



Description of Software, Support, and Services

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

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Zenoss Software

Zenoss Cloud

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

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

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

Collection Zone Add-On

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

Zenoss Cloud Staging Instance

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

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.

Note that Zenoss as a Service is a separate offering from Zenoss Cloud.

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.

Licensing Policies

Zenoss 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.

Zenoss Cloud Licensing

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

	Zenoss Cloud Professional	Zenoss Cloud Enterprise
Minimum Managed Resources (MR)	500MR	500MR
Maximum Data Rate (datapoints¹/MR/day)	40000 DP per MR per day	120000 DP per MR per day
Maximum Monthly Unique Users	20	100
Default Data Retention	3 months	15 months

Smart View	Yes	Yes
Container Monitoring	Yes	Yes
Custom Metrics / Ad-hoc Data Sources	Yes	Yes
Anomaly Visualization	Yes	Yes
Self-Branding	Yes	Yes
Support		
Zenoss Infrastructure Monitoring²	24 x 7 x 365	24 x 7 x 365
Customer Success Manager Assigned	-	Yes
Quarterly Account Reviews	-	Yes
Support Level³	Basic	Premium
Zenoss Cloud Startup Assistance⁴	Mandatory	Mandatory
Optional Add-On Packages		
Additional Datapoint Processing	20,000 Datapoints per MR per Day	
Longer Data Retention Subscription	Yes	Yes
Incident Management Integration Subscription (ServiceNow, Remedy, Cherwell)	Yes	Yes
CMDB Integration Subscription	Yes	Yes
Staging Instance Subscription	Yes	Yes
Additional Collection Zone Subscription⁵	Yes	Yes

¹ Datapoint: an event, or a unique instance of a metric collected during a polling cycle or received from an ad-hoc data source such as a container. For example, Zenoss typically receives multiple metrics from a device during each polling cycle; each is one datapoint. The maximum number of datapoints that will be processed by a Zenoss Cloud instance is the Max Data Rate for the licensed tier multiplied by the number of licensed Managed Resources.

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

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

⁴For description of Zenoss Cloud Startup Assistance, see **Zenoss Professional Services Packages** section below.

⁵A Zenoss Cloud instance can have multiple Collection Zones. Each Zenoss Cloud subscription includes one Collection Zone per 10,000 licensed MR (ex. A customer who purchases Zenoss Cloud for 30,000 MR is automatically licensed for up to three Collection Zones). However, additional Collection Zones can be purchased.

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

For Zenoss Service Dynamics, and the Collector component of Zenoss Cloud and Zenoss as a Service: You will obtain your copy of the Software (i.e. Zenoss Service Dynamics and Collector) 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.

For Zenoss Service Dynamics: 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 of the licensing agreement.

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

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

The following third-party offerings are available for all Zenoss commercially available released product 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 applicable Zenoss product license offering.

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 applicable Zenoss product license offering.

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 applicable Zenoss product license offering.

Zenoss Support

Basic and Premium Support

Zenoss Cloud

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

Zenoss Service Dynamics and Zenoss as a Service

Zenoss offers multiple, comprehensive Support plans for Zenoss Service Dynamics and Zenoss as a Service, 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.

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

* 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:

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

An "error" means a failure of the 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. For Zenoss Service Dynamics, 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 Cloud and Zenoss as a Service Uptime

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

Unavailable means the customer’s Zenoss Cloud or Zenoss as a Service instance can’t be accessed by users and excludes downtime associated with service maintenance periods. Also excluded is the service not being available due to circumstances beyond Zenoss’ control, including without limitation modifications of the service by any person other than Zenoss, Customer requested modifications 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

(Zenoss Cloud Enterprise and Zenoss as a Service Premium Support only)

Zenoss Cloud Enterprise and Zenoss as a Service Premium Support customers are eligible for a Service Level Credit if they experience an Urgent Severity Level issue caused by an error in the Service where

the system is not returned to an operational state within 8 hours of their submission of their support request.

You must submit a request for the Service Credit to the Web Support Portal no later than 30 days following the date of the original support request. 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 99% of the Service uptime percentage measured on a monthly basis, Zenoss shall allow you to receive a credit of 10% of a monthly portion of your annual Subscription fee to the Service which shall be applied only towards future renewals of the Service. If Zenoss does not meet at least 98% of the uptime percentage measured on a monthly basis, Zenoss shall allow you to receive a credit of 20% of a monthly portion of your annual subscription fee to the Service which shall be applied only towards future renewals of the Service.

Notwithstanding the foregoing, 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.

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

API Support

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

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.

Note: Perpetual Maintenance and Support Packages are NOT available for Zenoss as a Service or Zenoss Cloud.

Maintenance, Upgrades, and Support Policies

Zenoss Cloud

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

Zenoss Service Dynamics and Zenoss as a Service

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](#). 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 using Zenoss Service Dynamics 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.

Customers of Zenoss as a Service will receive service packs, patches, and fixes as scheduled by agreement between the Customer and the Zenoss Operations Team.

Zenoss Service Dynamics 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. Customers of Zenoss as a Service will receive upgrades to new versions of software as scheduled by agreement between the Customer and the Zenoss Operations Team.

