

Description of Software, Support, and Services

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Virtana reserves the right to revise this DOSSS at any time at its sole discretion.

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Virtana Software

Virtana Service Observability

Virtana Service Observability is a Software-as-a-Service (SaaS) offering built on a cloud-native, highly scalable multi-tenant platform to meet the needs of large enterprise and managed service provider (MSP) customers.

Virtana Service Observability builds comprehensive real-time models of hybrid IT environments, providing holistic health and performance insights exactly where they are needed. Virtana Service Observability combines agent-less and agent-based monitoring with cloud-based machine learning / artificial intelligence (ML/AI) techniques to enable customers to predict outages, dramatically reduce downtime, and redirect IT resources to projects that transform their businesses.

A Virtana Service Observability instance consists of one or more Virtana Collection Zones plus a tenant in the Virtana Service Observability platform. The Collection Zone collects data from monitored devices, builds a real-time model of the IT environment, and provides unified performance and availability monitoring and event management for the entire heterogeneous IT infrastructure, while the Virtana Service Observability tenant provides collaborative troubleshooting views (Smart Views), machine learning and artificial intelligence (ML/AI) based analytics, and the ability to monitor ad-hoc data sources such as containers and microservices.

Collection Zone Add-On

Virtana Service Observability customers can purchase, on an annual subscription basis, additional Virtana Collection Zones for their Virtana Service Observability instance, in order to horizontally scale the monitoring load. Virtana Service Observability is a prerequisite purchase.

Virtana Service Observability Staging Instance

Virtana Service Observability customers can purchase, on an annual subscription basis, a staging instance which can be used for testing configuration changes in a non-production environment, and to get an early view of new Virtana Cloud features before they are deployed to Production. A Virtana Service Observability staging instance consists of a Collection Zone that is limited to 200 Managed Resources, and a tenant in the staging Virtana Service Observability. Virtana Service Observability is a prerequisite purchase.

Note that in order to provide pre-production access to early Virtana Service Observability features, the instance resides in a Virtana Service Observability preview environment and, as such, does not conform to production-targeted uptime and availability SLA's. Further, the instance may receive unpublished updates as new features are added and existing issues patched.

If there is a client requirement for consistent staging instance uptime and availability, or a more controlled release process, the instance can be deployed in a Virtana Service Observability Production environment; however, there will be no early preview access to Virtana Service Observability features. This requirement should be defined during the initial deployment as moving the instance after initial deploy may incur additional fees.

Virtana Service Dynamics

Virtana Service Dynamics is an on-premises suite of software products – Service Dynamics, Service Impact, Analytics – that's built on a unified, agentless-platform and designed from the ground up to meet the needs of any enterprise from mid-sized organizations to the Fortune 50.

Virtana Service Dynamics monitors today's highly dynamic enterprise IT infrastructures with a single platform. Highly flexible and scalable, Virtana Service Dynamics provides the actionable visibility into the physical, virtualized and cloud-based infrastructure required to deliver your critical IT services:

- **Scale Out Monitoring, Scale Back Costs:** Gain end-to-end infrastructure performance visibility and control with flexible, unified, monitoring that adapts easily to any environment, identifies service issues more quickly and reduces the cost to operate IT and delivery services to the business.
- **Minimize Service Disruption:** Ensure service reliability with near real-time visibility into the health of your IT services, faster root cause analysis, and business intelligence to proactively analyze operations trends.
- **Respond Quickly to Business Demands:** Increase monitoring speed and agility, reduce friction and realize faster time-to-value when adopting new technologies in support of strategic initiatives.

Virtana open architecture and APIs enable quick and proven integration with other IT Operations Management (ITOM) software including orchestration and provisioning, IT Service Management (ITSM), and other IT monitoring tools.

Virtana Service Dynamics

Service Dynamics, the base product in the Virtana Service Dynamics suite, unifies and automates performance and availability monitoring and event management for your entire heterogeneous IT infrastructure – applications, servers, storage, networks, virtualization, converged and cloud.

With Virtana Service Dynamics, IT operations teams have an authoritative, near real time “single source of truth” into the health of all enterprise IT resources which eliminates silo views of the infrastructure and streamlines the identification and resolution of resource and service issues.

Service Dynamics automatically discovers resources in your infrastructure, then uses the information it collects about devices and their components to construct a near real-time model of your environment. Reports aggregate data from all of the devices and components being monitored.

Service Dynamics and ZenPacks make it easy to unify, enhance and extend your monitoring. These plugins use standard APIs and protocols to collect configuration data and monitor specific elements, devices or systems without agents. Refer to the Virtana Glossary for more information about ZenPacks.

At a minimum, Virtana Service Dynamics along with a Virtana Support plan, must be purchased.

Virtana Service Impact and Analytics

Virtana Service Impact and Analytics takes the guesswork out of knowing when an infrastructure event, such as a drive failure, puts critical business services at risk. This component of Virtana Service Dynamics helps you visualize and manage your IT infrastructure as a portfolio of services instead of as a collection of individual components or devices.

The Virtana service model displays dependencies among infrastructure components that comprise your business services and is able to maintain these models in near real-time for highly dynamic targets such as virtualized environments (e.g. VMware) and converged infrastructure (e.g. Cisco UCS).

By putting a service context to all of your infrastructure components, you can increase the Mean Time Between Failures (MTBF) and decrease the Mean Time to Resolution (MTTR) by focusing the operations teams on actionable, relevant

issues before they degenerate into service delivery problems. Patented Virtana technology expedites root cause identification.

Virtana Analytics provides an enterprise extract, transform, and load (“ETL”) capability and data warehouse for Service Dynamics instances, enabling improved business intelligence and knowledge management. Analytics includes ETL services that populate a fully dynamic, industry standard, star-schema MariaDB data warehouse with Service Dynamics model, event, and performance data. The warehouse includes functions that perform user-configurable and recurring analyses of your data.

Express

Express is an on premise deployment of Virtana Service Dynamics designed for customers that are new to Virtana, familiar with monitoring, small number of Managed Resources, and do not require high levels of support. Express is offered at a fixed price and allows for up to 500 Managed Resources (MR). Included Services are intended to quickly get a customer configured and enabled with a limited set of sample devices. Express includes ten (10) hours of Professional Services to assist in setting up the deployment.

