

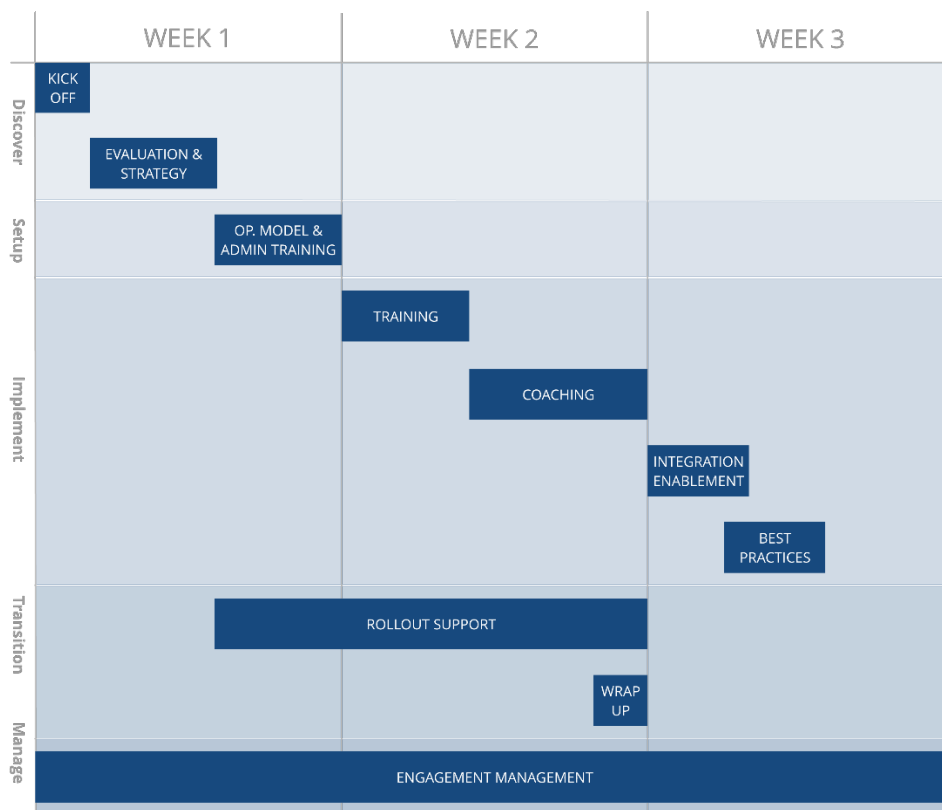
# QTEST ADVANCED FOUNDATION SERVICES PACKAGE

These additional terms shall apply to packaged offerings of Services provided to Customer ("Service Package"), as ordered by Customer in the Order and subject to the Tricentis Customer General Terms and Conditions or the relevant Agreement referred to in the Order.

## 1 Service Package Overview

**Objectives and Targets:** This Service Package provides advanced enablement support for qTest consisting of enablement of up to forty (40) Users divided across two (2) groups in one (1) location to use qTest as a test management system.

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



**Delivery Scope.** The following work packages are used to structure service delivery ("Delivery Scope"):

Phase	Planned Services	Planned Material	Est. Effort PH
Discover	Kickoff	Kickoff Presentation	1
	Evaluation and Strategy	List of Special Topics	8
Setup	Operating Model & Admin Training	qTest Operating Model	8
Implement	User Training	Meeting Notes	16
	Hands-on Coaching	Coaching Sessions Documentation	32
	Integration Enablement	Meeting Notes	8
	Best Practices Implementation	Meeting Notes	
Transition	Rollout Support	Meeting Notes	8
	Wrap-Up	Wrap-Up Presentation	1
Manage	Engagement Management	Engagement Plan	14
		Quality Checks	
		Status Reports	
<b>Total</b>			<b>96</b>

## 2 Service Descriptions

### Discover

#### 2.1 Engagement Kick-off

**Company Responsibilities:** The "Consultant" prepares and conducts a remote "Engagement Kick-Off" meeting with Customer and Users to receive training to present the "Engagement Plan", the 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.

#### 2.2 Evaluation and Strategy

**Company Responsibilities:** The Consultant works with Customer to review the current testing approach and governance. The Consultant makes recommendations where possible to improve processes and incorporate agile methodology. Additionally, the Consultant and Customer decide on special topics to be covered during Training/Coaching. These topics are within the scope of the implementation and pertinent to Customer's environments. The Consultant creates and distributes the List of Special Topics to be covered during Training/Coaching.

