

# Tigera Customer Success

Tigera Implementation Service – Accelerator (CS-IMP-ACC)

## Service Summary:

Tigera will support the Customer in the planning, design and implementation of Calico, which can represent Calico Enterprise or Calico Open Source products as appropriate.

### Tigera Implementation Service – Accelerator:

#### The service includes:

- Project Plan
- Security Requirements Development
- High-Level Design Development
- Implementation Assistance

#### Deliverables:

- Project Plan
- Customer Requirements Document
- High-Level Design
- Implementation Plan
- Project Status Report

#### Scope of Work:

- The services include up to two hundred (200) hours of professional services including planning, design, implementation and knowledge transfer
- The services are limited to three (3) Kubernetes Customer environment

#### Definitions:

Customer Resources: include any or all of the following, a) Platform Engineering, b) Security Strategy, c) Network Engineering, d) Business Decision Maker, e) Additional resources identified by Tigera as being essential for the successful completion of the project.

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## Service Details:

The following sections provide details about the activities typically performed as part of this service.

### Project Management:

#### Tigera Responsibilities:

- Provide the Customer with a list of designated Tigera resources, along with their roles and responsibilities.
- Work with the Customer to determine the project milestones, timeline and dependencies.
- Develop a Project Plan document including, milestone, work breakdown, timeline, resources and project events.
- Schedule a weekly/bi-weekly sync meeting with the Customer, if needed (during weeks of active engagement).
- Provide a weekly Project Status Report to the Customer (during weeks of active engagement) for review and approval.

#### Customer Responsibilities:

- Provide Tigera with a list of designated Customer resources, along with their roles and responsibilities.
- Designate and ensure key Customer resources are available to work with Tigera on planning, information gathering, design and implementation activities.
- Review and approve the Project Plan document in accordance with the “Document Review and Approval” section below.
- Review and approve the Project Status Report document in accordance with the “Document Review and Approval” section below.

### Customer Requirements Development:

#### Tigera Responsibilities:

- Conduct up to two (2) Customer Requirements Workshops, and additional Discovery Sessions with the Customer, as necessary, to understand the business, security and technical requirements of the Calico solution.
- Analyse the data gathered in the Security Requirements Workshop and Discovery Sessions.
- Document the identified Business, security and technical Requirements in a draft Customer Requirements Document.
- Provide the Customer Requirements Document to the Customer for review and approval.

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### Customer Responsibilities:

- Provide documented Customer Business and Technical Requirements, as requested by Tigera, prior to the Customer Requirements Workshop.
- Ensure key Customer resources participate in the Customer Requirements Workshop and additional Discovery Session, and share information requested by Tigera.
- Review and approve the Customer Requirements Document in accordance with the “Document Review and Approval” section below.

### High-Level Design Development:

#### Tigera Responsibilities:

- Review the final Customer Requirements Documents and further clarify requirements with the Customers as necessary.
- Review Customer Architecture and strategy documents, including any or all of the following: a) Existing Network Architecture Document, b) Existing Cloud Architecture Document, c) Existing Enterprise Security Document, d) IT Strategy Document.
- Develop a High Level Design document including the following: a) Kubernetes Networking, b) IPAM, c) Security Architecture, d) Security Architecture, e) Security Policies, f) logging and mon monitoring, g) Integration.
- Provide the High Level Design Document to the Customer for review and approval.
- Conduct up to two (2) remote sessions, including Customer Business and Technical stakeholders to review the approved High Level Design.

#### Customer Responsibilities:

- Designate and ensure key Customer resources are available to participate in information gathering and feedback with Tigera.
- Provide information as requested by Tigera, including any or all of the following: a) Existing Network Architecture Document, b) Existing Cloud Architecture Document, c) Existing Enterprise Security Document, d) IT Strategy Document.
- Review and approve the High Level Design Document in accordance with the “Document Review and Approval” section below.
- Ensure key Customer resources participate in the High Level Design review session.

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## Implementation Assistance:

### Tigera Responsibilities:

- Work with the Customer to determine the detailed implementation steps, including Customer environment dependencies, and document the information in an Implementation Plan document.
- Provide the Implementation Plan document to the Customer for review and approval.
- Provide the Customer up to eighty (80) hours of installation and implementation support, including and not limited to the following: a) Calico Installation in the Kubernetes Customer environment, b) Calico Configuration, c) Integration of Calico with Enterprise and Cloud components, d) Knowledge Transfer Sessions
- Conduct one (1) remote Project Wrap-up session at project scope completion, including Customer Business and Technical resource, to discuss completed milestones, lessons learned and next action.
- Provide the Implementation CSAT survey to the Customer resources who participated in the implementation activities.

### Customer Responsibilities:

- Ensure key Customer resources, including Platform, Security and Networking Engineering resources, are available to work with Tigera on developing the Implementation Plan.
- Review and approve the Implementation Plan document in accordance with the “Document Review and Approval” section below.
- Install Calico following Calico documentation guidelines, with the assistance of Tigera if needed.
- Setup platform, enterprise, and cloud components required for Calico integration with the Customer environment, including and not limited to the following: a) Top of Rack Routers, b) Kubernetes Ingress, c) IdP, d) Storage, e) SIEM
- Participate in the Project Wrap-up session.
- Complete the Implementation CSAT survey.

## Service Delivery:

### Schedule and Location:

The services shall be delivered remotely and on-site to the customer. The services include up to five (5) days of on-site delivery. Remote services shall be delivered during standard business hours (9:00am – 5:00pm) Pacific Standard Time (PST) on business days. On-site services shall be delivered during standard business hours (9:00am – 5:00pm) Customer Local Time on business days. The service is expected to be delivered within 365 days period starting from the date of execution of this Service Description. This time period will be adjusted for any delays caused by the Customer.

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## Service Reporting and Approval:

Tigera will deliver an updated Project Status Report, including details about delivered services, on a regular cadence agreed upon with the Customer. The Customer shall provide a written acknowledgement of delivered services or a reason for rejection within two (2) business days of receipt of the updated Project Status Report. Delivered services are considered approved if the Customer fails to provide an acknowledgement or reasoning for rejection of delivered services within two (2) business days of receipt of the updated Project Status Report.

## Document Review and Approval:

For documents that require review and approval, Tigera and the Customer will follow the following process:

- Tigera shall share the draft document with the customer for review and approval
- The Customer shall review the draft document and provide written comments or approval within two (2) business days of receipt.
- If the Customer provides comments to the document, Tigera shall review and update the document in a timely manner and this review and approval process will repeat.
- The document is considered approved and final if the Customer fails to provide written comments or approval of the document within two (2) business days of receipt.

**TIGERA**

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