The Virtana Services team will work with the customer to effectively apply the 10 hours to installation, device addition and configuration, as well as knowledge transfer session(s). All services will be remote. Express licensing is limited to the Express Support level.

Customers may purchase additional Services Hours on a pay as you go basis during the first year or prepaid amounts in following years. Customers may also upgrade at any time to Virtana Service Dynamics or Virtana Cloud. Express is limited to a maximum of 2,000 MR. Express license expansions are sold at a fixed price per each additional 250 MR blocks. Customers wishing to expand past 2,000 MR will be converted to standard Virtana licensing and either select Basic or Premium Support.

Pilot Software

Pilot Software grants you a temporary license to use the specified software products for trials, pilots, proof of concepts, and limited production use, subject to restrictions and limitations stated in your Order Form. Your use of Pilot Software may be limited by Usage Term, scope of the project, authorized quantities, geography, or other variables as specified in the Order Form. At the conclusion of the Pilot Software Usage Term, you may continue using Virtana Software by purchasing a Virtana Subscription License, or discontinue the use of the Pilot Software in accordance with the terms and conditions in your Master Agreement.

Licensing Policies

Virtana products are licensed based on the total number of Managed Resources monitored, and include access to 100+ developed ZenPacks at no additional charge.

A “Managed Resource” (MR) is any physical or virtual device or infrastructure component that the product is configured to monitor, including servers, virtualization hosts, virtual machines, virtual systems running under a monitored hardware or virtualization manager, cloud compute and database instances, network devices, blade and server chassis, and converged or hyperconverged infrastructure components. Website and web transaction monitoring consumes up to one (1) Managed Resource per monitored site. Devices that have been decommissioned or that have monitoring disabled are not counted.

Infrastructure connection points that solely provide access to monitored resources — such as a vCenter server, a cloud

account or subscription, a UCS Manager, or a Kubernetes cluster object — are not themselves Managed Resources; the physical and virtual resources monitored through them are counted individually. Storage volumes, file systems, and object storage buckets are not Managed Resources.

A resource monitored through more than one integration is counted once. For example, a virtual machine monitored from both its hypervisor and its guest operating system counts as one (1) Managed Resource, as does a Kubernetes worker node running as a monitored virtual machine.

For example, a VMware ESXi host with ten (10) monitored guest virtual machines would equal eleven (11) Managed Resources.

Some Professional Services developed ZenPacks and Integrations may require a one-time or annual subscription fee clearly identified at time of purchase.

Virtana Service Observability Licensing

Virtana Service Observability is licensed based on the total number of Managed Resources monitored, as described above. Virtana Service Observability is offered in two license tiers, Professional and Enterprise. The two tiers are defined and differentiated as follows:

	Virtana Service Observability	Virtana Service Observability Enterprise
Minimum Managed Resources (MR)	500MR	500MR
Maximum Data Rate (datapoints ¹ /MR/day)	40000 DP per MR per day	120000 DP per MR per day
Maximum Monthly Unique Users	20	100
Default Data Retention	3 months - Virtana Cloud IU 3 months - Data Access	3 months - Virtana Cloud UI 15 months - Data Access
Smart View	Yes	Yes
Container Monitoring	Yes	Yes
Customer Metrics / Ad-hoc Data Sources	Yes	Yes
Anomaly Visualization	Yes	Yes
Self-Branding	Yes	Yes
Support		
Virtana Infrastructure Monitoring ²	24x365	24x7x365
Customer Success Manager Assigned	-	Yes
Quarterly Account Reviews	-	Yes
Support Level ³	Basic	Premium
Virtana Cloud Startup Assistance ⁴	Mandatory	Mandatory
Optional Add-On Packages		
Additional Datapoint Processing	20,000 Datapoints per MR per day	

Longer Data Retention Subscription	Yes	Yes
Incident Management Integration Subscription (ServiceNow, Remedy, Cherwell)	Yes	Yes
CMDB Integration Subscription	Yes	Yes
Staging Instance Subscription	Yes	Yes
Additional Collection Zone Subscription⁵	Yes	Yes

¹ Datapoint: A datapoint is a unit of observation that Virtana gathers or receives for metrics, models, or events. For example, during each polling cycle, Virtana typically gathers one datapoint per metric, for multiple metrics, from multiple entities or devices. The maximum number of datapoints that your Virtana Service Observability instance processes is the Max Data Rate for the licensed tier multiplied by the number of licensed Managed Resources.

² Virtana continuously monitors the Virtana Service Observability infrastructure and service, and will address issues affecting availability of the Service on a 24x7x365 basis, regardless of the tier of Service licensed.

³ For definition of Support Levels, see the Virtana Support section below.

⁴ For description of Virtana Service Observability Startup Assistance, see Virtana Professional Services Packages section below.

⁵ A Virtana Service Observability instance can have multiple Virtana Collection Zones. Each Virtana Service Observability subscription includes one Collection Zone per 25,000 licensed MR. Additional Virtana Collection Zones are available for purchase.

For Virtana Service Observability: You will obtain access to your instance of the Service via a secured access that will be provided to you by Virtana when your order form is accepted. You will also need to download and install a piece of Software known as a “Collector”; see below.

For Virtana Service Dynamics, and the Collector component of Virtana Service Observability: You will obtain your copy of the Software (i.e. Virtana Service Dynamics and Collector) by download from a password protected URL that will be provided to you by Virtana when your Order Form is accepted. You must download the Software from the password-protected site within fifteen (15) days of the Effective Date. If you have not provided Virtana with the location at which the Software is installed, it is presumed to be installed at the billing address listed on your Order Form.

For Virtana Service Dynamics: All Software shall be deemed accepted by you upon the earlier to occur of download, copying, or receipt from Virtana, or 15 days following the Effective Date of the licensing agreement.

For Virtana Service Observability: The Service shall be deemed accepted by you upon the earlier of creation by Virtana of your instance of the Service and your receipt from Virtana of the password protected URL for your instance, or 15 days following the Effective Date of the licensing agreement.

