Service Description
Cisco AppDynamics Expert as a Service

This Service Description is part of the Services Agreement (as defined in the Services Guide) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

1. Summary

The Expert as a Service subscription provides You with direct access to a Cisco consultant (the "Cisco Specialist") who will assist You with certain agreed to Consulting Activities ("Consulting Activities").

2. Availability

The Cisco Specialist will be available to You for the period defined on the Quote. The total number of Business Days of availability per twelve (12) month period will be based on the Offer Level purchased, per the table below. The Offer Level will be specified on the Quote. One (1) day is consumed if the Cisco Specialist performs any Consulting Activities on that day.

Offer Level	Total number of days per Twelve (12) month term
X-Small	9
Small	18
Medium	40
Large	90
X-large	180

Cisco AppDynamics onboarding assistance service (as defined in Section 3 and 4 below) will be performed remotely, and the total number of Business Days of availability per twelve (12) month period will be based on the Offer Level purchased below:

Offer Level	Total number of days per Twelve (12) month term
X-Small	5
Small	15
Medium	20
Large	not available
X-large	not available

3. Consulting Activities

- Consulting Activities may include the following:
  - Assist with implementation and advanced configuration tasks for the Cisco AppDynamics, such as Cisco Full-Stack Observability use cases deployment.
  - Assist in defining monitoring strategy.
  - Provide architectural guidance for monitoring integration.
  - Collaborate during troubleshooting sessions.
  - Provide information on Cisco AppDynamics Software capabilities.
  - Educate Your teams on use of the Cisco AppDynamics Software or Cisco Full-Stack Observability use cases.
  - Knowledge transfer sessions on technical topics for deployed Product.
  - Provision or update of supporting guide and share best practices.
  - Advise on the functionalities of the new versions of the Cisco AppDynamics Software or Cisco Full-Stack Observability.
  - Assist with building a community of users for You to obtain user feedback and adoption.

- For Cisco AppDynamics onboarding assistance, activities may include the following:

Activity	**Scope**
Remote design session	Remote design session to review topics that may include: • Application to be monitored. • Hosts where database agents will be installed. • Agent installation pre-requisites. • Target server, application and database requirements. • Application startup command changes. • Server and application restart details. • Key business transactions. • App, tier, or node naming scheme. • Functional roles for Your personnel required for the delivery and implementation phase.

Delivery & Implementation tasks assistance	Assistance with customers delivery and implementation tasks that only include deployment of:
	• APM agents(s).
	• Server Visibility agent(s) (if applicable)
	• Database Visibility agent (if applicable)
	• Creation of up to:
	  • five (5) transaction detection rules
	  • two (2) backend detection rules
	  • three (3) service endpoint detection rules

	• two (2) error detection rules • two (2) data collectors • three (3) health rules • one (1) policy • one (1) action • one (1) database collector (if applicable) • one (1) dashboard, selected from available templates. • one (1) role, with custom permissions for customers application

4. Excluded Activities

- Consulting Activities will not include any of the following:
  - Performance monitoring life cycle management (including deployment, configuration, decommissioning of the Cisco AppDynamics Software.
  - Formal Cisco AppDynamics education services.
  - Work outside of Standard Business Hours in the applicable region.
  - Support or maintenance for the Cisco AppDynamics Software.
  - Any other activities not specifically agreed to between You and Cisco as part of the scope of the Consulting Activities.
- For Cisco AppDynamics onboarding assistance, activities will not include the following:
  - Any work related to high-availability, disaster recovery or fail-over systems of any nature.
  - Agent deployment and configuration of deployment automation.
  - Custom integrations to other applications.
  - Any Business IQ use cases.
  - Custom Cisco AppDynamics extension configuration/development.
  - On premises platform performance tuning and capacity planning.
  - Support ticket remediation.
  - Custom correlation troubleshooting.
  - Work outside of Standard Business Hours.
  - Support or maintenance for the Cisco AppDynamics Software or Cloud Services.
  - Any other activities not specifically agreed to between You and Cisco AppDynamics as part of the scope of the Consulting Activities.

5. General Terms

- Consulting Activities will be provided only for the Cisco AppDynamics Software and the Cisco Observability Platform, including any modules Cisco develops and makes available to You.
- Where necessary to perform the Consulting Activities, Cisco may substitute any of the Cisco Specialist's time for the time of a consultant that is knowledgeable on a specific product.
- Consulting Activities will be conducted at mutually agreed times and dates.
- All Consulting Activities will be provided remotely unless otherwise agreed.
- The number of days purchased are per twelve (12) month period (subject to pro-ration as described below). Any days not consumed by You within the applicable twelve (12) month period will expire and will not be refunded, credited, or rolled over to any future period.
- The Expert as a Service subscription is a consulting service and will include advice and guidance only to assist You in Your Cisco AppDynamics Software.
- The Expert as a Service subscription co-terms with the Product license term. If the Expert as a Service subscription is purchased after the start of the Product license term, then the total number of days for the first year of the subscription will be pro-rated. In the event of any termination of the Product license term, this Expert as a Service subscription will also terminate effective as of the same date.