Description of Software, Support, and Services

May 15, 2017

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

Zenoss Service Dynamics

Zenoss Service Dynamics is a suite of software products – Resource Manager, 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.

Zenoss Service Dynamics monitors today’s highly dynamic enterprise IT infrastructures with a single platform. Highly flexible and scalable, Zenoss 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.

Zenoss’ 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.

Organizations may deploy and manage Zenoss Service Dynamics on-premises or use Zenoss as a Service which provides the same capabilities delivered as a cloud-based service and managed by Zenoss.

Zenoss Resource Manager

Resource Manager, the base product in the Zenoss 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 Zenoss Resource Manager, 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.

Resource Manager 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.

Resource Manager 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 Zenoss Glossary for more information about ZenPacks.

At a minimum, Zenoss Resource Manager along with a Zenoss support plan, must be purchased.
Zenoss Service Impact and Analytics

Zenoss 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 Zenoss 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 Zenoss 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 Zenoss technology expedites root cause identification.

Zenoss analytics provides out-of-the-box and ad-hoc reporting to visualize and understand historical performance and event management trends to help you improve SLA performance, project and manage future capacity requirements, and avoid potential performance degradation and service outages.

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 Zenoss Software by purchasing a Zenoss Subscription License, or discontinue the use of the Pilot Software in accordance with the terms and conditions in your Master Agreement.

Zenoss as a Service (ZaaS)

Zenoss as a Service allows organizations to accelerate time-to-value and lower total cost-of-ownership by adopting Zenoss Service Dynamics as a cloud-based service that is managed and supported by Zenoss. The service addresses your monitoring and management challenges and allows your IT professionals to focus on delivering value.

With Zenoss as a Service, you get the benefits of modern monitoring without having to worry about deploying, managing, maintaining or upgrading your Zenoss installation because Zenoss takes care of all of this for you. Zenoss targets an availability of at least 99.9 percent and offers service-level credits for Premium Support customers in case availability does not meet at least 95 percent.

With your annual subscription, you will receive one instance of Zenoss software for your use. Additional instances of Zenoss software, if desired, will incur additional charges.

Separate Instance Add-On

The Zenoss as a Service Separate Instance Add-On allows organizations to purchase additional instances of Zenoss as a Service on an annual subscription basis. Zenoss as a Service is a pre-requisite purchase.
Software Licensing Policies

Zenoss software products provide unsurpassed value and flexibility by licensing based on the total number of Managed Resources monitored, and includes access to 100+ Zenoss developed and supported enterprise ZenPacks at no additional charge. For non-virtual environments, a Managed Resource is any network-connected device such as a server, router switch, IP phone, UPS, etc. For virtualized environments, in addition to all connected devices, each virtual machine (VM) with a unique IP address is counted as a Managed Resource. For example, a VMware ESX server with ten (10) guest operating systems would equal eleven (11) Managed Resources.

You will obtain your copy of the Software by download from a password protected URL that will be provided to you by Zenoss 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 Zenoss with the location at which the Software is installed, it is presumed to be installed at the billing address listed on your Order Form. All Software shall be deemed accepted by you upon the earlier to occur of download, copying, or receipt from Zenoss, or 15 days following the Effective Date.

If Zenoss 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.

Zenoss 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 Zenoss (“Verification Audit”). Zenoss shall give you thirty days (30 day) written notice of any verification audit and will deliver a copy of the audit results to you. Zenoss may request Software-generated Usage Data be delivered to Zenoss 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 Zenoss Community in connection with any part of the Software.

Third Party Offerings

Zenoss UC Insight with Log Analytics

Powered by LayerX Technologies’ patented AnalytiX software, Zenoss 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.
Zenoss 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.

Zenoss provides support for Zenoss UC Insight with Log Analytics as determined by the active Zenoss support plan associated with your Zenoss Resource Manager or Zenoss Service Dynamics license.

**Zenoss Log Insight**

Powered by LayerX Technologies’ patented AnalytiX software, Zenoss Log Insight delivers rich quality of service monitoring across heterogeneous environments. Zenoss 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. Zenoss 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.

Zenoss Log Insight is licensed based on the total number of devices from which logs are being produced (not from where they’re collected). Zenoss provides support for Zenoss Log Insight as determined by the active Zenoss support plan associated with your Zenoss Resource Manager or Zenoss Service Dynamics license.

**Zenoss NetFlow Insight**

Powered by LayerX Technologies’ patented AnalytiX software, Zenoss NetFlow Insight delivers rich quality of service monitoring across network infrastructure. Zenoss NetFlow Insight incorporates the ability to collect NetFlow data from a customer’s network infrastructure (NetFlow v5 / v9 and IPFIX) 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.

Zenoss NetFlow Insight is licensed based on the total number of flows per second. Zenoss provides support for Zenoss NetFlow Insight as determined by the active Zenoss support plan associated with your Zenoss Resource Manager or Zenoss Service Dynamics license.
Zenoss Support

Basic and Premium Support
Zenoss offers multiple, comprehensive Support plans allowing customers to choose the plan that best meets their needs. All customers receive Basic Support included with their current Subscription, or current Perpetual Maintenance and Support Package. Many customers elect to purchase a Premium Support package to receive enhanced support features.

<table>
<thead>
<tr>
<th></th>
<th>Basic Support</th>
<th>Premium Support</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Support Hours</strong></td>
<td>8:00PM Sunday - 8:00PM Friday*</td>
<td>8:00PM Sunday - 8:00PM Friday*</td>
</tr>
<tr>
<td><strong>Initial Response Time</strong></td>
<td>Urgent: 4 hrs High: 6 hrs Normal: 10 hrs Low: 24 hrs</td>
<td>Urgent: 2 hrs** High: 4 hrs Normal: 8 hrs Low: 16 hrs</td>
</tr>
<tr>
<td><strong>Web Support Portal Access</strong></td>
<td>Unlimited</td>
<td>Unlimited</td>
</tr>
<tr>
<td><strong>Email Support Access</strong></td>
<td>Unlimited</td>
<td>Unlimited</td>
</tr>
<tr>
<td><strong>Phone Support</strong></td>
<td>2 Calls / Month</td>
<td>Unlimited</td>
</tr>
<tr>
<td><strong>Named Support Contacts</strong></td>
<td>4</td>
<td>8</td>
</tr>
<tr>
<td><strong>Remote Troubleshooting</strong></td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>24x7 Support for Urgent Issues</strong></td>
<td>-</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Targeted Resolution Time</strong></td>
<td>-</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Targeted Zenoss as a Service (ZaaS) Uptime</strong></td>
<td>-</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Service-Level Credits</strong></td>
<td>-</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Management Escalation</strong></td>
<td>-</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>API Support</strong></td>
<td>-</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Off Hours Support</strong></td>
<td>-</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Quarterly Reviews</strong></td>
<td>-</td>
<td>Yes</td>
</tr>
</tbody>
</table>

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

** Zenoss 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 Zenoss Support Hours.

Support Definitions
Response time is prioritized based on issue severity for which Zenoss uses the following definitions:

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Urgent</strong></td>
<td>An error has caused a catastrophic failure of the Software that has rendered the entire system unusable (i.e. complete system outage)</td>
</tr>
<tr>
<td>Level</td>
<td>Description</td>
</tr>
<tr>
<td>--------</td>
<td>-------------</td>
</tr>
<tr>
<td>High</td>
<td>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)</td>
</tr>
<tr>
<td>Normal</td>
<td>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)</td>
</tr>
<tr>
<td>Low</td>
<td>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 &quot;How do I&quot; questions)</td>
</tr>
</tbody>
</table>

An “error” means a failure of the Zenoss software to materially conform to Zenoss-published user documentation.

