



## **Exhibit A**

### **Statement of Work**

#### **Professional Services Runbook Automation Installation and Configuration Accelerator**

1. **Scope of Professional Services** The Runbook Automation Installation and Configuration Accelerator Services offering is performed by a PagerDuty Professional Services consultant to assist the Customer in installing and configuring PagerDuty Process Automation On-Prem for use in their environment.

2. **Work that is in-scope for this SOW.** During the term of the Installation and Configuration Accelerator Services, Customer may request that PagerDuty perform planning, advisement, technical review, and troubleshooting sessions via web conference, telephone, or email on the following topics as related to the installation and configuration of the Supported Software.

- Capacity planning, infrastructure requirements, performance needs, service dependencies, Database and log storage selection and configuration.
- Cluster policy design and load balancer configuration (if Customer has purchased a clustered configuration of Process Automation)
- Installation, backup, service control, and other administrative procedures
- Project setup, node setup, user onboarding, and other topics related to the initial setup and ongoing administration of the Supported Software, to include but not limited to:
  - Access Control, Authorization, Authentication
  - Single Sign-On (SSO)
  - Project Creation and Configuration

**3. Work that is out-of-scope for this SOW:**

Configuration of any third-party services, software, or infrastructure, including but not limited to:

- Cloud infrastructure (AWS, Google Cloud, Azure, etc.)
- Network configuration
- Custom or third party created software
- Non-PagerDuty SaaS services
- Monitoring tools or services
- Database administration

At PagerDuty's sole discretion, the PagerDuty Professional Services consultant may assist the Customer with troubleshooting or performance tuning of the Customer's provided scripts, API's, or command line invocations.

4. **Estimated Schedule.** This section provides a high-level, estimated schedule for the tasks



described in this SOW. This schedule is intended to provide a guideline only, as various factors (including resource scheduling and lead-time for the Customer and PagerDuty) can impact schedule. Activities and sequencing may be modified upon project initiation. Resource assignment will be completed only after both parties have executed an Order. The Customer and PagerDuty will engage during (or just prior to) project kick-off to define a mutually agreed upon target schedule, along with staffing levels to meet the proposed timeline.

The delivery of the work outlined in this SOW is broken into 3 phases.

#### Phase 1: Planning

During the planning phase, the Customer and PagerDuty will engage in a remote project kick-off to define a mutually agreed upon target schedule, along with staffing levels to meet the proposed timeline.

#### Phase 2: Discovery

During the discovery phase, the PagerDuty Professional Services consultant will meet remotely with Customer stakeholders and subject matter experts to identify dependencies, integration endpoints, and desired outcomes from the Installation and Configuration Accelerator Services.

#### Phase 3: Delivery

The PagerDuty Professional Services consultant will commence with the work outlined and agreed upon during the Planning and Discovery that are consistent with the topics detailed in Section 2. At the completion of delivery, the PagerDuty Professional Services consultant shall provide the Customer with knowledge transfer that covers the scope of work performed. The delivery of the work outlined in this SOW is planned for 1 iteration of a 3-week sprint. Based upon the final scope for the engagement, additional time and iterations may be required, which may change the price of the offering.

**4. Installation and Configuration Accelerator Services Term.** The Term for the Installation and Configuration Accelerator Services begins on the Effective Date of the Order Form and continues for a period of ninety (90) days (the “Installation and Configuration Accelerator Services Term”).

**5. Expiration of Right to Services.** All Installation and Configuration Accelerator Services must be consumed during the Installation and Configuration Accelerator Services Term. Customer has no right to Installation and Configuration Accelerator Services outside of the Installation and Configuration Accelerator Services Term. No refunds will be provided for unused Installation and Configuration Accelerator Services.

**6. Scheduling and Hours of Availability.** All Installation and Configuration Accelerator Services are delivered remotely unless otherwise agreed to in an Ordering Document. There will be an



additional charge for any Installation and Configuration Accelerator Services delivered on premises. Customer and PagerDuty will cooperate to find mutually agreeable times and dates for the requested Installation and Configuration Accelerator Services.

**7. No direct access to Customer network or computing infrastructure.** Under no circumstances will PagerDuty request or be provided direct login access to Customer's computing infrastructure or network under the terms of this Policy. Remote screen sharing is permitted, provided that authorized Customer personnel initiate and remain in control of the screen sharing tool at all times.

**8. No access to Customer's customer data or intellectual property.** Under no circumstances will PagerDuty request or be provided access to Customer's customer data, intellectual property, source code, Confidential Information or any other business sensitive information. It is Customer's responsibility to ensure that no Customer personnel, including the designated support contact, provide PagerDuty with any such information or access.

**9. Other Restrictions.** Customer may only use TAM Services for Customer's internal use and may not make any part of the Installation and Configuration Accelerator Services available for the use or benefit of any other party. Installation and Configuration Accelerator Services are the Confidential Information of PagerDuty.

**10. Confidentiality.** Each Party's obligations regarding the protection of Confidential Information is stated in the PagerDuty Terms of Service. PagerDuty may maintain notes and data about Customer's environment, how Customer is using the Supported Software, and keep copies of Customer communications for PagerDuty internal use only. If requested, PagerDuty will use reasonable efforts to remove Customer Confidential Information from PagerDuty systems. IT IS CUSTOMER'S SOLE RESPONSIBILITY TO NOT PROVIDE, SEND OR OTHERWISE DISCLOSE TO PAGERDUTY ANY PASSWORDS, DATA OF CUSTOMER'S CUSTOMERS, TRADE SECRETS, CLASSIFIED INFORMATION, OR ANY OTHER INFORMATION OF A SENSITIVE OR RESTRICTED NATURE.