

Specified Program Documentation ("SPD")

CA Wily Deployment Assistance Services

SECTION A: OVERVIEW

Under this SPD (the "engagement"), CA will provide to Customer technical consulting, either onsite or remotely, with respect to the installation and implementation of the CA software specified in the Order Form, for two (2) "Package(s) of Effort" as defined in the CA Service Policy and Terms.

SECTION B: SERVICES SCOPE

1. Engagement Approach

CA will work under the direction of Customer, as applicable, to support the deployment of two CA Wily products which comprise the CA APM software bundle.

2. General Engagement Tasks

CA agrees to provide one (1) Package of Effort for CA Introscope® and one (1) Package of Effort for CA Customer Experience Manager.

In addition, for each Package of Effort, CA agrees to provide:

- Four (4) hours of Project Management services during the Package of Effort
- Within thirty (30) days of completion of the Package of Effort, one four (4) hour block of offsite (e.g., via telephone) followup services, at a time to be mutually agreed upon.

SECTION C: OUT OF SCOPE, ASSUMPTIONS, CUSTOMER RESPONSIBILITIES

In addition to the Out of Scope, Assumptions and Customer Responsibilities identified in the CA Services Policy and Terms, the following Out of Scope, Assumptions, and Customer Responsibilities pertain to this engagement. In the event of any conflicts or inconsistencies between the Out of Scope, Assumptions or Customer Responsibilities below and the CA Services Policy and Terms, the Out of Scope, Assumptions and Customer Responsibilities below shall prevail.

1. OUT OF SCOPE

No additional out-of-scope.

2. ASSUMPTIONS

- a. The scope of Services is limited to the CA Wily software specified above.
- b. Customer acknowledges that the purpose of this Services engagement is to augment Customer's internal staff. Customer is solely responsible for the results and or outcome of this engagement. CA makes no representation or warranty that the Services will provide any specific deliverable or results.
- c. Each Package of Effort shall be applied, in its entirety, exclusively toward one (1) in-scope CA software product. There is no transfer of of hours between CA software products and Packages of Effort.

3. CUSTOMER RESPONSIBILITIES

Customer agrees to fulfill the following responsibilities prior to the start of the engagement or during the engagement:

- a. Prior to the start of the engagement, Customer shall provide to CA in writing its application performance management requirements with reasonable specificity. Customer acknowledges and

agrees that CA does not represent that all of the identified requirements will be addressed within the Packages of Effort.

- b. Provide access to the proper environments and to relevant business and technical documentation as required.
- c. Provide access to key personnel responsible for the selection and implementation of the CA Wily software for interviews, workshops, presentations, and all implementation and testing activities.
- d. At the conclusion of the each Package of Effort and associated offsite followup services, Customer agrees to sign CA's Completion Form, as provided by CA, and to transmit the signed form to CA within three (3) business days of CA's request.