.

Fundamentals Training

Consultant Responsibilities: The Consultant schedules and conducts a **"Fundamentals Training"** workshop to present TTA automation fundamentals and best practices following the "**Fundamentals Training Agenda**".

The objective is to enable Users to develop their automation skills. The Consultant distributes the **"Fundamentals Training Document"**.

Customer Responsibilities: Participants complete assigned Self-paced Training prior to Fundamentals Training. Participants attend the training session.

Sample Test Case Automation

Consultant Responsibilities: The Consultant creates automated test cases (**"TTA Sample Test Cases"**) by automating sample manual test case subsets as provided by the Customer for one (1) variant of ServiceNow. The objective is to demonstrate automation best practices.

Up to thirty (30) automated test cases with an average of thirty (30) steps will be automated.

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 test cases and test data.

Hands-On Coaching

Consultant Responsibilities: The Consultant schedules and conducts two (2) **"Hands-On Coaching"** meetings, each for a maximum of 4-hours to leverage real world examples as knowledge transfer with Customer by working jointly on test cases targeting the application in scope. The Consultant distributes **"Meeting Notes"** for the two (2) meetings.

Customer Responsibilities: Participants complete assigned Self-paced Training prior to Hands-On Coaching.

Office Hours

Consultant Responsibilities: Consultant will schedule and conduct **"Office Hours"** meetings to support Customer transition with up to four (4) meetings, scheduled weekly, each for a maximum of 2-hours. Services will include Q&A, reviews, and trouble shooting.

The Consultant distributes "**Meeting Notes**" for each Office Hours meeting.

Customer Responsibilities: Customer publishes topics to review a minimum of 2 business days prior. Customer may request to reschedule office hour sessions with a minimum of five (5) business days' notice.

3.6. Tricentis On-Premise Implementation Packages

One-Time Implementation Packages*

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TTA for ServiceNow On-Premise One-Time Implementation**	Provides one-time on-premise Installation Services for TTA for ServiceNow for up to one (1) Deployment or Update for one (1) Customer Testing System
Subscription Implementation Packages*	
TTA for ServiceNow On-Premise Implementation Subscription	Provides ongoing on-premise Installation Services for the TTA for ServiceNow for up to two (2) Deployments or Updates for one (1) lower Customer Testing System and one (1) lower production Customer Testing System for a term of 12 months

*All On-Premise Implementation Subscriptions & One-Time Packages will be performed remotely.

**One-Time Implementation Packages include introductory services only, do not include enablement and training and may not be suitable for all customers.

Service Deliverables

Each of the On-Premise Implementation Packages include the following:

Service	Deliverables
System Architecture Review	Written System Architecture Requirements
Schedule Deployment or Update	Meeting Notes
Publish Release Notes	Release Notes
Deploy Or Update Software	Setup and Configuration Document

Service Descriptions

System Architecture Review

Services are limited to two Customer **"Testing System Environments"**, one "**lower Customer Testing System"**, such as "Development" **("DEV")** or **"User Acceptance Testing Test"** (**"UAT"**), and one **"Production Customer Testing System"** (**"PROD"**).

Consultant Responsibilities: The Consultant schedules and conducts a meeting with Customer to review **"System Architecture Requirements"**. The Consultant distributes the System Architecture Requirements.

Customer Responsibilities: Customer will identify one lower Customer Testing System and one Production Customer Testing System. Customer will publish system configuration and system network architecture for both Customer Testing Systems.

Customer Engagement Manager, "**System Administrators**" and "**Subject Matter Experts**" participate in the meeting.

Schedule Deployment or Update

Consultant Responsibilities: The Consultant will coordinate with Customer resources to schedule and conduct the deployment or update activities and will make best effort to plan a maintenance window that avoids impactful downtime. In the event of a delay in product Update, unforeseen circumstances, or technical difficulty, the activity will be rescheduled under the same guidelines. The Consultant distributes "**Meeting Notes**".

Customer Responsibilities: Communicate and coordinate with the required Customer team members to participate in Deployment / Update. Provide a minimum of five (5) business days' notice to reschedule Deployment / Update.

Publish Release Notes

Consultant Responsibilities: The Consultant will provide the product "**Release Notes**" in advance of the scheduled deployment or update activities and will communicate in advance any infrastructure related changes required for the Update.

Customer Responsibilities: The Customer provisions, installs, and configures all infrastructure, networks, security systems, operating systems, and third-party software to satisfy the Release Notes.

Deploy or Update Software

Consultant Responsibilities: The Consultant schedules and conducts workshops to guide and coach the Customer team in deploying and configuring the necessary Tricentis software on the Customer Testing Systems.

Each installation is capped with a maximum of 16 hours by the Consultant. A request for additional services beyond this timeframe will require a written and signed **"Custom Services Order"**.

The Consultant creates and distributes the "**Setup and Configuration Document"**.

Services Out of Scope:

- Recompilation of customizations, custom extensions, or libraries
- Updating testing artifacts such as modules, scripts, test cases
- Database migrations
- Data Integrations
- CI/CD Pipeline Integrations
- System, security, or networking infrastructure updates or configuration

Customer Responsibilities: The Customer provides required resources (Customer Testing Systems, specialists, network access, 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, operating systems, and third-party software to satisfy the "**System Architecture Requirements"**.