Zenoss Support obligations do not include correction of Errors not under the control of Zenoss, 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. Zenoss will respond to bugs in the code of the Zenoss system in accordance with the response time corresponding to the level of Support you have purchased. Zenoss will not provide Support for third party modifications or customizations of the Software. Zenoss 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
Zenoss 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 Zenoss online Support Portal is the fastest method for issue resolution. The support portal allows you to communicate directly with Zenoss 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@zenoss.com. Zenoss 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 Zenoss 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 Zenoss for the purpose of reproducing any error or otherwise resolving a support request.
Remote Troubleshooting
At your request, Zenoss 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 Zenoss support hours for Urgent issues only.

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

Once engaged, Zenoss will use diligent efforts to restore operations to a working state. Until the system has been restored, Zenoss 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 Zenoss as a Service Uptime
Zenoss as a Service 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 Zenoss as a Service was unavailable as measured annually.

Unavailable means Zenoss as a Service 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 Zenoss’ control, including without limitation modifications of the service by any person other than Zenoss or a person acting at Zenoss’ 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
Premium Support customers are eligible for a Service Level Credit if they experience an Urgent Severity Level issue caused by an error in the Zenoss Software where the system is not returned to an operational state within 8 hours of their submission of their support request.

If the complete system outage extends beyond the 8th hour, you may elect to receive a Service Level Credit of $100 per each hour that the Software is not operational after the 8th hour, not to exceed $1,000 per issue. 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. Zenoss 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 Zenoss does not meet at least 95% of the Zenoss as a Service (ZaaS) uptime percentage measured on an annual basis, Zenoss shall allow you to receive a credit of .25% of your annual Subscription fee to the Service which shall be applied only towards future renewals of ZaaS. If Zenoss does not meet at least 85% of the
uptime percentage, Zenoss shall allow you to receive a credit of .5% of your annual subscription fee to the Service which shall be applied only towards future renewals of ZaaS.

Notwithstanding the foregoing, Zenoss 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 Zenoss.

Management Escalation

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

<table>
<thead>
<tr>
<th>Premium Support Ticket Escalation for Urgent Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager Support</td>
</tr>
<tr>
<td>Director of Support</td>
</tr>
<tr>
<td>VP of Customer Success</td>
</tr>
</tbody>
</table>

API Support

While developer support is not part of the standard support offering, Zenoss 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.

Off-Hours Support

Zenoss recognizes that some Updates must be installed outside of business hours. Premium Support customers may request that support be available for non-urgent issues outside of Zenoss Support Hours up to 2 times a year (up to a total of 8 hours). The request must be logged via a ticket and at least 1 week in advance of the requested time/date.

Quarterly Reviews

Quarterly account reviews with a Customer Success Manager will be conducted to address any outstanding concerns and identify areas of improvement to make handling of future incidents more efficient.
Perpetual Maintenance and Support Packages

Customers who elect to license Zenoss Software using a Perpetual Software License must also purchase an annual Perpetual Maintenance and Support Package in order to receive benefits of Zenoss Support (whether Basic Support or Premium Support), and software maintenance (service packs, patches, and fixes as they are release). Zenoss offers two Maintenance and Support Packages: Basic and Premium.

Maintenance and Support Package – Basic

Perpetual Maintenance and Support Package – Basic includes:

- Software maintenance (service packs, patches, and fixes as they are release).
- Zenoss Basic Support, as described in the table above.

Maintenance and Support Package – Premium

Perpetual Maintenance and Support Package – Premium includes:

- Software maintenance (service packs, patches, and fixes as they are release).
- Zenoss Premium Support, as described in the table above.

Maintenance, Upgrades, and Support Policies

Customers with a current Subscription, or a current Perpetual Maintenance and Support package, receive access to the latest generally available service packs, patches, and fixes as they are released. This only applies to software versions for which Zenoss is currently providing maintenance. For more information, please visit End of Maintenance.

Customers are not required to implement service packs, patches, and fixes, but Zenoss 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. Zenoss 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 with a current Subscription, or perpetual license and a current Support package, receive access to new versions of software products as they are released.

Zenoss 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. Zenoss 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.

You may not use Zenoss Support in connection with open source licensed software (for example, “Zenoss Core”), unless specifically stated.
Zenoss Professional Services Packages

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

The Zenoss 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 Zenoss Deployment Methodology. These three simple stages of our Zenoss Deployment Methodology guide a Zenoss 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 Zenoss software, and can extend to cover all aspects of the deployment lifecycle.

Deployment Services provide customers with an essential infrastructure monitoring foothold grounded in Zenoss’ best practices and experience gathered from thousands of implementations with the objective of expediting internal adoption and time to value with the platform.

Basic Startup Assistance Package (ZSD)

The Basic Startup Assistance Package is a fixed-price service that provides experienced guidance and oversight to customers deploying Zenoss Services Dynamics. The services included are intended to quickly get a customer installed, 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 full deployment and provisioning of the Zenoss software implementation.

The Basic Startup Assistance Package includes:
1. Architecture planning, documentation and review
2. Remote project kickoff
3. Zenoss Service Dynamics Installation (remote)
   a. Zenoss Control Center and Resource Manager installation
   b. Zenoss Service Impact installation
   c. Zenoss Service Analytics installation
4. Product Walkthroughs and Knowledge Transfer
   a. Zenoss Resource Manager
   b. Zenoss Service Impact
   c. Zenoss Analytics
5. Thirty-Six (36) Z Credits – redeemable for Zenoss instructor-led training courses within 12 months
The following is a more detailed description of the components of the Basic Startup Assistance Package (ZSD):

1. **Zenoss Infrastructure Architecture**
   All Zenoss deployment packages include an architecture document and project management oversight. A Zenoss architect will review the client’s current monitoring requirements and plans for future growth. The architect will provide an updated architecture document with recommendations on infrastructure sizing for the client’s Zenoss deployment. All architecture documents detail recommended sizing for CPU allocation, RAM, storage, port information, as well as other information necessary to support the client’s use case and environment.

   **Tasks:**
   - Zenoss Architects engaged to provide an initial recommended project architecture.

2. **Remote Project Kickoff**
   The project kickoff is a remote meeting with the customer that marks the beginning of the engagement with Zenoss Services. A Zenoss project manager will coordinate with the customer to schedule this meeting. The objective is to:
   - Level set on Zenoss, the product, the deployment and how best to get to value
   - Validate success criteria and the expected value to be realized from the implementation
   - Review key product concepts spanning Zenoss products, available integrations, ZenPack framework, how licensing works and specific training needs
   - Discuss customer readiness and roles in the organization needed for success
   - Review the recommended Architecture for the customer’s environments
   - Plan the course forward for Zenoss implementation, deployment, and consumption

3. **Install Zenoss Service Dynamics (remote)**
   a. **Resource Manager Product Installation**
      Zenoss will install and configure a single instance of the Zenoss Control Center (CC) and Resource Manager (RM) product. This process will be done in concert with client staff member(s) to provide knowledge transfer on the installation process, and event management administration and usage. The installation process will involve all servers required for Control Center, Resource Manager, and remote Collectors as required for the installation.

      **Tasks:**
      - Install Control Center and Resource Manager in One (1) Datacenter
        - Install Zenoss Control Center (CC) on Master host
        - Install Zenoss CC on pool host
        - Deploy Resource Manager application
        - Create a Resource Pool
        - Add a host to a Resource Pool (if required)
        - Add a Collector (if required)

   b. **Zenoss Service Impact Product Installation**
      Zenoss will install, setup, and configure the Zenoss Service Impact product. This process will be done in concert with client staff member(s) to provide knowledge transfer on the product installation process and the creation of a Service Model.
Zenoss Service Impact Product Installation
  o Install and configure the Service Impact ZenPack

c. Zenoss Service Analytics Product Installation
Zenoss will install, setup, and configure the Zenoss Service Analytics product to work with the Resource Manager installation. This process will be done in concert with client staff member(s) to provide knowledge transfer on the product installation process and high level usage. The installation process will include servers required for the analytics software and data warehouse.

