

SERVICE BRIEF

Sysdig On-Premise Health Check Service Offering

Description

This service offering will provide a dedicated Sysdig Professional Services resource to assist in determining the overall health of your Sysdig Platform. The Sysdig Professional Services resource will audit the on-premise backend and provide recommendations based on Sysdig's best-practice standards.

Expected engagement time

This engagement typically requires two days of professional services.

Process we follow

- 01 Conduct scoping call**
A Sysdig Professional Services engineer will conduct this call in order to determine the requirements for conducting the audit.

- 02 Perform audit**
A Sysdig Professional Services engineer will work in tandem with your onsite engineer to guide them through the necessary steps to gather the information necessary to complete the audit.

- 03 Present audit findings**
A Sysdig Professional Services engineer will present the results of the audit, along with recommendations based on Sysdig's best practices. A written report will be provided as part of the presentation.

04 **Implement recommended changes**

A Sysdig Professional Services engineer will work in tandem with your onsite engineer to implement all recommended changes in the on-premise environment.

05 **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 system changes 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.