

Lightstep QuickStart

Scope of Service Description

ServiceNow consultants will work with Customer subject matter experts to perform the following services and activities detailed in the table below (collectively, the “**Packaged Services**” or “**Services**”):

Packaged Services	Packaged Services Description
Lightstep Account and Support Setup	<ul style="list-style-type: none"> Provision Customer's environment for up to two (2) projects Enable SSO (Google, Okta, Active Directory, Auth0, ADFS, Centrify, SAM) Enable native PagerDuty, OpsGenie, and/or Slack integration(s) Set up shared channel for direct support communications
Lightstep Satellite Pool Setup	<ul style="list-style-type: none"> Stand up Lightstep Satellite pool(s) in required Customer environments (limited to one (1) per environment) Enable load balancing Enable auto scaling
Instrumentation Quality Standards	<ul style="list-style-type: none"> Define instrumentation quality standards for spans, tags, and logs Incorporate version tags to mark deployments and canaries in Lightstep Document instrumentation instructions in markdown for Customer's software development team
Instrumentation Training Session covering one of the following options: Lightstep Tracers, OpenTracing, OpenTelemetry	<ul style="list-style-type: none"> Conduct one (1) training session for up to two (2) hours covering: <ul style="list-style-type: none"> Introduction to distributed tracing Review of tracing spec Examples of instrumentation in SDK languages Review of advanced topics such as baggage items, context propagation, span granularity, multi-threaded tracing Submitting Pull Requests to open-source libraries (Lightstep Tracers, OpenTracing, OpenTelemetry)
Lightstep Product Training Session	<ul style="list-style-type: none"> Conduct one (1) training session for up to two (2) hours covering: <ul style="list-style-type: none"> Service health monitoring

	<ul style="list-style-type: none"> ○ Deployment monitoring ○ Latency and error regression investigation ○ Automated insights (correlations) ○ SLAs, SLOs, and alerting ○ Real-time data analysis (explorer) ○ Historical data analysis (snapshots and streams) ○ Interoperability (workflow links) ○ Lightstep APIs ● Respond to Customer questions
Internal Awareness	<ul style="list-style-type: none"> ● Provide pre-configured email and Slack notifications to send to Customer's end users to drive awareness of Lightstep ● Automated onboarding emails and in-web app notifications to guide new users

ServiceNow Provided Resources

ServiceNow will provide the following remote resources in connection with the delivery of the Services:

ServiceNow Resource	Responsibilities
Professional Services Consultant	Complete the activities detailed in the Packaged Services Description above.

ServiceNow may replace or re-assign its personnel during the engagement upon notification to Customer. ServiceNow does not guarantee that certain designated ServiceNow personnel will be assigned to Customer's account. ServiceNow may at any time engage any of its employees or a third-party subcontractor to fulfill all or part of ServiceNow's obligations under this Service Description and the Customer acknowledges that such employees or third-party subcontractor may process Customer Data (as defined in the Agreement) in order to provide the Packaged Services. ServiceNow is solely responsible for the acts or omissions of subcontractors to the same extent as if such acts and omissions were its own. ServiceNow is solely responsible for the payment of any compensation due or allegedly due to subcontractors, and subcontractors may not seek payment (either directly or indirectly) from Customer.

Customer Provided Resources

Customer will provide the following resources throughout the duration of the engagement. The same personnel may fill multiple responsibilities:

Customer Resource	Responsibilities
Project Administrator/Project Sponsor	Responsible for the project; meets regularly with the ServiceNow consultant; agrees to the schedule and drives the actions.
System Administrators	A Customer system administrator responsible for maintaining Lightstep must be available throughout the duration of the project. Capable of setting up satellites and maintaining the tools for others.

Prerequisites

Before ServiceNow can begin the Services, the following prerequisite tasks must be completed:

- Customer grants ServiceNow access to Customer's code base and infrastructure in order to review the instrumentation of Customer's code to verify necessary telemetry data is sent to Lightstep .
- Customer provides ServiceNow with the required resources to deliver the Services and ensures active participation from Customer personnel in a timely manner.
- Customer has sufficient instrumentation work and has telemetry data that can be sent to Lightstep.