Tasks:
• Install and Configure Zenoss Analytics
  o Install Analytics application
  o Work with client to set up system parameters, data retention policy, user access, etc.
  o Configure and verify Model ETL is working successfully for master
  o Configure and verify Event ETL is working successfully for master
  o Configure and verify Performance ETL is working successfully for master
  o Validate all ETL jobs are working correctly

NOTE: Custom Analytics report development and/or report development training are available through an additional agreement

4. Product Walkthroughs and Knowledge Transfer
a. Zenoss Resource Manager & Control Center

  • Zenoss Platform Administration Walkthrough and Knowledge Transfer
    o Demonstrate stop and start of the platform
    o Demonstrate Creation of up to five (5) users and two (2) groups
    o Walkthrough Administered Objects
    o Walkthrough CC user interface (Resource Manager Health, Logfile access)
    o Assign a Virtual IP (VIP) (if required)
    o Demonstrate attaching to a container and access Logfiles
    o Demonstrate attaching to a container and taking a snapshot
    o Install a ZenPack (if required)
    o Perform a backup of the Zenoss platform
    o Review tuning options
    o Verify knowledge transfer goals are met

  • Zenoss Event Management Operations Walkthrough and Knowledge Transfer
    o Login to Zenoss Resource Manager application
    o Establish/configure monitoring criteria on sample set of up to five (5) device types
    o Add and Model sample device for up to five (5) device types
    o Navigate the event management UI
    o Configure a trigger and notification for this sample set for up to five (5) device types
    o Demonstrate event mapping (e.g. SNMP, Syslog)
    o Demonstrate creation of an example event transform
    o Walkthrough template management (creation, editing, copying)
    o Verify knowledge transfer goals are met
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### b. Zenoss Service Impact

- **Zenoss Impact Service Model Operations Walkthrough and Knowledge Transfer**
  - Login to Resource Manager and verify Services Tab
  - Work with client to determine a service to be monitored
  - Work with client to determine service policies
  - Create a sample Impact Service Model with up to ten (10) dependencies
    - **Note:** Relationships between devices must already be modeled and monitored by Zenoss Resource Manager
  - Validate that a Service notification is being sent
  - Verify knowledge transfer goals are met

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c. Zenoss Analytics

- Zenoss Analytics Operations Walkthrough and Knowledge Transfer
  - Walk through of the out of box reports (*Data must be collected for at least one week before running reports*)
    - **Analytics Batch Status Report** to verify all batches for MODEL, EVENT and PERFORMANCE on all collectors to show COMPLETED status
    - **Device Performance for Availability, CPU Usage, and Memory Usage Exceptions Reports** with thresholds of “greater than 0” to verify aliases applied during install and daily aggregation process is running successfully.
  - Verify knowledge transfer goals are met

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*NOTE: Custom Analytics report development and/or report development training are available through an additional agreement*

5. **Z Credits**

This service package includes a bundle of Thirty-Six (36) Z Credits that can be redeemed for Zenoss Training Courses by the organization within 12 months of purchase.
Basic Startup Assistance (ZaaS)

The Basic Startup Assistance Package for ZaaS is a fixed-price service that provides experienced guidance and oversight to customers who have purchased the hosted version of Zenoss Service Dynamics, Zenoss as a Service (ZaaS). The services included are intended to quickly get a customer configured and enabled with a sample set of customer devices in a customer’s ZaaS environment.

**NOTE:** Consider purchasing an appropriately-sized Comprehensive Rollout Package, sold separately, to extend beyond foundational startup assistance with full deployment and provisioning of the Zenoss software implementation.

The Basic Startup Assistance Package includes:
1. Architecture planning, documentation and review
2. Remote project kickoff
3. Creating ZaaS instance and installing remote collector(s) within the customer’s environment
4. Product walkthroughs and knowledge transfer
   a. Zenoss Resource Manager (ZaaS)
   b. Zenoss Service Impact (ZaaS)
   c. Zenoss Service Analytics (ZaaS)
5. Thirty-Six (36) Z Credits – redeemable for Zenoss instructor-led training courses within 12 months

The following is a more detailed description of the components of the Basic Startup Assistance Package (ZaaS):

1. **Zenoss as a Service (ZaaS) Architecture Review**
   All Zenoss deployment packages include an architecture document and project management oversight. A Zenoss architect will review the client’s current monitoring requirements and plans for future growth. The architect will provide an updated architecture document with recommendations on infrastructure sizing for the client’s Zenoss deployment in the Zenoss ZaaS environment. All architecture documents detail recommended sizing for CPU allocation, RAM, storage, port information, as well as other information necessary to support the client’s use case and environment.

   **Tasks:**
   - Zenoss Architects engaged to provide an initial recommended project architecture.

2. **Remote Project Kickoff**
   The project kickoff is a remote meeting with the customer that marks the beginning of the engagement with Zenoss Services. A Zenoss project manager will coordinate with the customer to schedule this meeting. The objective is to:
   - Level set on Zenoss, the product, the deployment and how best to get to value
   - Validate success criteria and the expected value to be realized from the implementation
   - Review key product concepts spanning Zenoss 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 Zenoss implementation, deployment, and consumption

3. **Creation of ZaaS Instance and Installation of Collector(s)**
   Zenoss will provide a single instance of ZaaS including Resource Manager (RM), Service Impact and Analytics modules. The Zenoss team will work with the customer to install and configure remote collectors on the servers provisioned per the architecture document.
Tasks:
- Provide one instance of Zenoss as a Service
- Install one or more remote collectors per the architecture document and ensure they are communicating with the ZaaS environment

4. Product Walkthroughs and Knowledge Transfer
   a. Zenoss Resource Manager (ZaaS)
      - Zenoss event management operations walkthrough and knowledge transfer
      - Login to Zenoss Resource Manager application
      - Demonstrate Creation of up to five (5) users and two (2) groups
      - 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

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b. Zenoss Service Impact (ZaaS)
   - Zenoss Impact Service Model Operations Walkthrough and Knowledge Transfer
     o Login to Resource Manager and verify Services Tab
     o Work with client to determine a service to be monitored
     o Work with client to determine service policies
     o Create a sample Impact Service Model with up to ten (10) dependencies
       Note: Relationships between devices must already be modeled and monitored by Zenoss Resource Manager
     o Validate that a Service notification is being sent
     o Verify knowledge transfer goals are met
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c. Zenoss Analytics (ZaaS)
   - Zenoss Analytics Operations Walkthrough and Knowledge Transfer
     - Walk through of the out of box reports (*Data must be collected for at least one week before running reports*)
       - **Analytics Batch Status Report** to verify all batches for MODEL, EVENT and PERFORMANCE on all collectors to show COMPLETED status
       - **Device Performance for Availability, CPU Usage, and Memory Usage Exceptions Reports** with thresholds of “greater than 0” to verify aliases applied during install and daily aggregation process is running successfully.
     - Verify knowledge transfer goals are met

   *NOTE: Custom Analytics report development and/or report development training are available through an additional agreement*

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5. Z Credits
   This service package includes a bundle of Thirty-Six (36) Z Credits that can be redeemed for Zenoss Training Courses by the organization within 12 months of purchase.
Premium Startup Assistance Package (ZSD)

The Premium Startup Assistance Package is a fixed-price service designed for customers that desire a higher level of solution guidance to better achieve business goals. The package includes an upfront focused effort to validate business requirements, document success criteria, identify stakeholders and document a roadmap for achieving success along with more intensive program management. The services included are intended to provide more robust analysis of customer use cases, rapidly and thoroughly ensure the customer is installed, 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 full deployment and provisioning of the Zenoss software implementation.