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

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

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.

Zenoss Premium Startup Assistance

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 designed to provide a more robust analysis of customer use cases followed by installation, configuration and enablement with a sample set of customer devices focused on the use case information.

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

The Premium Startup Assistance Package includes:

1. Pre-deployment planning and review
2. On-site success planning workshop and project oversight
3. Zenoss Platform standup and installing remote collector(s) within the customer’s environment
4. Product walkthroughs and knowledge transfer on the Zenoss Platform features and capabilities
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 (SaaS):

1. Zenoss Pre-Deployment Review

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

Tasks:

- Zenoss to provide an initial deployment recommendation.

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 recommendation for the customer's environments
- Plan the course forward for Zenoss implementation, consumption, and recommended training

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

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

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

Tasks:

- Provide one instance of Zenoss Platform and Collectors

4. Product Configuration, Walkthroughs and Knowledge Transfer

- Setup initial users and groups (up to 5 users and 2 groups)
- Validate setup of preferred authentication method to access Zenoss Cloud
- Zenoss event management operations walkthrough and knowledge transfer
- Walkthrough Administered Objects
- Establish/configure monitoring criteria on sample set of up to five (5) device types
- Add and Model sample device for up to five (5) device types
- Navigate the event management UI
- Configure a trigger and notification for this sample set for up to five (5) device types
- Demonstrate event mapping (e.g. SNMP, Syslog)
- Demonstrate creation of an example event transform
- Walkthrough template management (creation, editing, copying)
- Verify knowledge transfer goals are met
- Zenoss Cloud customers only: Zenoss Smart Views and Dashboard walkthrough and knowledge transfer

Acceptance Criteria

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

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.

Zenoss Basic Startup Assistance

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

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

The Basic Startup Assistance Package includes:

1. Pre-deployment planning and review
2. Remote project kickoff
3. Zenoss Platform standup and installing remote collector(s) within the customer's environment
4. Product walkthroughs and knowledge transfer on the Zenoss Platform features and capabilities
5. Eighteen (18) Z Credits – redeemable for Zenoss instructor-led training courses within 12 months

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

1. Zenoss Pre-Deployment Review

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

Tasks:

- Zenoss to provide an initial deployment recommendation.

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 objectives:

- An overview on the deployment, what to expect, timelines and how to get to value
- Validate customers success criteria and expectations
- 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. Zenoss Platform Standup and Installation of Collector(s)

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

Tasks:

- Provide one instance of Zenoss Platform and Collectors

4. Product Configuration, Walkthroughs and Knowledge Transfer

- Setup initial users and groups (up to 5 users and 2 groups)
- Validate login and access to Zenoss Cloud
- Zenoss event management operations walkthrough and knowledge transfer
- Walkthrough Administered Objects
- Establish/configure monitoring criteria on sample set of up to five (5) device types
- Add and Model sample device for up to five (5) device types
- Navigate the event management UI
- Configure a trigger and notification for this sample set for up to five (5) device types
- Demonstrate event mapping (e.g. SNMP, Syslog)
- Demonstrate creation of an example event transform
- Walkthrough template management (creation, editing, copying)
- Verify knowledge transfer goals are met
- Zenoss Cloud customers only: Zenoss Smart Views and Dashboard walkthrough and knowledge transfer

Acceptance Criteria

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

5. Z Credits

This service package includes a bundle of Eighteen (18) Z Credits that can be redeemed for Zenoss Training Courses by the organization within 12 months of purchase.

Zenoss transition to Zenoss Cloud

Zenoss Four Step transition

1. Assessment of current deployment

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

1. Review of Transition Scope and Effort

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

2. Zenoss Cloud Environment Spin Up and Parallel Run

- Zenoss will setup Zenoss customer environment
 - Zenoss and Customer to work together to transition* items (export/import)
 - Zenoss Collector(s) will be deployed in the customer environment(s) by customer with Zenoss assistance
 - Services walkthrough, configuration, and parallel run
- *Note: Not all items can be moved over, see below

3. Transition Complete – Cut Over

- Transition to Zenoss Cloud instance as primary
- Disable on premise collector

Additional Details and Notes on Steps:

1. Assessment of on premise deployment

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

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

- ZenPacks - Any customer provided, community, or custom developed (by Zenoss) ZenPacks would need to be fully verified and approved by Zenoss prior to being installed.
- Determine if the customer is a candidate for Basic or Advanced Migration.
 - Advanced Migration: Through the use of the Zenoss Configuration Manager (Configman) ZenPack we can migrate the following items from up-to-date versions of Zenoss environments. Customer will be required to download Configman so that the following can be exported.
 - Base Settings (Event retention, mail server, production states, etc)

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

Caveats:

- ZenPack versions should match in both the source environment as well as the Zenoss Cloud customer environment.
- IP Services and Windows Services may not always be possible to successfully migrate using Configuration Manager

- Basic Device Migration: The simplest migration we can perform is to use zenbatchdump/zenbatch load to import devices, organizers, and zProperties. If a customer is only interested in pulling in the devices with their config properties this is the quickest way to go. This however does not bring along any template changes, event classes, etc.