If Virtana makes source code for any Software available to you, you may use that source code solely for internal testing purposes. You shall not: (a) make copies of Software, except for reasonable numbers of copies made for backup or archival purposes; (b) copy Software onto any public or distributed network or otherwise resell, distribute, or disclose

Software to any third party; (c) use the Software to process, store, accept or analyze data from applications other than the Software; (d) use the Software for any purpose other than the Permitted Use and authorized quantity expressly designated on your Order Form; (e) resell or make available ; (f) change any proprietary rights notices that appear in the Software; (g) “frame”, “fork”, “mirror”, modify, reverse engineer, disassemble, de-compile, create derivative works based on the Software or distribute the Software.

Virtana has the right to audit your records and systems for three years (3 years) after termination of your Service to determine compliance with any agreement between you and Virtana (“Verification Audit”). Virtana shall give you thirty days (30 day) written notice of any verification audit and will deliver a copy of the audit results to you. Virtana may request Software-generated Usage Data be delivered to Virtana in unmodified form within fifteen days (15 days) of its written notice to audit.

You may use Community ZenPacks with the Software, but you may not use any other software distributed by the Virtana Community in connection with any part of the Software.

Third Party Offerings

The following third-party offerings are available for all Virtana commercially available released product offerings.

Virtana UC Insight with Log Analytics

Powered by VOSS Technologies' patented AnalytiX software, Virtana UC Insight with Log Analytics delivers rich quality of service monitoring across multiple Unified Communications (UC) platforms as well as log monitoring and analytics at scale. UC Insight with Log Analytics incorporates the ability to collect all data within a UC environment (e.g. Syslog, Proprietary Logs, Flow, RTCP, SDN Data, CMR/CDR, SQL Queries, SNMP) and index it under a single architecture.

Its powerful correlation engine can extract the log file data, correlate it, and take actions on multiple points within a UC or application ecosystem, allowing organizations to view and analyze overall access, quality and performance.

Virtana UC Insight with Log Analytics is licensed based on the total number of Unified Communications users. The license also includes the ability to collect and analyze log data produced from devices (up to 5% of the licensed number of UC users). For example, if you're licensed for 6,000 UC users you may also collect and analyze log data produced from up to 300 devices.

Virtana provides support for Virtana UC Insight with Log Analytics as determined by the active Virtana Support plan associated with your applicable Virtana product license offering.

Virtana Log Insight

Powered by VOSS Technologies' patented AnalytiX software, Virtana Log Insight delivers rich quality of service monitoring across heterogeneous environments. Virtana Log Insight incorporates the ability to collect all forms of log data (e.g. Syslog, Proprietary Logs, EHR Logs, Telemetry Logs, SQL Queries, ODBC queries, API access) from a customer's infrastructure. Virtana Log Insight indexes data under a single architecture and correlates against performance thresholds to discover anomalous behaviors and analyze overall access, quality and performance of critical infrastructure.

Virtana Log Insight is licensed based on the total number of devices from which logs are being produced (not from where they're collected). Virtana provides support for Virtana Log Insight as determined by the active Virtana Support plan associated with your applicable Virtana product license offering.

Virtana NetFlow Insight

Powered by VOSS Technologies' patented AnalytiX software, Virtana NetFlow Insight delivers rich quality of service monitoring across network infrastructure. Virtana NetFlow Insight incorporates the ability to collect NetFlow data from a customer's network infrastructure and index it under a single architecture. Its powerful platform can then extract that NetFlow data, aggregate, and take actions on multiple points, allowing customers to view and analyze overall access, quality and performance of their critical network infrastructure.

Virtana NetFlow Insight is licensed based on the total number of flows per second. Virtana provides support for Virtana NetFlow Insight as determined by the active Virtana Support plan associated with your applicable Virtana product license offering.

Virtana Support

Virtana Service Observability

Virtana Service Observability is offered in two license tiers, Professional and Enterprise. As part of the annual subscription, the Professional tier includes Basic Support while the Enterprise tier includes Premium Support, as described below.

Virtana Service Dynamics

Virtana offers comprehensive Support plans for Virtana Service Dynamics, allowing customers to choose the plan that best meets their needs. Virtana Premium Support package is structured to provide customers with the most comprehensive support offering. There is also a Basic Support package available. Finally, there is the Express Support offering which is only available for customers purchasing the Express Package. Many customers elect to purchase a Premium Support package to receive enhanced support features.

	Premium Support	Basic Support	Express Support
Support Hours	8:00PM Sunday-8:00PM Friday*	8:00PM Sunday-8:00PM Friday*	8:00PM Sunday-8:00PM Friday*
Initial Response Time	Urgent: 2 hrs** High: 4 hrs Normal: 8 hrs Low: 16 hrs	Urgent: 4 hrs High: 6 hrs Normal: 10 hrs Low: 24 hrs	Urgent: 6 hrs** High: 24 hrs Normal: 48 hrs Low: 48 hrs
Web Support Portal Access	Unlimited	Unlimited	Unlimited
Email Support Access	Unlimited	Unlimited	5 Emails / month
Phone Support	Unlimited	2 calls / month	-
Named Support Contacts	8	4	2
Remote Troubleshooting	Yes	Yes	Yes
Premium Support Only			
24x7 Support for Urgent Issues	Yes	-	-
Targeted Resolution Time	Yes	-	-
Service-Level Credits	Yes	-	-
Management Escalation	Yes	-	-
API Support	Yes	-	-
Quarterly Reviews	Yes	-	-

* Virtana Support Hours are 8:00PM Sunday through 8:00PM Friday United States Eastern Time, excluding federal public holidays in the United States and Virtana-observed holidays that are announced in advance and published on the online Support Portal.

** Virtana will respond to Urgent issues raised by Premium Support customers 24 hours a day, every day including holidays. Initial response will be less than 2 hours. All other severities are responded to according to Virtana Support Hours.

Support Definitions

Response time is prioritized based on issue severity for which Virtana uses the following definitions:

Urgent	An error has caused a catastrophic failure of the Software that has rendered the entire system unusable (i.e. complete system outage)
High	An error has caused a failure of the Software that severely impacts one or more critical functions of the Software (i.e. daemon(s) failed, no data collection, UI not accessible)
Normal	An error in the form of a bug or administrative issue is preventing a non-critical Software function from working (i.e. error running a report)
Low	An error in the form of a bug or administrative issue that makes a Software function difficult to use, but some Workaround is known (also includes "How do I" questions)

An "error" means a failure of the Virtana software to materially conform to Virtana-published user documentation.