The Premium Startup Assistance Package includes:
1. Architecture planning, documentation and review
2. On-site success planning workshop and Project Oversight
3. Zenoss Service Dynamics Installation (remote)
   a. Zenoss Control Center and Resource Manager installation
   b. Zenoss Service Impact installation
   c. Zenoss Service Analytics installation
4. Environment Hardening Guidance
5. Product Walkthroughs and Knowledge Transfer
   a. Zenoss Control Center and Resource Manager installation
   b. Zenoss Service Impact installation
   c. Zenoss Service Analytics installation
6. Product performance tuning
7. Thirty-Six (36) Z Credits – redeemable for Zenoss instructor-led training courses within 12 months

The following is a more detailed description of the components of the Premium Startup Assistance Package (ZSD):

1. **Zenoss Infrastructure Architecture**
   All Zenoss deployment packages include an architecture document and project management oversight. A Zenoss architect will review the client’s current monitoring requirements and plans future growth. The architect will provide an updated architecture document with recommendations on infrastructure sizing for the client’s Zenoss deployment. All architecture documents detail recommended sizing for CPU allocation, RAM, storage, port information, as well as other information necessary to support the client’s use case and environment.

   **Tasks:**
   - Zenoss Architects engaged to provide an initial recommended project architecture.
   - Zenoss Architects to provide updated architecture based on tuning and any other factors discovered during deployment.
   - All information will be captured in an Architecture Recommendation Document and provided to the customer.

2. **On-site Success Planning Workshop (2 days)**
The Success Planning Workshop is a two-day on-site workshop with the customer team responsible for the Zenoss program. The objective is to

- Level set on Zenoss, the product, the deployment and how best to get to value
- Define goals, establish success criteria and the expected value to be realized from the implementation
- Identify the stakeholders including consumers and contributors and their priorities / needs
- Review key product concepts spanning Zenoss products, available integrations, ZenPack framework, how licensing works and specific training needs
- Discuss customer readiness and roles in the organization needed for success
- Review the recommended Architecture for the customer’s environments
- Plan the course forward for Zenoss implementation, deployment, and consumption

Zenoss Employee travel for the on-site workshop is not included in the cost of this service package and is charged additionally.

3. Install Zenoss Service Dynamics

a. Zenoss Resource Manager & Control Center Product Installation
   Zenoss will install and configure a single instance of the Zenoss Control Center (CC) and Resource Manager (RM) product. This process will be done in concert with client staff member(s) to provide knowledge transfer on the installation process, and event management administration and usage. The installation process will involve all servers required for Control Center, Resource Manager, and remote Collectors as required for the installation.

   Tasks:
   - Install Control Center and Resource Manager in One (1) Datacenter
     - Install Zenoss Control Center (CC) on Master host
     - Install Zenoss CC on pool host
     - Deploy Resource Manager application
     - Create a Resource Pool
     - Add a host to a Resource Pool (if required)
     - Add a Collector (if required)

b. Zenoss Service Impact Product Installation
   Zenoss will install, setup, and configure the Zenoss Service Impact module. This process will be done in concert with client staff member(s) to provide knowledge transfer on the product installation process and the creation of a Service Model.

   Tasks:
   - Zenoss Service Impact Module Installation
     - Install and configure the Service Impact module

c. Zenoss Service Analytics Product Installation
   Zenoss will install, setup, and configure Zenoss Service Analytics module to work with the Resource Manager installation. This process will be done in concert with client staff member(s) to provide knowledge transfer on the product installation process and high level usage. The installation process will include servers required for the analytics software and data warehouse. As a standard practice, the analytics installation is allowed to run for a week or two prior to the report review to allow sufficient data to be gathered for the report samples.
Tasks:

- Install and Configure Zenoss Analytics module
  - Install Analytics software
  - Work with client to set up system parameters, data retention policy, user access
  - Configure and verify Model ETL is working successfully for master
  - Configure and verify Event ETL is working successfully for master
  - Configure and verify Performance ETL is working successfully for master
  - Validate all ETL jobs are working correctly

**NOTE:** Custom Analytics report development and/or report development training are available through an additional agreement

4. Environment Hardening Guidance

Zenoss deployment engineers will provide guidance on how to “harden” their environment. This includes specific recommendations on setting up and storing backups, preparing development and staging environments, Disaster Recovery planning and testing practices, as well as configuring Zenoss to monitor Zenoss. Please note that Zenoss is not responsible for the configuration required for environment hardening. The customer team is required to implement all recommendations.

Tasks:

- Zenoss deployment engineer will set a meeting to review hardening recommendations.

5. Product Walkthroughs and Knowledge Transfer

a. Zenoss Resource Manager & Control Center

- Zenoss Platform Administration Walkthrough and Knowledge Transfer
  - Demonstrate stop and start of the platform
  - Demonstrate creation of up to five (5) users and two (2) groups
  - Walkthrough administered objects
  - Walkthrough CC user interface (Resource Manager Health, Logfile access)
  - Assign a Virtual IP (VIP) (if required)
  - Demonstrate attaching to a container and access Logfiles
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  - Install a ZenPack (if required)
  - Perform a backup of the Zenoss platform
  - Review tuning options
  - Verify knowledge transfer goals are met

- Zenoss Event Management Operations Walkthrough and Knowledge Transfer
  - Login to Zenoss Resource Manager application
  - 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
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### b. Zenoss Service Impact

- **Zenoss Impact Service Model Operations Walkthrough and Knowledge Transfer**
  - Login to Resource Manager and verify Services Tab
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6. Product Performance Tuning

An important step before completing an initial deployment is reviewing the product configurations and performance. It is important to note there is no single configuration that is optimal for all customers and that tuning is a continuous and iterative process that requires customers to reevaluate their environments on a periodic basis. Included in this section:

**Tasks:**

- A Deployment Engineer will ensure that recommended steps in the Resource Manager tuning and troubleshooting guide were followed during installation.
- Double checking product configuration
  - Zenoss Professional Services and Support teams leverage a validation script to confirm that environments are configured correctly. A Zenoss Deployment Engineer will provide and run this script on the production environment, analyze the results and work with the customer’s team to address any issues discovered.
- Steps to ensure best possible performance and stability
  - While much about performance specific to customer environments, there are guidelines applicable for all customers. Before the end of the deployment, a Zenoss Deployment Engineer will review the items in the customer’s production environment including but not limited to:
    - Rabbit queues and historical rabbit graphs
    - Backlogs or queued messages
    - Analysis of any spikes that may indicate an environment or device specific issue
    - Missed runs
    - Memory and CPU utilization of the hosts
    - Device graphs on collection daemons in CC
7. Z Credits
   This service package includes a bundle of Thirty-Six (36) Z Credits that can be redeemed for Zenoss Training Courses by the organization within 12 months of purchase.

Premium Startup Assistance (ZaaS)

The Premium Startup Assistance Package is a bundle of fixed-price services designed for customers that desire a higher level of solution guidance to better achieve business goals. The package includes an upfront focused effort to validate business requirements, document success criteria, identify stakeholders and document a roadmap for achieving success along with more intensive program management. The services included are intended to provide more robust analysis of customer use cases, rapidly and thoroughly ensure the customer is installed, 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 full deployment and provisioning of the Zenoss software implementation.

