



## Exhibit A

### Statement of Work

Professional Services Optimize with Advanced Integrations  
(formerly ServiceNow) (Large)

**The professional services set forth in this Statement of Work do not apply to Workflow Automation or Runbook Automation.**

#### 1. Scope of Professional Services

- Standard PagerDuty ServiceNow Integration
  - The Customer will complete the PagerDuty ServiceNow Readiness Assessment to aid in discovery and understanding of Customer's ServiceNow environments, configurations, customizations, process and workflow. Key solution design requirements will be identified from this during discovery and planning workshops.
  - Using the standard PagerDuty ServiceNow Application for Incident Response, integrate with the Customer's ServiceNow + PagerDuty production environment and one additional ServiceNow + PagerDuty environment (stage/test). ServiceNow update sets and documentation to guide the promotion of configurations between environments will be completed.
  - Configure, extend and/or modify standard PagerDuty ServiceNow integration options to reflect the Customer's major and non-major incident mobilization, response and communications requirements. PagerDuty Professional Services best practices for ServiceNow will be used in each environment.
    - Bi-directional incident flows from PagerDuty to ServiceNow and ServiceNow to PagerDuty will be created based upon Customer requirements.
    - Create, optimize or refactor business rules, inbound field rules, priority mappings, incident state lifecycle values based upon Customer requirements.
    - Customer is responsible for the identification and mitigation of any ServiceNow configuration, customization, business rule, script or other logic that impacts the default operation of the ServiceNow PagerDuty application and associated processes and workflows.

\*NOTE\* The standard integration described does not include complex customizations, extensions or deviations from the default use cases and process flows included in the ServiceNow PagerDuty store application. Requests deemed complex as determined by the PagerDuty Professional Services Consultant due to Customer's ServiceNow configurations, requirements, forms, tables, etc. may require a change order.

- In-scope ServiceNow Configuration Items (CI), Assignment Groups (AG) and Users will be assessed for best practice configurations for PagerDuty.
  - Configuration Items in ServiceNow will be updated (or created) and associated with the appropriate AG for each of the target CIs to send to PagerDuty. Higher level CI classes will be provisioned from ServiceNow into PagerDuty.
  - Assignment Groups in ServiceNow will be updated (or created) and associated

# PagerDuty

with in-scope CIs. A manager, team lead or designated responder will be set for each AG as the Team Manager. Targeted users and roles will be added to the appropriate AGs.

- Users in ServiceNow will be updated (or created) and associated with appropriate AG. User records will be assessed for best practice configuration for PagerDuty configuration including name, email, work/mobile phone and title.
- Document PagerDuty ServiceNow integration configurations and major/non-major incident mobilization, response and communications workflows including inputs and outputs from ServiceNow and PagerDuty.
- PagerDuty Business and Technical Services
  - Design business-aligned PagerDuty Business and Technical Service taxonomy for up to 15 identified in-scope business products, offerings, services or applications
  - Provision new, optimize and/or refactor up to 200 PagerDuty Business and Technical Services using new service taxonomy. Implement status dashboard and business service relationships with other PagerDuty Business and Technical Services as appropriate.
  - Design for business-aligned analytics and reporting including standard reports, operational reviews, and intelligent dashboards.
- PagerDuty Integrations
  - Integrate, refactor, and/or optimize up to 15 integrations to PagerDuty using standard supported integrations including Email and basic Event or REST API, using standard Webhooks and Custom Event Transformer (CET). This excludes custom development, customization, extension, complex bi-directional integration or customizations and complex CET development, webhook transformation, processing or relay, security proxying, translation or tunneling to and from PagerDuty APIs.
  - Provision up to 5 Event Ruleset and up to 125 Event Rules each to onboard required alerts into PagerDuty and route to appropriate PagerDuty Services.
  - Observe incoming events/alerts and implement appropriate configurations to enable, tune or optimize deduplication, grouping, and suppression. This configuration will address identified alert noise, alert storms, false positives, transient alerts, etc. utilizing the available features in PagerDuty (based upon entitlements).
- PagerDuty Incident Response and Mobilization
  - Discover current major/non-major incident response process and workflows.
  - Design new and/or optimize PagerDuty configurations for incident response and mobilization utilizing the available features in PagerDuty (based upon entitlements).
  - Configure and/or optimize up to 20 Response Plays.
  - Configure and/or optimize up to 20 Custom Incident Actions.
  - Configure and/or optimize up to 20 Status Dashboards.
  - Configure and/or optimize up to 50 Impact Metrics.
- PagerDuty Teams, Responders and Stakeholders
  - Discover teams, responders and stakeholders associated with in-scope products, offerings, services or applications.
  - Design and implement an onboarding plan and required standard integrations

# PagerDuty

for role-based access and authorization.

- Provision up to 750 Responders and associated Teams.
- Provision up to 750 Stakeholders and associated Teams.
- Provision best-practice schedule and escalation policy templates for use by provisioned teams.
- PagerDuty Knowledge Transfer, Enablement and Project Closure
  - Coordinate with Customer and PagerDuty account team to complete user, manager and stakeholder knowledge transfer and enablement training.
  - Organize major/non-major incident mobilization, response and communications “Game Day” and/or “Table Top Exercises” to practice and reinforce new processes and workflow during engagement.
  - Provide as-built documentation at engagement close covering solution design and implementation decisions and configurations.

## 2. Estimated Schedule

This section provides a high-level, estimated schedule for the tasks described in this SOW. This schedule is intended to provide a guideline only, as various factors (including resource scheduling and lead-time for Customer and PagerDuty) can impact schedule. Activities and sequencing may be modified upon project initiation. Resource assignment will be completed only after both parties have executed an Order. Customer and PagerDuty will engage during (or just prior to) project kick-off to define a mutually agreed upon target schedule, along with staffing levels to meet the proposed timeline.

The delivery of the work outlined in this SOW is planned for 3 iterations of 3-week sprints. Based upon the final scope for the engagement, additional time and iterations may be required, which may change the price of the offering.

### Typical Iteration:

Week 1 (remote): Plan + Prepare Workshop

Week 2 (on-site\*): Provision

Week 3 (remote): Optimize/Tune, Knowledge Transfer + Enablement

\* if needed