Travel & Expenses

Except as otherwise specified, ServiceNow will provide the Services remotely. In the event that ServiceNow personnel are required to travel in support of the Services, all reasonable travel, meals, and living expenses for ServiceNow personnel shall be billed to Customer at ServiceNow's actual expenses. Customer agrees to pay all such travel and other expenses in accordance with the payment terms specified in the Agreement or, if not specified in the Agreement, as specified on the ordering document.

Additional Services Specifications and Requirements

- Services and any resulting deliverables may include advice and recommendations from ServiceNow, but Customer agrees that all decisions in connection with the implementation of such advice and recommendations will be the sole responsibility of the Customer. Customer expressly acknowledges and agrees that any advice or recommendations provided by ServiceNow does not constitute legal advice and is not a representation regarding compliance with any law or regulation.
- ServiceNow will use commercially reasonable efforts to confirm the mobilization plan with the Customer and provide the Professional Services Consultant within four (4) weeks from the date the parties mutually agreed to commence delivery of the Services.
- Unless otherwise specified by ServiceNow, the Services and any resulting deliverables will be in English.
- The ServiceNow personnel shall be scheduled based on resource availability.

- ServiceNow is not responsible for delays caused by Customer or any third party (excluding ServiceNow subcontractors).
- Customer is solely responsible for the performance of Customer's employees and agents, including any modification they make to the Services and any resulting deliverables, and for the accuracy and completeness of all data, materials and information provided to ServiceNow.
- The Services will be performed during a ServiceNow standard business day which is any eight (8) hour period between the hours of 8 a.m. and 6 p.m., Monday through Friday local time, excluding ServiceNow or public holidays.
- Customer and ServiceNow will establish project timelines and communication cadence. Customer will adhere to agreed upon schedule. Customer will make reasonable efforts to release code and instrumentation updates in a timely fashion and as requested based on agreed upon schedule. Failure to do so may result in incomplete work product or outstanding issue resolutions within work product, as well as increased cost/effort.
- Request for activities not outlined above will require a change order for additional Services.
- Customer will adhere to agree upon training schedule and ensure attendance by appropriate personnel.

Exclusions

- Training sessions will not be repeated if Customer personnel fail to attend scheduled training. In the event personnel cannot attend scheduled sessions, Customer will utilize session recordings for training.

Packaged Service Terms and Conditions

ServiceNow is in the business of providing Lightstep and other ServiceNow applications and consulting services drawing upon the knowledge, understanding and expertise ServiceNow has gained in the course of working with many other Customers. Nothing in this Service Description shall assign rights in or limit ServiceNow's use of any know-how or knowledge pertaining to the ServiceNow intellectual property rights or technology. ServiceNow shall have a fully-paid, royalty-free, worldwide, non-exclusive, transferable, sub-licensable, irrevocable, perpetual right to use any suggestions, enhancements, recommendations or other feedback provided by Customer and its users relating to the ServiceNow product or services.

Customer agrees to pay the total fee amount on the related ordering document for the Packaged Services. ServiceNow will provide the Packaged Services pursuant to the terms and conditions on the ordering document and the underlying agreement by and between the parties ("Agreement"). In the event of any inconsistency or conflict between the Agreement and this Service Description, the terms of this Service Description shall control with respect to the Packaged Services set forth herein.

ALL ORDERS ARE NON-CANCELLABLE, NON-REFUNDABLE, CANNOT BE USED FOR SERVICES OTHER THAN FOR THOSE PURCHASED, AND NOT SUBJECT TO ACCEPTANCE. ALL SERVICES WHEN ORDERED MUST BE CONSUMED WITHIN 12 MONTHS FROM THE ORDER FORM EFFECTIVE DATE.

SERVICES ARE NOT INCLUDED IN THIS OFFERING UNLESS SPECIFICALLY IDENTIFIED AS INCLUDED IN THIS DOCUMENT. ANY UNUSED SERVICES SHALL EXPIRE WITH NO FURTHER CREDIT OR REFUND AND SHALL HAVE NO VALUE THEREAFTER.