The Premium Startup Assistance Package includes:
1. Architecture planning, documentation and review
2. On-site success planning workshop and project oversight
3. Creating ZaaS instance and installing remote collector(s) within the customer’s environment
4. Product Walkthroughs and Knowledge Transfer
   a. Zenoss Resource Manager (ZaaS)
   b. Zenoss Service Impact (ZaaS)
   c. Zenoss Service Analytics (ZaaS)
5. Thirty-Six (36) Z Credits – redeemable for Zenoss instructor-led training courses within 12 months

The following is a more detailed description of the components of the Premium Startup Assistance Package (ZaaS):

1. ZaaS Architecture Review
   All Zenoss deployment packages include an architecture document and project management oversight. A Zenoss architect will review the client’s current monitoring requirements and plans future growth. The architect will provide an updated architecture document with recommendations on infrastructure sizing for the client’s Zenoss deployment in the Zenoss ZaaS environment. All architecture documents detail recommended sizing for CPU allocation, RAM, storage, port information, as well as other information necessary to support the client’s use case and environment.

   **Tasks:**
   - Zenoss Architects engaged to provide an initial recommended project architecture.
   - Zenoss Architects to provide updated architecture based on tuning and any other factors discovered during deployment.
   - All information will be captured in an Architecture Recommendation Document and provided to the customer.
2. **On-site Success Planning Workshop (2 days)**
   The Success Planning Workshop is a two-day on-site workshop with the customer team responsible for the Zenoss Program. The objective is to:
   - Level set on Zenoss, the product, the deployment and how best to get to value
   - Define goals, establish success criteria and the expected value to be realized from the implementation
   - Identify the stakeholders including consumers and contributors and their priorities / needs
   - Review key product concepts spanning Zenoss products, available integrations, ZenPack framework, how licensing works and specific training needs
   - Discuss customer readiness and roles in the organization needed for success
   - Review the recommended Architecture for the customer's environments
   - Plan the course forward for Zenoss implementation, and consumption

   Zenoss Employee travel for the on-site workshop is not included in the cost of this service package and is charged additionally.

3. **Creation of ZaaS Instance and Installation of Collector(s)**
   Zenoss will provide a single instance of ZaaS including Resource Manager (RM), Service Impact and Analytics modules. The Zenoss team will work with the customer to install and configure remote collectors on the servers provisioned per the architecture document.

   **Tasks:**
   - Provide one instance of Zenoss as a Service
   - Install one or more remote collectors per the architecture document and ensure they are communicating with the ZaaS environment

4. **Product Walkthroughs and Knowledge Transfer**
   a. **Zenoss Resource Manager (ZaaS)**
      - Zenoss event management operations walkthrough and knowledge transfer
      - Login to Zenoss Resource Manager application
      - Demonstrate creation of up to five (5) users and two (2) groups
      - 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

   **Acceptance Criteria**
<table>
<thead>
<tr>
<th>Date Achieved</th>
<th>Initials</th>
<th>Component</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>A user is able to login to the Resource Manager URL</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to add a device to be monitored</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to model a device</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to modify a threshold</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to add a trigger</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to setup a notification</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to stop and start the platform</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to sort event console to manage events</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to navigate event management</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to reclassify SNMP traps (if needed)</td>
</tr>
</tbody>
</table>

b. Zenoss Service Impact (ZaaS)

- Zenoss Impact Service Model operations walkthrough and knowledge transfer
  - Login to Resource Manager and verify Services Tab
  - Work with client to determine a service to be monitored
  - Work with client to determine service policies
  - Create a sample Impact Service Model with up to ten (10) dependencies
    \* Note: Relationships between devices must already be modeled and monitored by Zenoss Resource Manager
  - Validate that a Service notification is being sent
  - Verify knowledge transfer goals are met

Acceptance Criteria

<table>
<thead>
<tr>
<th>Date Achieved</th>
<th>Initials</th>
<th>Component</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>A user is able to successfully navigate to Services tab and it shows the Impact Services View.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to define a sample service within Zenoss with up to 10 devices</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to define service notifications</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to view the sample service in the Services View on RM</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to validate that service notifications are being sent</td>
</tr>
</tbody>
</table>

c. Zenoss Analytics (ZaaS)

- Zenoss Analytics operations walkthrough and knowledge transfer
  - Walk through of the out of box reports (Data must be collected for at least one week before running reports)
    - **Analytics Batch Status Report** to verify all batches for MODEL, EVENT and PERFORMANCE on all collectors to show COMPLETED status
    - **Device Performance for Availability, CPU Usage, and Memory Usage Exceptions Reports** with thresholds of “greater than 0” to verify aliases
applied during install and daily aggregation process is running successfully.
  o Verify knowledge transfer goals are met

**NOTE:** *Custom Analytics report development and/or report development training are available through an additional agreement*

### Acceptance Criteria

<table>
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<tr>
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<th>Component</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>A user is able to validate single sign on between Resource Manager and Analytics (logging into Resource Manager using a user account with the ReportingUser role and then navigating to Reports-&gt;Advanced successfully logs user into Analytics)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to validate all ETL jobs to be working successfully</td>
</tr>
</tbody>
</table>

#### 5. Z Credits

This service package includes a bundle of Thirty-Six (36) Z Credits that can be redeemed for Zenoss Training Courses by the organization within 12 months of purchase.

### 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 Zenoss software deployment for a go-live. Rollout packages are a fixed-price service offering sized to match the size of your deployment with the required number of Professional Services hours.

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 Resource Manager
- Assistance with Impact Service Models
- Iterative Q&A and troubleshooting
- System and ZenPack performance tuning
- Deployment documentation
- Go-live readiness check
- Go-live support

**Deliverable 1 – Consulting Hours**

Zenoss Services will coordinate with customer to utilize the consulting hours to address the customer’s needs.
Acceptance 1 – Consulting Hours
Zenoss 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 Zenoss software deployment for a go-live. Rollout packages are a fixed-price service offering sized to match your deployment with the required number of Professional Services hours.

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). Zenoss 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 Resource Manager
- Assistance with Impact Service Models
- Iterative Q&A and troubleshooting
- System and ZenPack performance tuning
- Deployment documentation
- Go-live readiness check
- Go-live support

Deliverable 1 – Consulting Hours
Zenoss Services will coordinate with customer to utilize the consulting hours to address the Customer’s needs.

Acceptance 1 – Consulting Hours
Zenoss 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 Zenoss software deployment for a go-live. Rollout packages are a fixed-price service offering sized to match your deployment with the required number of Professional Services hours.

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 Resource Manager
- Assistance with Impact Service Models
- Iterative Q&A and troubleshooting
- System and ZenPack performance tuning
- Deployment documentation
- Go-live readiness check
• Go-live support

**Deliverable 1 – Consulting Hours**
Zenoss Services will coordinate with customer to utilize the consulting hours to address the customer’s needs.

**Acceptance 1 – Consulting Hours**
Zenoss 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**
Zenoss Integration Services are designed to provide assistance in interfacing Zenoss 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 Zenoss software with the following third-party Incident Management systems: ServiceNow, BMC Remedy, CA ServiceDesk, Atlassian Jira, and OTRS. 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 Zenoss Incident Management Integration ZenPack and allows Zenoss software to create, modify, reopen, acknowledge, link, assign and close incidents.

Zenoss integrates with these tools as part of the incident resolution workflow that is initiated when a Zenoss event is generated. The integration is bidirectional, so when an event is closed in the incident management tool, the corresponding event can be automatically closed in the Zenoss platform, and vice versa. Administrators can also tune the solution to intelligently generate tickets based on specific event conditions to avoid generating alert floods.