Virtana Support obligations do not include correction of Errors not under the control of Virtana, including, but not limited to, Errors due to the non-availability of your Internet service provider or any telecommunications service provider, failure of your hardware, or failure of any third-party software. Virtana will respond to bugs in the code of the Virtana system in accordance with the response time corresponding to the level of Support you have purchased. Virtana will not provide Support for third party modifications or customizations of the Software. For Virtana Service Dynamics, Virtana will provide Support for each version of the Software for a period of up to one (1) year after the general availability of the subsequent version of the Software.

Support Engagement Methods

Virtana Support offers several ways for named support contacts to get help, providing customers with the flexibility they need. Named support contacts may access any of the following resources.

Online Support Portal

The Virtana online [Support Portal](#) is the fastest method for issue resolution. The support portal allows you to communicate directly with Virtana Support in one central location to submit new cases, append/upload file attachments associated with open cases, track the status of existing cases, and review past cases. The support portal is also home for tools such as our extensive knowledgebase and announcement forums frequently populated with the latest information on known issues, helpful how-to guides and service pack announcements.

Email Support

You may open a ticket via email at support@Virtana.com. Virtana encourages you to use the online Support Portal rather than email so that we can more readily capture the information needed, such as the severity level of your request. Once you have created a ticket in the portal, you may easily update the ticket by responding to portal messages via email.

Phone

Phone support is available during Virtana Support hours by calling +1-512-687-6854 (select option 2).

Named Support Contacts

Premium customers may name up to (8) individual support contacts and Basic customers may name (4). Your named support contacts must be reasonably proficient in the use of information technology, familiar with the customer resources that are monitored by means of the software, and must speak English. You must provide information reasonably requested by Virtana for the purpose of reproducing any error or otherwise resolving a support request.

Remote Troubleshooting

At your request, Virtana will use a remote assistance technology to help you identify and resolve your issue. You may request a remote support session at any time, but we may need to schedule your session at a future time depending on our workload.

Premium Support

24x7 Support for Urgent Issues

Premium customers will receive 24x7x365 support for their Urgent issues. You will be provided with an “Urgent Issues” telephone number to be used outside of Virtana Support hours for Urgent issues only.

Targeted Resolution Time

If Virtana Support is unable to restore operation on an Urgent issue within 4 hours after the initial acknowledgement, then Virtana Support will engage with engineering staff on the issue.

Once engaged, Virtana will use diligent efforts to restore operations to a working state. Until the system has been restored, Virtana will provide a named contact that will lead the resolution efforts. This contact will communicate the proposed resolution path and provide updates at reasonable intervals.

Targeted Virtana Service Observability Uptime

Virtana Service Observability has a targeted uptime availability percentage of at least 99.9 percent of the time as measured annually. An uptime percentage means the percentage which is calculated by subtracting from 100 percent the periods of time in which the customer’s Virtana Service Observability instance was unavailable as measured annually.

Unavailable means the customer’s Virtana Service Observability instance can’t be accessed by users and excludes downtime associated with service maintenance periods. Also excluded is the service not being available due to circumstances beyond Virtana’s control, including without limitation modifications of the service by any person other than Virtana, Customer requested modifications or a person acting at Virtana’s direction, a Force Majeure Event, general Internet outages, failure of the customer’s infrastructure or connectivity (including without limitation, direct connectivity and virtual private network (VPN) connectivity to the service), computer and telecommunications failures and delays, and network intrusions or denial-of-service or other criminal attacks.

Service-Level Credits

(Virtana Service Observability Enterprise Premium Support only)

Virtana Service Observability Enterprise Support customers are eligible for a Service Level Credit if they experience an Urgent Severity Level issue caused by an error in the Service where the system is not returned to an operational state

within 8 hours of their submission of their support request.

You must submit a request for the Service Credit to the Web Support Portal no later than 30 days following the date of the original support request. Virtana is not obligated to issue more than one Service Level Credit in any three-month period. If you elect to receive the Service Credit, then the Service Credit is your sole and exclusive remedy for the issue giving rise to the support request.

If Virtana does not meet at least 99% of the Service uptime percentage measured on a monthly basis, Virtana shall allow you to receive a credit of 10% of a monthly portion of your annual Subscription fee to the Service which shall be applied only towards future renewals of the Service. If Virtana does not meet at least 98% of the uptime percentage measured on a monthly basis, Virtana shall allow you to receive a credit of 20% of a monthly portion of your annual subscription fee to the Service which shall be applied only towards future renewals of the Service.

Notwithstanding the foregoing, Virtana shall not be responsible for not complying with the uptime percentage if such noncompliance is due to any unavailability of the Service which is caused by the customer's environment or other circumstances beyond the control of Virtana.

Management Escalation

Premium Support customers receive the benefit of automatic ticket escalations for Urgent issues ensuring that Virtana-management has the proper visibility into customer-impacting issues. Escalations occur based on time elapsed since the ticket was opened.

Premium Support Ticket Escalation for Urgent Issues	
Manager Support	At Ticket Creation
Director of Support	1 Business Day
VP of Customer Success	2 Business Days

API Support

While developer support is not part of the standard support offering, Virtana will make reasonable attempts to assist with API programming related issues for Premium Support customers. API Support is restricted to the published APIs and does not include additional functionality not documented with the released version.

Maintenance, Upgrades, and Support Policies

Virtana Service Observability

Customers with a current Subscription to Virtana Service Observability will receive maintenance and updates to their Virtana Cloud instance on a periodic basis as scheduled by the Virtana Operations Team. In cases where scheduled maintenance or updates will require planned downtime of the Virtana Service Observability instance, customers will be notified at least two business days in advance of the planned downtime. In cases where emergency maintenance requires unplanned downtime, customers will be notified as far in advance as practical under the circumstances, or as soon as practical after the event in cases where advance notice is not possible.

Virtana Service Dynamics

Customers with a current Subscription receive access to the latest generally available service packs, patches, and fixes as they are released. This only applies to software versions for which Virtana is currently providing maintenance. For more information, please visit [End of Maintenance](#). Virtana maintenance is limited to correcting errors, bugs or other defects with the standard software product and does not extend to any technology customers use with the software.

Customers using Virtana Service Dynamics are not required to implement service packs, patches, and fixes, but Virtana is not responsible for any delay in providing support that could have been avoided by your reasonably prompt installation of a service pack, patch, or fix.