**Customer Responsibilities:** Customer provides information and documentation of previously defined processes and governance for testing. Customer outlines any special fields needed in qTest. Customer ensures participation of required Customer team members during meetings and workshops.

## Setup

### 2.3 Operating Model and Admin Training

**Company Responsibilities:** The Consultant prepares and distributes “qTest Operating Model” document and guides Customer through Custom Fields and Workflow Configuration required to facilitate processes outlined in the Evaluation and Strategy. The Consultant walks Authorized Users through the Admin section of qTest. Users will be given instructions for setting up projects within qTest and maintaining users access to the environment. The Consultant assists the configuration of the necessary users and projects required for Training/Coaching within qTest.

**Customer Responsibilities:** qTest Administrators and QA managers and leads participate in the “Operating Model and Admin Training” workshops.

## Implement

### 2.4 User Training

**Company Responsibilities:** The Consultant provides a system walkthrough of all related features to the qTest environment. The Consultant demonstrates to Users how to access Customer’s qTest instances and ensures they can authenticate. The Consultant provides a streamlined overview of functionality and aligns terms and processes with those outlined in Evaluation and Strategy.

**Customer Responsibilities:** Participants attend the training session. For onsite coaching, Customer provides a training facility (classroom, projector etc.) as well as access to the facility for the Consultant.

### 2.5 Coaching

**Company Responsibilities:** The Consultant answers any questions raised by Users related to functionality within scope. The Consultant enables Users to efficiently create qTest Test Cases and perform Test Execution. The Consultant assists Users by providing best practices and working real-world examples as knowledge transfer by working jointly on Test Scenarios. The Consultant schedules coaching sessions with an emphasis on special topics identified by the Consultant and Customer during Evaluation and Strategy. The Consultant creates and distributes the List of Trained Users.

**Customer Responsibilities:** Customer provides questions, Test Scenarios, and Users for the coaching sessions. Participants attend the coaching session. For onsite coaching, Customer provides a training facility (classroom, projector etc.) as well as access to the facility for the Consultant.

### 2.6 Integrations Enablement

**Company Responsibilities:** The Consultant assists Users for integrations with supported frameworks by providing documentation and guidance for best practices for proper configurations.

**Customer Responsibilities:** Customer provides the required resources and information related to projects and supported frameworks for integration enablement.

### 2.7 Best Practices Implementation

**Company Responsibilities:** The Consultant assists Users by providing best practices and working real-world examples as knowledge transfer by working jointly with the Customer to implement best practices.

**Customer Responsibilities:** Customer provides the required resources and information for best practices implementation.

## Transition

### 2.8 Rollout Support

**Company Responsibilities:** The Consultant assists the Customer in continuous rollout support and onboarding other teams by answering any questions raised by Users related to functionality within scope in townhall/scheduled office hour sessions.

**Customer Responsibilities:** Customer provides the required resources and information for continuous rollout support.

### 2.9 Engagement Wrap-Up

**Company Responsibilities:** The Consultant reviews the engagement, documenting issues, risks and recommendations for next steps. The Consultant creates and distributes the Engagement Wrap-Up document.

**Customer Responsibilities:** Customer participates in the Engagement Wrap-Up session.

## Manage

### 2.10 Engagement Management

**Company Responsibilities:** Appoint an “**Engagement Manager**” as a single point of contact for Customer. Prepare and conduct a “**Consulting Service Engagement Kick-Off Meeting**” to discuss the requirements, staffing and working procedures. Invite Customer to a regular “**Touch Point Meeting**” to discuss the delivery (progress, status and plan) as well as the consumption progress of the Consulting Service Engagement. Provide an “**Engagement Plan**”, “**Status Report**” and “**Meeting Minutes**”. Keep track of Customer requirements. Create and update resource plans (budget, staffing) as well as timelines. Perform regular “**Quality Checks**” ensuring the use of the qTest components and implementation is following qTest standards and best practices.

**Customer Responsibilities:** Participate in the regular “**Touch-Point Meetings**”. Contribute to the creation and update of the Engagement “**Status Report**” and “**Meeting Minutes**”.