For ServiceNow, the integration is certified by ServiceNow and includes an application which should be installed in the customer’s ServiceNow instance. This certified application creates a staging table so that the integration does not have to write directly to the Incident table, and it also creates an appropriate user role for an integration user.

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

**Deliverable 1 - Zenoss Incident Management Integration**
Zenoss will install, setup, and configure the Zenoss Incident Management integration ZenPack. This provides an automated integration between an incident management ticketing systems and Zenoss event management. This integration provides the capability for the following:

- Create incidents automatically via Zenoss 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

<table>
<thead>
<tr>
<th>Date Achieved</th>
<th>Initials</th>
<th>Component</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>A user is able to create incidents automatically via Zenoss triggers/notifications</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to close incident by closing the corresponding event in the event console</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to close an event by resolving the corresponding incident</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able associate existing events with existing incidents</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able create incidents manually via event console</td>
</tr>
</tbody>
</table>

ServiceNow-Certified CMDB Integration Service

This annual subscription service interfaces Zenoss software with the CMDB from ServiceNow. This integration, certified by ServiceNow, is renewable every 12 months from the date of purchase and is designed to offer ongoing compatibility between the products.

Deliverable 1 - Zenoss ServiceNow Certified CMDB Integration

The Zenoss ServiceNow CMDB Integration ZenPack automatically populates new and updated CMDB devices into Zenoss 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 ServiceNow URL, credentials, and polling interval will need to be set up.

There is also a certified ServiceNow application which should be installed in the customer’s ServiceNow instance to create a suitable role for the integration user.

The ZenPack contains a daemon that will poll 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 Zenoss in the /Discovered class. The administrator will have to move the 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.

Objects are linked between the CMDB and Zenoss software thereby recording the CI ID with the corresponding managed resource in the Zenoss software platform. When paired with the Incident Management integration, this allows any event that will generate a ticket in ServiceNow to have the CMDB ID.

• Zenoss will poll CMDB for new devices (Devices Only)
Zenoss will poll CMDB for existing device status changes
New CMDB devices will be added to the Zenoss /Discovered class
Administrators will be responsible for moving /Discovered devices to the appropriate modeling/monitoring device class
Configurable polling interval
Configurable CMDB device to CMDB component object mapping
The GUID or CI ID assigned to the object in the CMDB will be used as a unique identifier to match to objects in Zenoss

Acceptance 1 - ServiceNow Certified CMDB Integration

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

ServiceNow Incident Management & CMDB Integration Service

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

Palo Alto Networks Integration Service

The Palo Alto Networks 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 below. The Palo Alto platform support monitors Palo Alto Networks PA-series devices using SNMP. It is possible to monitor PA-7050, PA-5000 series, PA-3000 series, PA-500 series, PA-200 series, and Panorama devices.

Deliverable 1 - Zenoss Palo Alto ZenPack
Zenoss will install, setup, and configure the Zenoss Palo Alto ZenPack. This provides monitoring for specified Palo Alto devices and components that are available. This integration can discover the following components if present:

- Chassis
- Processors
- CPU Core Sensors
- Memory
- Swap
- Packet Buffers
- Fan Trays
- Fan Sensors
- Power Supplies
- Disks
- Partitions
- VSYS
- Modules
- Temp Sensors
- Network Interfaces
- GPG Tunnels Utilization
- Sessions Utilization

**NOTE:** Any requested modifications to the ZenPack code will require a development SOW.

Acceptance 1 – Palo Alto ZenPack

<table>
<thead>
<tr>
<th>Date Achieved</th>
<th>Initials</th>
<th>Component</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>A user is able to add a device from the Infrastructure view in Zenoss UI</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to see the device is listed in the UI after modeling</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able click on the device and see components, templates, graphs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to see modeler plugins</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able view the individual components that are present and validate data is being monitored</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to reset the default alarm thresholds on the components</td>
</tr>
</tbody>
</table>

**Single Sign-On (SSO) SAML Authenticator Integration Service**

This service involves the delivery and configuration of the SAML Authenticator ZenPack, which enables Zenoss Resource Manager to function as a SAML (Security Assertion Markup Language) Service Provider. It has been tested with SimpleSAMLphp 1.4 and SSOCircle SAML Identify Providers. It is an annual subscription service renewable every 12 months from the date of purchase.

**Deliverable 1 - Zenoss SSO SAML Authenticator ZenPack**

Zenoss will install, setup, and configure the Zenoss SAML Authenticator ZenPack to utilize one of the supported SAML Identify Providers. This integration will allow users defined in an existing Zenoss user source to be authenticated by the configured SAML Identify Provider:

**NOTE:** Any requested modifications to the ZenPack code will require a development SOW.

Acceptance 1 – SAML Authenticator ZenPack
### SAP HANA Integration Service

This service provides modeling and monitoring of SAP HANA instances within the Zenoss software platform. It is an annual subscription service renewable every 12 months from the date of purchase and is designed to offer ongoing compatibility between the platforms as described below.

**Features:**

1. A new device class `~/Devices/HANA` is added to the system.
2. The following components are modeled and monitored:
   a. HANA Endpoint (the HANA system as a whole)
   b. HANA Hosts
   c. HANA Disks
   d. HANA Services
3. Endpoint Data Sources are included to provide the following information:
   a. Count of the number of current connections to HANA
   b. Create Zenoss events from HANA Alerts
   c. Ability to run a generic query with results stored and available for threshold
   d. Current memory usage and limit for licensing purposes
   e. Ability to capture/measure the response time of generic SQL query
   f. Ability to monitor and alert on Nameserver or Indexserver role changes
   g. Ability to count the number of currently running queries
4. Host Data Sources
   a. All metrics from the M_HOST_RESOURCE_UTILIZATION table
5. Disk Data Sources
   a. Ability to store and threshold on disk total and used sizes
6. Service Data Sources
   a. Measure Heap utilization of a service
   b. All metrics from the M_SERVICE_MEMORY table
   c. All metrics from the M_SERVICE_STATISTICS table

### Prerequisites:

<table>
<thead>
<tr>
<th>Prerequisite</th>
<th>Restriction</th>
<th>Min Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product</td>
<td>Zenoss Resource Manager</td>
<td>4.2.4</td>
</tr>
<tr>
<td></td>
<td>Zenoss Analytics</td>
<td>4.3.0</td>
</tr>
<tr>
<td></td>
<td>Zenoss Service Impact</td>
<td>4.2.6</td>
</tr>
<tr>
<td>ZenPacks</td>
<td>ZenPacks.zenoss.PythonCollector</td>
<td>1.4.0</td>
</tr>
<tr>
<td></td>
<td>ZenPacks.zenoss.CalculatedPerformance</td>
<td>2.0.1</td>
</tr>
<tr>
<td>Other dependencies</td>
<td>unixODBC.x86_64</td>
<td>2.0.1</td>
</tr>
<tr>
<td></td>
<td>Installed SAP ODBC driver ***</td>
<td></td>
</tr>
</tbody>
</table>
*** Note: This ZenPack uses ODBC to connect to the HANA instance. Therefore, each collector collecting for HANA systems must have the unixODBC package installed as well as the SAP HANA ODBC driver (libodbcHDB.so). Additionally, /etc/odbc.ini must be configured with the location of the library and a DSN.

**Deliverable 1 - Zenoss SAP HANA ZenPack**
Zenoss will install, setup, and configure the Zenoss SAP HANA ZenPack. This effort will be performed with client staff to provide knowledge transfer and acceptance review.