Virtana Service Dynamics Customers with a current Subscription receive access to new versions of software products as they are released.

Virtana Support is not available for any deliverable provided as part of a professional services engagement unless otherwise agreed in writing as part of the engagement. Virtana is not required to provide maintenance for a version of the software after 12 months following the release of the subsequent version of the software.

Virtana Professional Services Packages

“Services” means the services provided by Virtana and its subcontractors pursuant to and as defined in a SOW issued under this Agreement.

Virtana offers a broad spectrum of comprehensive Professional Services to help our customers reach their IT operation and service management goals. Services range from the popular Startup Assistance package to subscription-based Integration Services to fully tailored consulting and implementation services.

The Virtana Professional Services team is comprised of highly experienced project managers, architects, developers and deployment consultants who are available to work with customers as a blended team, or independently as the situation dictates.

Every services engagement follows our established methodology, focused on customer success, time to value, and reducing project risk. Our methodology leverages pragmatic concepts from industry standards and practices such as Software Development Lifecycle (SDLC), Project Portfolio Management, and Agile to create the Virtana Deployment Methodology. These three simple stages of our Virtana Deployment Methodology guide a Virtana implementation:

- Success Planning - Determine requirements for success
- Deployment - Build and configure the platform for deployment
- Rollout - Prepare for go-live and transition to operations mode

Deployment Services

These service offerings are designed to help customers get setup and started with Virtana software, and can extend to cover all aspects of the deployment lifecycle. Deployment Services provide customers with an essential infrastructure monitoring foothold grounded in Virtana’ best practices and experience gathered from thousands of implementations with the objective of expediting internal adoption and time to value with the platform.

Virtana Startup Assistance

The Startup Assistance Package is a fixed-price service that provides experienced guidance and oversight to customers who have purchased Virtana. The services included are intended to quickly get a customer configured and enabled with a sample set of customer devices.

NOTE: Consider purchasing an appropriately-sized Comprehensive Rollout Package, sold separately, to extend beyond foundational startup assistance with additional onboarding and provisioning assistance from the Virtana Professional Services team.

The Startup Assistance Package includes:

1. Pre-deployment planning and review
2. Remote project kickoff
3. Virtana Platform standup and installing remote collector(s) within the customer's environment
4. Product walkthroughs and knowledge transfer on the Virtana Platform features and capabilities

The following is a more detailed description of the components of the Startup Assistance Package:

1. Virtana Pre-Deployment Review

All Virtana deployment packages include project management oversight and guidance from day 0 tasks through setup completed. A Virtana architect will provide recommendations on infrastructure sizing for the client's Virtana Platform. This will include the recommended sizing for CPU and RAM as well as other information necessary to support the client's use case and environment.

Tasks:

- Virtana to provide an initial deployment recommendation.

2. Project Kickoff

The project kickoff is a remote meeting with the customer that marks the beginning of the engagement with Virtana Services. A Virtana project manager will coordinate with the customer to schedule this meeting. The objectives:

- An overview on the deployment, what to expect, timelines and how to get to value
- Validate customer's success criteria and expectations
- Review key product concepts spanning Virtana products, available integrations, ZenPack framework, how licensing works and specific training needs
- Discuss customer readiness and roles in the organization needed for success
- Plan the course forward for Virtana implementation, deployment, and consumption

3. Virtana Platform Standup and Installation of Collector(s)

Virtana will provide either a single instance of Virtana Service Observability SaaS for Virtana Service Observability customers or assistance installing the Virtana Platform for on premise customers. The Virtana team will work with the customer to install and configure remote collectors.

Tasks:

Provide one instance of Virtana Platform and Collector Keys

4. Product Configuration, Walkthroughs and Knowledge Transfer

- Setup initial users and groups (up to 5 users and 2 groups)
- Validate login and access to Virtana Service Observability
- Virtana event management operations walkthrough and knowledge transfer
- Walkthrough Administered Objects
- Establish/configure monitoring criteria on sample set of up to five (5) device types
- Add and Model sample device for up to five (5) device types
- Navigate the event management UI
- Configure a trigger and notification for this sample set for up to five (5) device types
- Demonstrate event mapping (e.g. SNMP, Syslog)
- Demonstrate creation of an example event transform

- Walkthrough template management (creation, editing, copying)
- Verify knowledge transfer goals are met
- Virtana Service Observability customers only: Virtana Smart Views and Dashboard walkthrough and knowledge transfer

Date Achieved	Initials	Component
		A user is able to utilize their preferred authentication method to access Virtana
		A user understands how to add a device to be monitored
		A user understands how to model a device
		A user understands how to monitor a device
		A user understands how to create & modify a threshold
		A user understands to add a trigger and how it works
		A user understands how to setup a notification
		user understands how to view and manage events within the event console
		A user is able to reclassify SNMP traps (if needed)

Virtana transition to Virtana Service Observability

Virtana Four Step transition

1. Assessment of current deployment

- Review and complete the Virtana Transition Questionnaire
- Run the scripts provided: Inspector, Architecture
- Send Script output and Answers to Sales Representative

2. Review of Transition Scope and Effort

- Sales person will coordinate with customer on meeting time to review
- Services will be involved to assess scope and effort
- Decision to Proceed

3. Virtana Service Observability Environment Spin Up and Parallel Run

- Virtana will setup Virtana customer environment
- Virtana and Customer to work together to transition* items (export/import)
- Virtana Collector(s) will be deployed in the customer environment(s) by customer with Virtana assistance
- Services walkthrough, configuration, and parallel run

*Note: Not all items can be moved over, see below

4. Transition Complete – Cut Over

- Transition to Virtana Service Observability instance as primary
- Disable on premise collector

Additional Details and Notes on Steps:

1. Assessment of on premise deployment

- Questionnaire sent to customer
- Information gathered related to deployment
- ***At this time, historical Event & Performance data cannot be migrated**

2. Review of Transition Scope and Effort – Decision to Proceed

- ZenPacks - Any customer provided, community, or custom developed (by Virtana) ZenPacks would need to be fully verified and approved by Virtana prior to being installed.
- Determine if the customer is a candidate for Basic or Advanced Migration.

- Advanced Migration: Through the use of the Virtana Configuration Manager (Configman) ZenPack we can migrate the following items from up-to-date versions of Virtana environments.