## 3 Location of Delivery

Services are delivered remotely (“**Remote**”) as well as at Customer’s delivery address (“**On-Site**”) as stated in the Order. The number of included On-Site days is stated in the Order. Each individual trip may last from two (2) up to four (4) consecutive days and is valid for one (1) Consultant.

## 4 Out of Scope

Unless previously agreed by Customer and Company, the following items are not in scope for this SOW:

- Infrastructure configuration and setup for test portfolio operations.
- Any activities for qTest software install and deployment
- Migration or import of any existing test data.
- Any non-qTest or software QA related work.
- Product enhancements

## 5 Pricing and Invoicing

**Person Hours and Days.** One person-day (“**PD**”) equals 8 person hours (“**PH**”) working time.

- A minimum effort of 8 PH is charged for each day of a Consultant On-Site
- A minimum effort of 2 PH is charged for each Consultant assignment.
- Time is booked and invoiced in 1/2-hour increments.
- Time for coaching, training, installations, technical reviews, and creating test cases are booked and invoiced for a minimum of 4 PH.

**Travel Expenses.** Service Package Fee is exclusive of any expenses. All expenses incurred by an On-Site engagement are charged on actuals (except for meals) and are invoiced after provision of Services. Expenses for daily meal allowance (per diem and person) are charged at a flat per diem rate of USD 60, EUR 40, AUD 60. Intercontinental travel is always subject to an on actual invoicing.

**Travel Lead Time.** Travel arrangements must be finalized 2 weeks before each On-Site Service assignment.

**Delivery Reschedule.** Customer not meeting its responsibilities leading to a change in the agreed delivery dates of Company Consultants is considered a “Delivery Reschedule”. The Company will accept a Delivery Reschedule at no additional cost, should there be a minimum of 5 working days’ prior notice given. Should the notice be given less than 5 working days prior to the date of Service assignment, the Customer can be charged for the initial planned time and expenses should the Company not be in the position to reassign the Consultant(s) to other Services or other projects.

**Service Change Order.** If the parties mutually agree to change or extend the terms of the Service Package, including but not limited to the type or amount of Service to be performed, the parties shall put the mutually agreed down in writing (“Change Order”) stating, at a minimum (i) the effective date of the Change Order, (ii) the specific changes, with reference to the affected sections of the Order, and (iii) the effect of the changes on any Fees or other amounts described in, and to be paid under, the Order.

**Service Completion.** The Service is completed as soon as the Services as per the Agreement are delivered, or at the latest when the contracted number of PDs is exhausted, or the end of the Service Package Term defined in the Order is reached. Modifications to the contracted number of PDs or deliverables or the end of the Service Package Term require mutual agreement in form of a Change Order.

**Service Package Consumption.** PDs/PHs get subtracted from the amount of PDs/PHs specified in the Order. However, the Service Package Fee is pre-discounted and may only be consumed entirely. The Service Package is capped with the fixed PDs and Fee as indicated in the Order and may not be exceeded. PDs which have not been consumed by the end of the Service Package Term will be finally invoiced to Customer if not already paid upfront.

## 6 Organization

**Customer Responsibilities and Required Infrastructure.** The successful completion of the Order requires Customer’s cooperation. Customer shall provide all such information, data, documentation, equipment and other physical and human resources as may be reasonably required by Company to enable Company to meet its obligations under this Agreement. Customer is responsible for system, network, and security infrastructure provisioning, configuration and troubleshooting.

**Software License.** Licenses for Software are not part of the Service Package agreed herein. It is therefore Customer’s obligation to ensure that the Consultant delivering the Services to Customer is provided with the required Software licenses.

**Staffing.** Company may select its own as well as personnel from selected partner companies to deliver the Services. In any case Company remains Customer’s sole contractual partner and ensures to Customer that the selected partner companies are following set terms. Customer acknowledges that Company’s selected partner companies may have access to Customer systems. Company may replace personnel.

**Workshop Size.** Any workshop is limited to 20 Customer participants to sustain a manageable Consultant-to-participant ratio.

**Customer Project Staffing.** The Customer will provide a dedicated “Project Manager” and “Subject Matter Experts” to support the Customer’s responsibilities and dependencies for the project, identify, communicating, and managing Customer’s processes, standards, and policies that impact the project and within support of project timelines.

**Remote Access:** The Customer will provide remote access to Company or agreed alternative.