**NOTE:** Modification requests to the ZenPack code will require a development SOW.

**Acceptance 1 – SAP HANA ZenPack**

<table>
<thead>
<tr>
<th>Date Achieved</th>
<th>Initials</th>
<th>Component</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>The ZenPack is installed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to add a HANA endpoint</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to see the new device in Infrastructure /devices/HANA</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to see that components are created after modeling has run</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to see the monitored data in graphs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to create and modify a threshold against monitored data</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able add the HANA endpoint to an Impact service*</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to see HANA data in Analytics**</td>
</tr>
</tbody>
</table>

* Requires client to have Zenoss Impact installed and running

**Viptela SD-WAN Integration Service**

The Viptela SD-WAN Integration Service provides support for monitoring faults and performance for Viptela vEdge routers, vSmart controllers, and the vManage network management system. It 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 below.

**Deliverable 1 - Zenoss Viptela SD-WAN ZenPack**
Zenoss will install, setup, and configure the Zenoss Viptela SD-WAN ZenPack. This provides monitoring for supported Viptela devices and components that are available.

The following common features are available across the supported products where available.

- Base Discovery:
  - Interfaces
  - ControlConnections
  - Chassis ID
  - System IP
  - Hostname
  - Serial Number
  - Site ID
Monitoring:

Performance and event data collection for devices controlled by a vManage network management system is accomplished through vManage API calls. No direct connection is needed from a Zenoss system to any vEdge or vSmart device.

- Event collection
- Control Connection Uptime
- Interface txoctets, txpackets, txdrops, txerrors, rxoctets, rxpacktes, rx drops, rxerrors
- Tunnel uptime, txpackets, rxpackets, rxoctets, rxoctets (vEdge only)
- Memory utilization mem_total, mem_used, mem_cached, mem_buffers
- CPU utilization system, user, idle
- Disk utilization

**NOTE:** Read-only API credentials are required to the vManage API. No device-specific credentials are required for the vEdge or vSmart devices

**Acceptance 1 – Viptela SD-WAN ZenPack**

<table>
<thead>
<tr>
<th>Date Achieved</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>A user is able to add a device from the Infrastructure view in Zenoss UI</td>
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<td></td>
<td></td>
<td>A user is able to see the device is listed in the UI after modeling</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Modeling will add all hardware returned by the vManage. A user is able to see new hardware after modeling</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able click on the device and see components, templates, graphs</td>
</tr>
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<td>A user is able to see modeler plugins</td>
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<td>A user is able view the individual components that are present and validate data is being monitored</td>
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<td></td>
<td></td>
<td>A user is able to reset the default alarm thresholds on the components</td>
</tr>
</tbody>
</table>

**Hitachi Integration Service**

This service includes delivery of a ZenPack that discovers, models, and provides element availability and performance monitoring for the Hitachi UCP Director, with appropriate events and alerts based on thresholds. All information regarding inventory, performance and availability metrics can be accessed through the Hitachi UCP Director RESTful API. It 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 below.

**Deliverable 1 - Zenoss Hitachi ZenPack**

Zenoss will install, setup, and configure the Zenoss Hitachi ZenPack.

Modeling - The device and its components are modeled using the UCP Director API.

- UCP Director device overview information
- Chassis and chassis sub-component information
- Server blade and sub-component information.
- Fiber channel fabrics.
- Storage systems and sub-components.
Performance metrics are from the monitoring/ API. The metrics extracted include:

- Ethernet Switch
- Ethernet Switch Port
- Fibre Channel Switch Port
- Storage Journal
- Storage Parity Group
- Storage Pool
- Storage Port
- Storage Processor
- Storage System
- Storage Volume

**NOTE:** Any requested modifications to the ZenPack code will require a development SOW.

**Acceptance 1 – Hitachi ZenPack**

<table>
<thead>
<tr>
<th>Date Achieved</th>
<th>Initials</th>
<th>Component</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>A user is able to add a Hitachi UCP device from the Infrastructure view in Zenoss UI</td>
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<tr>
<td></td>
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<td>A user is able to see the device has successfully modeled</td>
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<tr>
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<td></td>
<td>A user is able click on the device and see components, templates, graphs</td>
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<tr>
<td></td>
<td></td>
<td>A user is able view the individual components that are present and validate data is being monitored</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A user is able to add alarm thresholds on the monitored components</td>
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</tbody>
</table>
Development & Consulting Services

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

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

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

Zenoss Professional Services Consulting Hours

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

Deliverable 1 – Consulting Hours
Zenoss Services will coordinate with customer to utilize the consulting hours to address the customer’s needs.

Acceptance 1 – Consulting Hours
Zenoss assigned Project Manager will track consulting hours used and provide a report to customer as needed. Typically, these would be monthly or on request.

Zenoss Professional Services - Interactive Web Sessions (6 Hours)

This package consists of six (6) interactive WebEx sessions of up to one (1) hour each. A Zenoss Professional Services architect, developer, or consultant will be available to provide advice and help with customer's Zenoss deployment.

Requesting a WebEx Session:

Several options for requesting a WebEx session. Please provide the topics you wish to discuss.

- Request through your sales representative
- Request through your support ZenDesk account via ticket request
- Request through assigned Professional Service project manager

Possible Session Topics:

- Infrastructure and architecture
- ZenPack construction and development
- Zenoss administration, configuration, tuning, and usage
- Zenoss Service Impact and service models
- Zenoss Service Analytics and reporting
- Customer specific "how to"

WebEx Session Guidelines:

- Each session is one-hour in length
- A WebEx session may be recorded at the customer’s request
- Sessions must be requested in advance and scheduled
• Sessions can be combined if scheduling permits (please request ahead of time)
• No work will be performed outside of the sessions

**Deliverable** - Six (6) interactive WebEx sessions of up to one (1) hour each

**Acceptance** - The six sessions have been used
Services Terms and Conditions

Customer agrees to the following Terms and Conditions in conjunction with the applicable Zenoss Services Packages set forth in an Order Form or SOW. Services Terms and Conditions amend and are subject to the Zenoss Master License and Services Agreement (“MLSA”), or a mutually agreed master agreement (the “Master Agreement”). 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. Zenoss shall have no obligation to perform services after expiration of the term. Payment obligations will survive termination. All Zenoss Services Packages are non-refundable.

Zenoss Services will be performed at the Zenoss’ facilities, unless otherwise specifically indicated in the Order Form or SOW. If requested, Customer will provide Zenoss access to the hardware hosting the Zenoss 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 Zenoss in performing Services, based on actual receipts. Zenoss 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 Zenoss 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 Zenoss 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 Zenoss. No copyrightable aspects of the Services, documents, and deliverables shall be considered “works made for hire” by customer. Zenoss and the successors and permitted assigns of Zenoss 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 Zenoss in securing, enforcing and otherwise protecting Zenoss’ interest in such Services, documents, and deliverables including executing documents reasonably requested by Zenoss. 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 Zenoss. Customer agrees to sign any such documentation that Zenoss may reasonably request in connection with the foregoing.
Zenoss Training Services

Zenoss Training Services provide a comprehensive and holistic set of offerings to rapidly provide your team with the skills necessary to accelerate Zenoss-specific product knowledge. Our professional trainers are experienced industry practitioners who not only have a deep understanding of Zenoss products, but also of the IT challenges that Zenoss products solve. All courses feature hands-on exercises and real-world examples. Zenoss Training Services are non-refundable. Training is offered through the purchase and redemption of Z Credits (see below) or by direct payment through our Zenoss Learning Center, where class schedules and additional learning materials can also be found.

Zenoss Z Credits (1 Credit) – Redeemable for Training

Z Credits are a convenient way to pay for training, allowing companies to purchase in advance and schedule training at a later time, thus making it easier for organizations to manage training budget while simplifying the procurement and approval processes. Z Credits can be used for any of Zenoss’ instructor-led courses by anyone within the customer’s organization.