Customer will be required to download Configman so that the following can be exported.

- Base Settings (Event retention, mail server, production states, etc)
- Custom Properties (cProps)
- Devices and their Device Classes
- Organizers (Groups, Systems and Locations)
- EventClasses, Mappings and Transforms
- Event Notifications
- Event Triggers
- IP Services Definitions
- Monitoring Templates
- OS Process Definitions
- SNMP MIBs
- User Commands
- Users and Groups
- Windows Service Definitions

Caveats:

- ZenPack versions should match in both the source environment as well as the Virtana Service Observability customer environment.
- IP Services and Windows Services may not always be possible to successfully migrate using Configuration Manager
- Basic Device Migration: The simplest migration we can perform is to use zenbatchdump/zenbatch load to import devices, organizers, and zProperties. If a customer is only interested in pulling in the devices with their config properties this is the quickest way to go. This however does not bring along any template changes, event classes, etc.

3. Virtana Service Observability Environment spin up and parallel run

- Based on the Basic or Advance Migration: Virtana will Import/Load settings and information into the Virtana environment for the Customer
- Virtana will assist Customer with new collector setup and configuration

4. Transition Complete – Cutover

- Generally, both parties will work to try to minimize elapsed time for cut over post backup delivery. Our goal would be for cutover to take no more than two weeks from initial backup/product configuration change freeze
- “Double polling” i.e. parallel monitoring running should be running for a least several days prior to cut over.
- Customer is responsible for deploying hardware (virtual or physical – Virtana can assist) for Collector deployment via Appliance

- Existing hardware can be repurposed or new hardware can be deployed. The latter is highly recommended as it allows for “Double polling”/parallel running as part of cut over.

NOTE: Dedicated IP address for e.g. SNMP Traps can't be involved in parallel running unless customer facilitates with e.g. trap forwarding. Generally we recommend simply ignoring and acknowledging the fact that traps and syslog for example will not be able to be received in the Virtana Service Observability environment until after cutover.

Comprehensive Rollout Service (Small Deployment)

Rollout Services are designed to accompany our Startup Assistance Packages, complementing initial setup and sample configurations with full provisioning of your Virtana software deployment. Rollout packages are a fixed-price service offering sized to match the size of your deployment with the required number of Professional Services hours. Rollout Service hours are good for 12 months from date of purchase.

The Rollout Service (Small Deployment) package provides 80 hours of Professional Services to help with rolling out a deployment of up to 1,000 Managed Resources (MRs). Additional hours are available for purchase separately to extend this package for complex use cases.

While customers can use hours for any activity, typical tasks performed with a Rollout package include:

- Assistance with device load and configuration in Service Dynamics
- Iterative Q&A and troubleshooting
- System and ZenPack performance tuning
- Go-live readiness check
- Go-live support

Deliverable 1 – Consulting Hours

Virtana Services will coordinate with customer to utilize the consulting hours to address the customer's needs.

Acceptance 1 – Consulting Hours

Virtana assigned Project Manager will track consulting hours used and provide a report to customer as needed. Typically, these would be monthly or on request.

Comprehensive Rollout Service (Medium Deployment)

Rollout Services are designed to accompany our Startup Assistance Packages, complementing initial setup and sample configurations with full provisioning of your Virtana software deployment. Rollout packages are a fixed-price service offering sized to match your deployment with the required number of Professional Services hours. Rollout Service hours are good for 12 months from date of purchase. The Rollout Service (Medium Deployment) package provides 120 hours of Professional Services to help with rolling out a deployment of up to 5,000 Managed Resources (MRs). Virtana encourages customers to purchase additional hours or packages separately to extend this rollout service for complex use cases. While customers can use hours for any activity, typical tasks performed with a Rollout package include:

- Assistance with device load and configuration in Service Dynamics
- Iterative Q&A and troubleshooting
- System and ZenPack performance tuning
- Go-live readiness check
- Go-live support

Deliverable 1 – Consulting Hours

Virtana Services will coordinate with customer to utilize the consulting hours to address the Customer's needs.

Acceptance 1 – Consulting Hours

Virtana assigned Project Manager will track consulting hours used and provide a report to customer as needed. Typically, these would be monthly or on request.

Comprehensive Rollout Service (Large Deployment)

Rollout Services are designed to accompany our Startup Assistance Packages, complementing initial setup and sample configurations with full provisioning of your Virtana software deployment. Rollout packages are a fixed-price service offering sized to match your deployment with the required number of Professional Services hours. Rollout Service hours are good for 12 months from date of purchase.

The Rollout Service (Large Deployment) package provides 160 hours of Professional Services to help with rolling out a deployment of up to 10,000 Managed Resources (MRs). Additional hours are available for purchase separately to extend this package for complex use cases.

While customers can use hours for any activity, typical tasks performed with a Rollout package include:

- Assistance with device load and configuration in Service Dynamics
- Iterative Q&A and troubleshooting
- System and ZenPack performance tuning
- Go-live readiness check
- Go-live support

Deliverable 1 – Consulting Hours

Virtana Services will coordinate with customer to utilize the consulting hours to address the customer's needs.

Acceptance 1 – Consulting Hours

Virtana assigned Project Manager will track consulting hours used and provide a report to customer as needed. Typically, these would be monthly or on request.

Integration Services

Virtana Integration Services are designed to provide assistance in interfacing Virtana software with third-party technologies across your environment and IT processes in order to gain the most value from your deployment. They are offered as subscriptions, renewable every 12 months from the original date of purchase, in order to provide ongoing compatibility and maintenance for the integrations.

Incident Management Integration Service

The Incident Management Integration Service interfaces Virtana software with many third-party Incident Management systems: ServiceNow, BMC Remedy, CA ServiceDesk, Atlassian Jira, etc. It is an annual subscription offering that provides ongoing compatibility and is renewable every 12 months.

The package includes installation, setup and configuration of the Virtana Incident Management Integration ZenPack and allows Virtana software to create, modify, reopen, acknowledge, link, assign and close incidents. Virtana integrates with these tools as part of the problem-resolution workflow that is initiated when a Virtana event is generated. The integration is bidirectional, so when an event is closed in the incident management tool, the corresponding event is automatically closed in the Virtana platform, and vice versa. Administrators can also tune the solution to intelligently generate tickets based on specific event conditions to avoid generating alert floods.

