



Tricentis

Professional Services Packages

Table of Contents

1.	General Information	2
2.	Professional Service Package Descriptions	2
2.1.	Tricentis Tosca Service Packages	2
2.2.	Tricentis qTest Service Packages	5
2.3.	Tricentis NeoLoad Service Packages	8
2.4.	Tricentis LiveCompare Service Packages	11
2.5.	Tricentis TTA for ServiceNow Service Packages	14
2.6.	Tricentis Testim Service Packages	16
2.7.	Tricentis On-Premise Implementation Packages	18
2.8.	Tricentis Tosca Connect Service Package	21

1. General Information

This document describes the scope of different Professional Services packages currently offered by Tricentis for Tosca, qTest, NeoLoad, Live Compare, TTA and Tosca Connect (“**Professional Services Packages**”). The scope of services included in the different Professional Services Packages are described in Section 2 Service Package Descriptions. Tricentis may update or modify the Professional Services Packages available at any time at its discretion.

2. Professional Service Package Descriptions

The currently available Professional Services packages are described below.

2.1. Tricentis Tosca Service Packages

Tosca Service Packages	
Tosca Pro	Enablement for up to ten (10) Users, and one (1) system under test
Tosca Standard*	Enablement for up to five (5) Users, and one (1) system under test
Tosca Starter*	Introduction for up to five (5) Users

**Tosca Standard and Tosca Starter Service Packages include introductory services only, do not include enablement and training and may not be suitable for all customers.*

Service Deliverables

Service	Deliverables	Starter	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	
qTest Pro	Enablement for up to forty (40) Users, and five (5) projects to use qTest as a test management system
qTest Standard	Introduction for up to Twenty (20) Users, and two (2) projects to use qTest as a test management system
qTest Starter*	Introduction for up to Ten (10) Users

*qTest 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	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	
NeoLoad Pro	Enablement for up to ten (10) Users, and one (1) system under test
NeoLoad Standard*	Enablement for up to five (5) Users, and one (1) system under test
NeoLoad Starter*	Introduction for up to five (5) Users

*NeoLoad Standard and NeoLoad Starter Service Packages include introductory services only, do not include enablement and training and may not be suitable for all customers.

Service Deliverables

Service	Deliverables	Starter	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	
LiveCompare Pro	Enablement for up to ten (10) Users, and one (1) system under test
LiveCompare Starter*	Introduction for up to five (5) Users

*LiveCompare 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
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.

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 Consultant. The Customer ensures participation of required participants in the workshop.

Operating Model Update & Review

Consultant Responsibilities: The Consultant schedules and conducts **“Operating Model Update & 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 setup 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 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.

2.6. Tricentis Testim Service Packages

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

Service Deliverables

Service	Deliverables	Starter	Pro
Configuration and Integration	Configuration Document	✓	✓
Fundamentals Training	Fundamentals Training Agenda Fundamentals Training Document	✓	✓
Evaluation and Strategy	Test Strategy Document		✓
Sample Test Case Automation	Sample Test Cases		✓
Hands-On Coaching	Meeting Notes	✓	✓
Office Hours	Meeting Notes		✓

Service Descriptions

Configuration and Integration

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

The configuration and integration session will include:

- Guided configuration of Testim
- Guided integration of Testim with up to four (4) standard supported integrations

The Consultant creates and distributes the **“Configuration Documentation”**.

Customer Responsibilities: The required Customer team members participate in meetings.

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 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 an average of twenty-five (25) steps will be created.

Customer Responsibilities: The Customer provides access to the required infrastructure and 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 three (3) **“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 each Hands-On Coaching meeting.

Customer Responsibilities: Participants complete Fundamentals 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.

2.7. 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
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	
Tosca On-Premise Implementation Subscription	Provides ongoing on-premise Installation Services for the Tosca Server 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
qTest On-Premise Prime Implementation Subscription	Provides ongoing on-premise Installation Services for the qTest Server for up to four (4) Deployments or Updates for one (1) lower Customer Testing System and one (1) lower production Customer Testing System for a term of 12 months
qTest On-Premise Plus Implementation Subscription	Provides ongoing on-premise Installation Services for the qTest Server for up to four (4) Deployments or Updates for one (1) lower Customer Testing System and one (1) lower production Customer Testing System for a term of 12 months
qTest On-Premise Core Implementation Subscription	Provides ongoing on-premise Installation Services for the qTest Server for up to four (4) Deployments or Updates for one (1) lower Customer Testing System and one (1) lower production Customer Testing System for a term of 12 months
NeoLoad On-Premise Implementation Subscription	Provides ongoing on-premise Installation Services for the NeoLoad Server for up to four (4) Deployments or Updates for one (1) lower Customer Testing System and one (1) lower production Customer Testing System for a term of 12 months
LiveCompare On-Premise Implementation Subscription	Provides ongoing on-premise Installation Services for the LiveCompare Server 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
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

**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”**.

2.8. Tricentis Tosca Connect Service Package

Tosca Connect Service Packages

Tosca Connect Pro	Integration between either Tosca or qTest and two (2) "Target Repositories"
--------------------------	---

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

Company 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

Company 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