Each Z Credit can be redeemed for $250 of training and is valid for 12 months from the date of purchase.

Zenoss Z Credits (36 Credit Bundle) – Redeemable for Training

This bundle of Thirty-Six (36) Z Credits is a discounted bundle that can be redeemed for Zenoss training courses and is valid for 12 months from the date of purchase. Credits can be redeemed by one or multiple individuals within an organization and for any mix of regularly scheduled Zenoss training courses. This makes it easy for companies to purchase training in advance of scheduling, therefore simplifying budgeting, purchasing and approval processes to ensure organizational training requirements will be met. Each Z Credit can be redeemed for $250 of training.

Benefits:

• Tuition Fee Savings: save on the standard per-course price.
• New Skills: Grow and deepen your Zenoss software knowledge and skills and enhance its value within your organization.
• Budget ease: Forecast in advance
• Course Materials: Receive copies of instructor presentations and the hands-on exercises for your course, both printed and electronic
• Save time and paperwork by handling an entire year of training — in a single order

Zenoss Resource Manager 5.x Monitoring I & II Training

Learn how to use Zenoss Resource Manager 5.x to monitor the performance of your data center resources. Monitoring I covers the most commonly encountered data center devices, while Monitoring II expands upon Monitoring I to include additional items such as device component, application, and website monitoring.

Both courses are delivered online by a live instructor. Both include live demonstrations of product functionality and hands-on lab exercises. Participants will have the opportunity to ask questions of the instructor and to interact with other participants. Each participant will be provided with their own Zenoss training instance (hosted by Zenoss) for the duration of the class.
Zenoss 5.x Platform Administration I & II Training

Learn how to configure and maintain Zenoss Resource Manager. Platform Administration I teaches the skills necessary to perform basic administrative tasks in Control Center and Zenoss Resource Manager. Platform Administration II expands on Platform Administration I to include advanced topics, command line administration of Resource Manager services, and troubleshooting tools and techniques.

Both courses are delivered online by a live instructor. Both include live demonstrations of product functionality and hands-on lab exercises. Participants will have the opportunity to ask questions of the instructor and to interact with other participants. Each participant will be provided with their own Zenoss training instance (hosted by Zenoss) for the duration of the class.

Zenoss Service Impact and Event Management Training

Learn how to use the Zenoss Service Dynamics platform’s Service Impact module to define service models that provide dynamic service impact analysis with automated root cause analysis.

The course will be delivered live by an expert instructor over a WebEx session. Participants have the opportunity to ask questions of the instructor and interact with other participants. Each participant will have access to an individual Zenoss training instance hosted by Zenoss as well as shared lab devices to monitor.

Zenoss Analytics Training

Learn how to use the Zenoss Service Dynamics platform’s Analytics module to extract, transform, and structure raw data from Zenoss Resource Manager into reports and visualizations that provide your organization with invaluable insight into your IT infrastructure.

The course is delivered live by an expert instructor and shared in a WebEx session, offering students the option of attending in-person or remotely. Students have the opportunity to ask questions of the instructor and interact with other participants. The course includes instructor demos and 14 hands-on exercises on a live Analytics installation hosted by Zenoss.

Zenoss ZenPack Development Training

The ZenPack Development Training course will teach the attendee how to develop and deploy complex customizations to Zenoss software through ZenPacks (Zenoss’ extension framework). Through a series of progressive, hands-on exercises, each student will build a new ZenPack that models and monitors a custom device type and includes updates to the Zenoss user interface.

Instruction is delivered in a classroom setting by a Zenoss developer. Each student is provided with a dedicated Zenoss training instance and is tasked with creating the new ZenPack under instructor guidance.

Training Terms and Conditions

View Zenoss Training terms and conditions here: https://www.zenoss.com/contracts/training-services-terms-conditions.
Zenoss’ 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 Zenoss 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 Zenoss. When contacting Zenoss, 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 Zenoss with all access, information, documentation and assistance that Zenoss may require to provide Support.

You agree that Zenoss shall have the right to identify you as a Zenoss customer, and you grant Zenoss 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 Zenoss shall constitute an assignment to Zenoss (without charge) of all right, title and interest in such Improvements. Zenoss shall have the right, but not the obligation, to incorporate Improvements into the Software, as it deems advisable. Zenoss 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 Zenoss 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.

Zenoss Glossary

The following is a brief glossary of key Zenoss terms.

Zenoss Core

Zenoss Core is the free version of Zenoss software. To understand how Zenoss Core differs from Zenoss Service Dynamics visit this comparison table online.

Zenoss Commercial

Zenoss Commercial is synonymous with Zenoss Service Dynamics – the paid version of Zenoss. To understand how Zenoss Service Dynamics differs from Zenoss Core, visit this comparison table online.
Zenoss User Community
The Zenoss User Community is where Zenoss users may go to engage with other users, participate in discussion forums, and to share ideas and suggestions. To visit the Zenoss Community site, go to Zenoss User Community.

Managed Resource
Zenoss software products provide unsurpassed value and flexibility by licensing based on the total number of Managed Resources monitored, and includes access to 100+ Zenoss developed and supported enterprise ZenPacks at no additional charge.

A “Managed Resource” (MR) is any physical device, virtual device, virtual context that emulates a physical device, application component, unique URL for a web application, or any element that is present in the database created by Zenoss Service Dynamics and is designated by the database as being managed or monitored.

For non-virtual environments, a Managed Resource is any network-connected device such as a server, router switch, IP phone, UPS, etc. For virtualized environments, in addition to all connected devices, each virtual machine (VM) with a unique IP address is counted as a Managed Resource. For example, a VMware ESX server with (10) guest operating systems would equal (11) Managed Resources.

Zenoss licensing provides unsurpassed value and flexibility. Some vendors license their software for a device based on the number of components / interfaces (e.g. CPUs, ports) and data points collected which adds complexity – tightly coupling the license to a device type – and can drastically distort value.

Take, for example, a switch from which 1,000 data points can be collected. With Zenoss, the switch is (1) Managed Resource vs. other vendors who license on a per data point basis where the resulting price can be higher by factor of 50. At a minimum, Zenoss Resource Manager along with a Zenoss support plan (available offerings are described later in this document) must be purchased.

ZenPacks
A ZenPack is a plugin or extension to Zenoss Service Dynamics or Zenoss Core. ZenPacks are used to 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. There are (5) classifications of ZenPacks:

<table>
<thead>
<tr>
<th>Zenoss Commercial</th>
<th>Developed, maintained and supported by Zenoss; these ZenPacks are only made available to Zenoss Service Dynamics customers. Can be modified by customer, but not redistributed.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zenoss Open Source</td>
<td>Developed and maintained by Zenoss and made available to all Zenoss users; Zenoss Support is provided for Zenoss Service Dynamics customers only whereas community support is available for Zenoss Core users. Can be modified by users and redistributed.</td>
</tr>
<tr>
<td>Zenoss Professional Service Integrations</td>
<td>Developed by Zenoss Professional Services and implemented as part of a subscription service package for Zenoss Service Dynamics customers.</td>
</tr>
<tr>
<td>Community</td>
<td>Developed and supported by the Zenoss Community. Not supported, tested nor validated by Zenoss. Can be modified by users and redistributed.</td>
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<td>-----------</td>
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</tr>
<tr>
<td>Custom</td>
<td>Zenoss users may develop their own ZenPacks or contract Zenoss Professional Services or a Zenoss Partner for ZenPack development</td>
</tr>
</tbody>
</table>

To see which ZenPacks are available, visit the [ZenPack Catalog](#).