NOTE: Modifications to the standard functionality offered or ZenPack code will require a development SOW.

Deliverable 1 - Virtana Incident Management Integration

Virtana will install, setup, and configure the Virtana Incident Management integration ZenPack. This provides an automated integration between an incident management ticketing systems and Virtana event management. This integration provides the capability for the following:

- Create incidents automatically via Virtana triggers/notifications
- Optionally close incident when corresponding event is closed via event console
- Optionally close incident when corresponding event is cleared
- Optionally re-open an incident when its corresponding event is unacknowledged or re-opened
- When an event is acknowledged, assign the incident to the user acknowledging the event (matches users between systems based on email addresses)
- Acknowledge events when their corresponding incidents are assigned
- Optionally close events when their corresponding incidents are closed
- Associate existing events with existing incidents
- Create incidents manually via event console
- Manually created incidents follow automation updates and closes

Acceptance 1 - Incident Management Integration

Date Achieved	Initials	Component
		A user is able to create incidents automatically via Virtana triggers/notifications
		A user is able to close incident by closing the corresponding event in the event console
		A user is able to close an event by resolving the corresponding incident
		A user is able associate existing events with existing incidents
		A user is able create incidents manually via event console

CMDB Integration Service

This annual subscription service interfaces Virtana software with the CMDB from several providers such as Atrium and ServiceNow. This integration is renewable every 12 months from the date of purchase and is designed to offer ongoing compatibility between the products.

Deliverable 1 - Virtana CMDB Integration

The Virtana CMDB Integration ZenPack automatically populates new and updated CMDB devices into Virtana for monitoring. The ZenPack has an extensive customization UI to allow customers to self- manage the setup and configuration as well as adjust mappings between the systems. Once installed, the configuration for URL, credentials, and polling interval will need to be set up. The ZenPack polls the CMDB system on a configurable interval for any new devices, or changes to the status of existing devices (for example, going from Production to Decommissioned). New devices will be added to Virtana in the /Discovered class. From there, customers have several options to move devices to the appropriate device class to enable correct modeling and monitoring.

NOTE: Modifications to standard functionality or ZenPack code will require a development SOW.

The integration adds a field for CMDB CI ID to all devices and components, and populates the value when creating a de-

vice, or linking an existing device or component to a CMDB record. When paired with the Incident Management integration, this allows the integration to populate the CI ID in the incident ticket.

Virtana can optionally populate device fields in the CMDB for linked devices (for example, updating the serial number of the device in the CMDB). Virtana can also optionally populate certain types of components in the CMDB for devices that exist in both. The types of components to push to the CMDB and the mapping of the fields on the component in Virtana to the fields in the CMDB can be configured by the user.

- Virtana will poll CMDB for new and updated devices and create them in Virtana. Virtana will poll the CMDB for components for existing devices and link them in Virtana
- New CMDB devices will be added to the Virtana /Discovered class
- Configurable polling interval
- Configurable mapping of CMDB fields to Virtana fields
- The GUID or CI ID assigned to the object in the CMDB will be populated as a field on devices and components in Virtana

Acceptance 1 - CMDB Integration

Date Achieved	Initials	Component
		A user is able to add a device to the CMDB and see it added in Virtana following a polling interval
		A user is able to move a device from the /Discovered to a device class
		A user is able to change a device status in the CMDB and see it get changed in Virtana following a polling interval
		A user is able to set the configurable polling interval
		A user is able to set CMDB device to CMDB component object mapping
		A user is able to see the CMDB ID (GUID or CI) on the Virtana device

Incident Management & CMDB Integration Service

This package is a discounted bundle of the annual subscriptions of the combined Incident Management Integration Service and the CMDB Integration Service. This integration is renewable every 12 months from the date of purchase and is designed to offer ongoing compatibility between the products.

Subscription Integration Service(s)

An Integration Service is an annual subscription service that is renewable every 12 months from the date of purchase, and is designed to offer ongoing compatibility between the platforms as described in the specific Integration documentation located at <https://help.Virtana.com/in/zenpack-catalog/subscription>. A current list of integrations available is available at the above catalog website.

Deliverable 1 – Subscription Integration Service

Virtana will install, setup, and configure the Integration ZenPack. This will provide monitoring/functionality as described in the integration documentation.

Development & Consulting Services

For customers who wish to tailor engagements beyond the standard services package offerings, Virtana Professional Services is available for custom development and consulting.

Virtana Professional Services can develop ZenPacks and customize the Virtana platform, to extend native platform functionality, integrate with additional third-party tools, or monitor specialty devices.

Virtana Professional Services also offers hourly rates for development and consulting, as well as interactive advisory web-based sessions.

Virtana Professional Services Consulting Hours

A Virtana Professional Services project manager, architect, developer, or consultant will be available to provide advice and help with a customer's Virtana deployment. Consulting hours can be utilized for a variety of items. They exclude travel and are limited to standard U.S. business hours. Virtana recommends working with a Virtana project manager to develop a detailed SOW.

Deliverable 1 – Consulting Hours

Virtana Services will coordinate with customer to utilize the consulting hours to address the customer's needs.

Acceptance 1 – Consulting Hours

Virtana assigned Project Manager will track consulting hours used and provide a report to customer as needed. Typically, these would be monthly or on request.

Services Terms and Conditions

Customer agrees to the following Terms and Conditions in conjunction with the applicable Virtana Services Packages set forth in an Order Form or SOW. Services Terms and Conditions amend and are subject to the Virtana Master License and Services Agreement ("MLSA"), or a mutually agreed master agreement (the "MasterAgreement"). Capitalized terms not defined here shall have the meaning ascribed to them in the Master Agreement.

The term of Services shall expire on the earlier of (i) the termination of the Master Agreement for any reason, or (ii) one (1) year following the Services Order effective date listed in the Order Form or SOW. Virtana shall have no obligation to perform services after expiration of the term. Payment obligations will survive termination. All Virtana Services Packages are non-refundable.

Virtana Services will be performed at the Virtana' facilities, unless other specifically indicated in the Order Form or SOW. If requested, Customer will provide Virtana access to the hardware hosting the Virtana server and provide on-site assistance during the period of Services.

