

**Specified Program Documentation ("SPD")**  
**CA Wily CritSit Response Package**

Version 1.0

**SECTION A: OVERVIEW**

Under this SPD, a CA resource will work with Customer to investigate a performance issue for one (1) critical application selected by Customer and for the number of "Packages of Effort" specified in the Order Form and as defined in the CA Service Policy and Terms.

**SECTION B: SERVICES SCOPE**

1. ENGAGEMENT APPROACH

Utilizing CA Wily Introscope® and related software, as applicable (collectively, "Introscope") CA will work with Customer to review the application architecture and verify web application failures or issues. The specific application will be monitored under load, if applicable. Performance data will be captured and analyzed, and the results will be communicated to Customer in the engagement report.

2. GENERAL ENGAGEMENT TASKS

CA agrees to provide:

- Review of the designated application for up to the number of Packages of Effort specified in the Order Form.
- A report at the end of each Package of Effort summarizing the issues addressed and activities performed during the time period.

**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

- a. Implementation of any proposed corrective actions.

2. ASSUMPTIONS

- a. The scope of Services is limited to one specific application with a critical performance issue.
- b. Each Package of Effort will be scheduled during a mutually agreed upon period, on contiguous weekdays. Multiple Packages of Effort will be scheduled contiguously unless otherwise agreed to in writing by CA.
- c. All or a portion of the Services may be performed remotely if mutually agreed to in writing by CA and Customer.
- d. Customer personnel with application expertise and knowledge of the symptoms of the issue will be available to assist CA with the review and investigation tasks as required by CA.
- e. Customer acknowledges that the purpose of this Services engagement is to augment Customer's internal staff. Customer is responsible for the management of the CA resource and the Services to which such resource is assigned. The management, performance and completion of the Services including project management, resource scheduling, task identification and assignment, project results and completion are the responsibility of Customer. Customer is solely responsible for the results and or outcome of this engagement. CA makes no representation or warranty that the Services provided will provide any specific deliverable or results.

3. CUSTOMER RESPONSIBILITIES

Customer agrees to fulfill the following responsibilities prior to the start of the engagement or during the engagement:

- a. The effort and tasks performed during this engagement are managed and driven by Customer's agenda. Prior to the start of the engagement, Customer agrees to communicate to CA in writing with reasonable specificity the issues to be addressed and the engagement objectives. Customer and CA will prepare an agenda and compile of list of daily, and weekly, activities, as applicable. Customer acknowledges and agrees that CA does not represent that all of the identified tasks will be addressed within the Package(s) of Effort.

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- b. Designate a Customer project manager as the single point of contact to manage the CA resource.
- c. Provide access to the proper environments and to relevant business and technical documentation as required.
- d. At the conclusion of each Package of Effort, Customer agrees to sign CA's Completion Form, as provided by CA, and to transmit the signed form to CA within three (3) business days of CA's request.