Specified Program Documentation ("SPD")
CA Healthcheck

SECTION A: OVERVIEW

1. OVERVIEW

This SPD is designed to review Customer's information technology ("IT") architecture and operational processes related to the CA software product(s) (the "CA technology") specified in the Order Form (the "Project").

The objectives of the Project are to:

- Review the CA technology implementation and evaluate its performance with respect to documented Customer requirements
- If appropriate, propose options to the existing implementation designed to meet additional or different requirements expressly identified by Customer during stage 2 of the Project
- Identify gaps between Customer practices and CA proprietary methodologies, and propose options to help reduce such gaps, as appropriate
- Provide a documented summary of the anticipated results of Customer-selected options, and a high-level plan for implementing them

SECTION B: SERVICES SCOPE

PROJECT APPROACH

This Project will be performed in stages as specified below (each a "Stage"; collectively the "Stages"). Each Stage has a predetermined set of tasks and goals.

Stage 1: Project Setup and Initiation

During this Stage, Customer and CA project managers will:

- Develop a Project Management Plan that establishes the procedures to be used for the management of the Project
- Review the Project schedule that outlines the Project tasks, assignments, and planned timeline
- Identify key Customer staff associated with the CA technology and processes to be reviewed as part of this Project
- Review preliminary documentation such as architecture diagrams, operations guides, CA-provided high level design document if produced as part of the initial technology implementation, and other relevant documentation
- Plan and conduct a kick-off meeting to introduce the "Project Team" (comprised of CA and Customer personnel) and stakeholders, communicate the Project scope and requirements, and review the Project Management Plan and Project schedule

Stage 1 Deliverables: Project Management Plan; Project schedule

Stage 2: Current State Analysis

During Stage 2, the Project Team will perform a review of the "current state" of the in-scope CA technology, as follows:

- Review the documented objectives of the original implementation and identify changes between those objectives and the current Customer objectives, as communicated by Customer

- Interview Customer personnel to validate new or different business requirements
- Review the organization responsible for the daily operations of the CA technology to help the CA Project Team understand Customer's structure, and each person's responsibilities and tasks
- Collect and review relevant documentation with respect to Customer's existing processes, technologies, and initiatives related to the CA technology
- Perform a single site review of:
  - Operations staff responsibilities related to how the CA technology is used and issues that impact job performance
  - Customer's IT management approach and how the CA technology helps support this approach
- Review the technical infrastructure (i.e., hardware, operating system(s), network(s)) in which the CA technology operates
- Review the architecture and configuration of the CA technology
- Perform a gap analysis to assess Customer's current capabilities related to the IT area(s) supported by the CA technology versus industry standards to identify improvements, if any

Stage 2 Deliverable: Completed current state analysis

Stage 3: Compilation and Documentation of Findings and Proposed Options

During this Stage, CA will utilize the information gathered in Stage 2 to:

- Formulate options to help:
  - Improve CA technology-related processes, project planning, technology implementation and configuration
  - Clarify Customer roles and responsibilities with respect to the CA technology
  - Enhance capabilities of Customer staff through CA education courses, as applicable
- Identify and, if applicable, propose options to Customer with respect to:
  - Functionality changes to help drive productivity improvement
  - Expansion of the use of the CA technology's features and functionality
  - Impact of maintaining the status quo versus change
- Develop a high-level plan to implement the options, containing a high-level implementation approach, scope, estimated effort, and key milestones
- Document the above in the Healthcheck Report, in Microsoft PowerPoint presentation format, for distribution in Adobe PDF format

Stage 3 Deliverable: Healthcheck Report

Stage 4: Presentation of Results

During Stage 4, CA will conduct an oral briefing for Customer management. The Healthcheck Report will be provided to Customer management as part of the briefing.

The briefing, delivered either in person or remotely, will cover:

- Business requirements and related technical findings
- Gap analysis between Customer's processes and industry standards, if any
- Action items and options for the current implementation
- Benefits of proposed changes
- High-level plan to implement the proposed changes

Following the briefing, Customer will determine which proposed options to implement, and Customer and CA will discuss potential next steps.

Stage 4 Deliverable: Briefing to Customer management

Stage 5: Project Handoff and Closure

During this Stage, the CA project manager will conduct a Project closure call or meeting.

Stage 5 Deliverable: Project closure call or meeting

SECTION C: OUT OF SCOPE, ASSUMPTIONS, CUSTOMER RESPONSIBILITIES

In addition to applicable 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

The following are out of scope:

a.   Implementation or customization of CA software or any other software.

b.   Implementation of any proposed options arising from this Project.

c.   Migration assessment related to moving from an older version of the CA software to the current version.

2. ASSUMPTIONS

a. The Healthcheck is limited to a review of Customer's existing CA technology environment at one (1) site.

b. All onsite Services, including in-person interviews, will be scheduled on contiguous days and weeks, excluding weekends and holidays, unless otherwise agreed to in writing by Customer and CA.

c. Interviews with Customer staff who are to participate in the Healthcheck but are not located at the identified Customer location will be conducted by phone.

3. CUSTOMER RESPONSIBILITIES

Customer agrees, prior to the start of or during the term of the Project, to fulfill the following responsibilities, as required by the Project schedule.

a. Complete and verify with CA the accuracy of any provided pre-engagement questionnaire responses prior to the start of the Project. The pre-engagement questionnaire is comprised of a series of questions about Customer's technical environment and existing processes.

b. Ensure that the CA product(s) covered by this Project are installed, configured and operational in Customer's production environment.

c. Provide any technical documentation specific to Customer's existing CA technology implementation to the CA Project team.

d. Perform timely turnaround for issue resolution, review and acceptance of the findings, if applicable, to allow progression to next stage without Project delay.