Travel and other expenses are not included in the Services fees unless specifically listed within the Order Form or SOW. For Travel, Customer shall pay all reasonable travel and other expenses incurred by Virtana in performing Services, based on actual receipts. Virtana will not incur any travel or other expenses above any specified limit, without prior written authorization from the customer.

Customer's environment will meet or exceed the hardware and operation environment software minimum requirement stated in the Virtana Service Dynamics Installation Guide.

Customer will:

- Provide a designated customer team lead to serve as the primary technical contact to assist in coordinating schedules and service requirements.
- Provide Virtana Consultants with access to customer's servers, systems and data as required while performing the services.
- Provide customer project team members with suitable business expertise, technical expertise and decision-making authority to ensure efficient project progress.

All Services shall be deemed accepted by customer if not rejected in writing within fifteen (15) days of performance of the Services. All Services performed, documents, and deliverables shall be owned exclusively by Virtana. No copyrightable aspects of the Services, documents, and deliverables shall be considered “works made for hire” by customer. Virtana and the successors and permitted assigns of Virtana will have the right to obtain and hold in their own names any intellectual property rights in and to the Services, documents and deliverables.

Customer will reasonably cooperate with Virtana in securing, enforcing and otherwise protecting Virtana' interest in such Services, documents, and deliverables including executing documents reasonably requested by Virtana. Any technology developed pursuant to Services performed which is jointly created by the parties or created by customer as a direct result of customer activities relating to these Services, shall be owned by Virtana. Customer agrees to sign any such documentation that Virtana may reasonably request in connection with the foregoing.

Virtana Training Services (Virtana University)

Virtana Training Services provide a comprehensive and holistic set of offerings to rapidly provide your team with the skills necessary to accelerate Virtana-specific product knowledge. Our professional trainers are experienced industry practitioners who not only have a deep understanding of Virtana products, but also of the IT challenges that Virtana products solve. All instructor led courses feature real-world examples, and most contain hands-on exercises. Virtana Training Services are non-refundable. Training is offered through [Virtana University](https://www.Virtana.com/training-services-terms-conditions), where a list of available training can be found.

Training Terms and Conditions

View Virtana Training terms and conditions here: <https://www.Virtana.com/contracts/training-services-terms-conditions>.

Virtana' Expectations of Its Customers.

You shall be solely responsible for obtaining, installing, maintaining and paying for: (a) any designated third party software (including updated versions of designated third party software); and (b) server and system capabilities necessary to meet the minimum hardware and software requirements for the Software as set forth in the product documentation for the Software. You shall install all Software Upgrades, modifications and corrections made available by Virtana to you.

You agree that all requests for Support must be made by and coordinated through English speaking points of contact (a "Support Point of Contact"). You may have up to the maximum number of Support Points of Contact set forth in the Quote. Your Support Point of Contact must be properly trained in applications technical support and qualified to submit requests for Support to Virtana. When contacting Virtana, your Support Point of Contact must provide his or her name and phone number and your name, and provide a detailed description of the Error.

You represent and warrant that you possess server and system capabilities, which meet or exceed the minimum hardware and software requirements for the Software as set forth in the product documentation accompanying the Software.

You will provide Virtana with all access, information, documentation and assistance that Virtana may require to provide Support.

You agree that Virtana shall have the right to identify you as a Virtana customer, and you grant Virtana a license to use your name, logo(s), and trademark(s) for promotional and publicity purposes including, without limitation, press announcements, advertisements in trade and other publications, marketing collateral and media kits, listings on web pages and links to your website subject to any of your trademark and or style guidelines then in effect.

Any suggested changes, clarifications, additions, modifications or improvements (collectively “Improvements”) to the Software which you suggest to Virtana shall constitute an assignment to Virtana (without charge) of all right, title and interest in such Improvements. Virtana shall have the right, but not the obligation, to incorporate Improvements into the Software, as it deems advisable. Virtana shall be the exclusive owner of the Improvements, including all intellectual property rights related thereto.

The Software may include reporting features (“Usage Data”) that are designed to assist Virtana in providing Support and verifying your compliance with the terms of any agreement. You acknowledge that the Software, as delivered, may be configured to run these features automatically, but that you may disable any automatic reporting feature at your discretion, subject to the requirements for Verification.

Virtana Glossary

The following is a brief glossary of key Virtana terms.

A “IP Claim” means a claim made during the term of this Agreement by an unrelated third party that your use of the Software in accordance with this Agreement and any publicly available documentation that accompanies the Software, and for which you are current in all amounts due to Virtana, infringes any copyright, trade secret, patent or trademark right of that third party in the United States, Canada, any country in the European Union or Japan.

Datapoint

For Virtana Service Observability, a datapoint is an event, or a unique instance of a metric collected during a polling cycle or received from an ad-hoc data source such as a container. For example, Virtana typically receives multiple metrics from a device during each polling cycle; each is one datapoint. The maximum number of datapoints that will be processed by a Virtana Service Observability instance is the Max Data Rate for the licensed tier multiplied by the number of licensed Managed Resources.

Virtana Commercial

Virtana Commercial is synonymous with Virtana Service Dynamics and Virtana Service Observability.

Managed Resource

Managed Resource (MR) — Any physical or virtual device or infrastructure component the product is configured to monitor, including servers, virtualization hosts, virtual machines, virtual systems running under a monitored hardware or virtualization manager, cloud compute and database instances, network devices, blade and server chassis, and converged or hyperconverged infrastructure components. Website and web transaction monitoring consumes up to one (1) Managed Resource per monitored site.

Excludes decommissioned devices, components with monitoring disabled, infrastructure connection points that solely provide access to monitored resources (e.g., a vCenter server, a cloud account or subscription, a UCS Manager, or a Kubernetes cluster object), and storage volumes, file systems, and object storage buckets. Resources monitored through

such connection points are counted individually.

A resource monitored through more than one integration is counted once (e.g., a virtual machine monitored from both its hypervisor and its guest operating system, or a Kubernetes worker node running as a monitored virtual machine).

ZenPacks

A ZenPack is a plugin or extension to Virtana Service Dynamics or Virtana Service Observability. ZenPacks add functionality and capabilities to the platform, such as monitoring a target resource in the IT environment, integrating platform data with third-party software, or extending platform capabilities. To visit the available Virtana ZenPacks, go to <https://www.Virtana.com/product/zenpacks>