SERVICE BRIEF

Sysdig Agent Deploy Service Offering

Description

This service offering will provide a dedicated Sysdig Professional Services resource to assist in creating and deploying the Sysdig Agent to existing Kubernetes, Openshift, or SaaS orchestrated environments.

Expected engagement time

This engagement typically requires two-to-three days of professional services.

Process we follow

01 **Conduct scoping call**
A Sysdig Professional Services engineer will conduct this call in order to gather the requirements for the Agent deployment.

02 **Ansible Playbook customization and assistance with deployment for up to 5 clusters**
A Sysdig Professional Services engineer will work in tandem with your onsite engineer, guiding them through the necessary steps to customize and deploy the Sysdig Agent, via Ansible playbook, to meet your environment's needs.

03 **Perform Sysdig Agent deployment checks**
A Sysdig Professional Services engineer will ensure that the Sysdig Agent Ansible playbook has been successfully deployed and verify full functionality for the automation purposes.

04 **Provide detailed documentation**
Sysdig Professional Services will provide detailed documentation, in the form of an Engagement journal, that outlines the steps taken throughout the engagement, the configuration applied, and information about your environments.

Terms and Conditions

- Sysdig will provide the professional services purchased hereunder ("Services") in accordance with these terms. Further, the Services are subject to the terms and conditions governing your use of Sysdig's products and services. See your Order Form for more details.

- Services shall be scheduled in no fewer than four (4) hour increments.

- Services expire if not used within 12 calendar months of the effective date of the order.

- You must reimburse us for reasonable travel expenses if we jointly determine an onsite presence is required.

- We reserve the right, in our commercially reasonable discretion, to change or otherwise substitute resources during the course of the engagement.

- If Sysdig Professional Services assistance is needed to upgrade to the latest generally available (GA) version of the Sysdig backend, an Upgrade/ Expansion Service Offering will need to be purchased separately.