3. Zenoss Cloud Environment spin up and parallel run

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

4. Transition Complete – Cutover

- Generally, both parties will work to try to minimize elapsed time for cut over post backup delivery. Our goal would be for cutover to take no more than two weeks from initial backup/product configuration change freeze
- “Double polling” i.e. parallel monitoring running should be running for a least several days prior to cut over.
- Zenoss team builds a new environment.
- Customer is responsible for deploying hardware (virtual or physical – Zenoss can assist) for Collector deployment via Appliance
- Existing hardware can be repurposed or new hardware can be deployed. The latter is highly recommended as it allows for “Double polling”/parallel running as part of cut over.

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

Comprehensive Rollout Service (Small Deployment)

Rollout Services are designed to accompany our Startup Assistance Packages, complementing initial setup and sample configurations with full provisioning of your 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
- 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
- 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
- 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 many third-party Incident Management systems: ServiceNow, BMC Remedy, CA ServiceDesk, Atlassian Jira, etc. It is an annual subscription offering that provides ongoing compatibility and is renewable every 12 months.

The package includes installation, setup and configuration of the 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 problem-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 is 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.

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

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

CMDB Integration Service

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

Deliverable 1 - Zenoss CMDB Integration

The Zenoss 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 URL, credentials, and polling interval will need to be set up.

The ZenPack polls the CMDB system on a configurable interval for any new devices, or changes to the status of existing devices (for example, going from Production to Decommissioned). New devices will be added to Zenoss in the /Discovered class. From there, customers have several options to move devices to the appropriate device class to enable correct modeling and monitoring.

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

The integration adds a field for CMDB CI ID to all devices and components, and populates the value when creating a device, or linking an existing device or component to a CMDB record. When paired with the Incident Management integration, this allows the integration to populate the CI ID in the incident ticket.

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

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

Acceptance 1 - CMDB Integration

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

Incident Management & CMDB Integration Service

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

HP 3PAR Integration Service

The HP 3PAR 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 HP3PAR Integration monitors and models HP 3PAR/3PAR StoreServe via SMI-S CIM Application Programming and receives events as SNMP Traps.

Deliverable 1 - Zenoss HP 3PAR

Zenoss will install, setup, and configure the Zenoss HP 3PAR ZenPack. This provides monitoring for specified HP 3PAR devices and components that are available. This integration will model the following components if present:

- Storage Volume
- Storage Array
- Storage Controller
- Power Supply
- Fan
- Disk
- Lun
- Fibre Port

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

Acceptance 1 – HP 3PAR

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

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

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

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

Date Achieved	Initials	Component
		A user is able to login to Zenoss via the configured SAML Identity Provider
		A user session (of a user logged in through SAML) expires as directed by the SAML Identity Provider

		Users that do not exist in Zenoss cannot be logged in through SAML
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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:

Prerequisite	Restriction	Min Version
Product	Zenoss Resource Manager	4.2.4
	Zenoss Analytics	4.3.0
ZenPacks	ZenPacks.zenoss.PythonCollector	1.4.0
	ZenPacks.zenoss.CalculatedPerformance	2.0.1
Other dependencies	unixODBC.x86_64	2.0.1
	Installed SAP ODBC driver ***	

*** 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

Date Achieved	Initials	Component
		The ZenPack is installed
		A user is able to add a HANA endpoint
		A user is able to see the new device in Infrastructure /devices/HANA
		A user is able to see that components are created after modeling has run
		A user is able to see the monitored data in graphs
		A user is able to create and modify a threshold against monitored data
		A user is able to see HANA data in Analytics**

** Requires client to have Zenoss Analytics 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, txoctets, 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

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

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

Date Achieved	Initials	Component
		A user is able to add a Hitachi UCP device from the Infrastructure view in Zenoss UI
		A user is able to see the device has successfully modeled
		A user is able click on the device and see components, templates, graphs
		A user is able view the individual components that are present and validate data is being monitored
		A user is able to add alarm thresholds on the monitored components

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 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 other 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 Monitoring I & II Training

Learn how to use Zenoss 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 web site 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 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.

These classes are not applicable to Zenoss as a Service or Zenoss Cloud.

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 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.

A "IP Claim" means a claim made during the term of this Agreement by an unrelated third party that your use of the Software in accordance with this Agreement and any publicly available documentation that accompanies the Software, and for which you are current in all amounts due to Zenoss, infringes any copyright, trade secret,

patent or trademark right of that third party in the United States, Canada, any country in the European Union or Japan.

Datapoint

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

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.

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:

Zenoss Commercial	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.
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Zenoss Open Source	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.
Zenoss Professional Service Integrations	Developed by Zenoss Professional Services and implemented as part of a subscription service package for Zenoss Service Dynamics customers.
Community	Developed and supported by the Zenoss Community. Not supported, tested nor validated by Zenoss. Can be modified by users and redistributed.
Custom	Zenoss users may develop their own ZenPacks or contract Zenoss Professional Services or a Zenoss Partner for ZenPack development

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