Upgrade/Expansion Service Offering

Description

This service offering will provide a dedicated Sysdig Professional Services resource to assist in expanding and/or upgrading your self-hosted Sysdig on-premise backend to the latest generally available (GA) version of Sysdig software.

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 gather the requirements for the engagement.

02 **Perform upgrade**
A Sysdig Professional Services engineer will conduct this call in order to gather the requirements for the expansion and/or upgrade. Recommendations will be provided along with best-practice guidance on necessary changes to the environment.

03 **Perform post-upgrade/expansion checks**
A Sysdig Professional Services engineer will ensure that the upgrade was successful and verify full functionality of the backend.

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.