



Exhibit A

Statement of Work

Professional Services Runbook Automation Use Case Accelerator

1. **Scope of Professional Services** The Runbook Automation Use Case Accelerator Services (“UCA”) offering is performed by a PagerDuty Professional Services consultant to assist the Customer using either Runbook Automation or Process Automation On-Prem (the “Supported Software”).
 2. **Use Case Definition.** For the purposes of these Use Case Accelerator Services, a Use Case (“Use Case”) shall mean a specific process or workflow that spans one or more Customer technologies, has a specific set of inputs, achieves a specific outcome, and which Customer desires to automate with one or more Jobs. A “Job” means an automated workflow that a User defines and executes through Supported Software.
 3. **Work that is in-scope for this SOW.** During the term of the Runbook Automation Use Case Accelerator Services, Customer may request that PagerDuty perform planning, advisement, technical review, and troubleshooting sessions via web conference, telephone, or email on the following topics per Use Case.
 - a. Problem analysis
 - b. Solution design
 - c. Supported Software project and node configuration advisement
 - d. Access Control configuration advisement
 - e. Supported Software Job technical design
 - f. Supported Software Job technical implementation review
 - g. Integration design and troubleshooting
 - h. Strategy for ongoing Supported Software Project, Supported Software Job, Node, and Access Control
 - i. Policy management.
- At PagerDuty’s sole discretion, the PagerDuty Professional Services consultant may assist the Customer with troubleshooting or performance tuning of the Customer’s provided scripts, API’s, or command line invocations.
4. **Work that is out-of-scope for this SOW:** Configuration of any third-party services, software, or infrastructure, including but not limited to:
 - a. Cloud infrastructure (AWS, Google Cloud, Azure, etc.)
 - b. Network configuration
 - c. Custom or third party created software
 - d. Non-PagerDuty SaaS services
 - e. Monitoring tools or services



f. Database administration

5. **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 the 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. The 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 broken into 3 phases.

Phase 1: Planning

During the planning phase, the Customer and PagerDuty will engage in a remote project kick-off to define a mutually agreed upon target schedule, along with staffing levels to meet the proposed timeline.

Phase 2: Discovery

During the discovery phase, the PagerDuty Professional Services consultant will meet remotely with Customer stakeholders and subject matter experts to identify dependencies, integration endpoints, and desired outcomes from the Use Case Accelerator Services.

Phase 3: Delivery

The PagerDuty Professional Services consultant will commence with the work outlined and agreed upon during the Planning Phase and Discovery Phase that are consistent with the topics detailed in Section 2. At the completion of delivery, the PagerDuty Professional Services consultant shall provide the Customer with knowledge transfer that covers the scope of work performed. The delivery of the work outlined in this SOW is planned for 1 iteration of a 3-week sprint.

6. **Runbook Automation Use Case Accelerator Services Term.** The Term for the Use Case Accelerator Services begins on the Effective Date of the Order Form and continues for a period of ninety (90) days (the "Use Case Accelerator Services Term").
7. **Expiration of Right to Services.** All UCA Services must be consumed during the Automation Use Case Accelerator Services Term. Customer has no right to UCA Services outside of the Automation Use Case Accelerator Services Term. No refunds will be provided for unused UCA Services.
8. **Scheduling and Hours of Availability.** All UCA Services are delivered remotely unless otherwise agreed to in an Ordering Document. There will be an additional charge for any UCA Services delivered on premises. Customer and PagerDuty will cooperate to find mutually agreeable times and dates for the requested UCA Services.



- 9. No direct access to Customer network or computing infrastructure.** Under no circumstances will PagerDuty request or be provided direct login access to Customer's computing infrastructure or network under the terms of this SOW. Remote screen sharing is permitted, provided that authorized Customer personnel initiate and remain in control of the screen sharing tool at all times.
- 10. No access to Customer's customer data or intellectual property.** Under no circumstances will PagerDuty request or be provided access to Customer's customer data, intellectual property, source code, Confidential Information or any other business sensitive information. It is Customer's responsibility to ensure that no Customer personnel, including the designated support contact, provide PagerDuty with any such information or access.
- 11. Other Restrictions.** Customer may only use UCA Services for Customer's internal use and may not make any part of the UCA Services available for the use or benefit of any other party. UCA Services are the Confidential Information of PagerDuty.
- 12. Confidentiality.** Each Party's obligations regarding the protection of Confidential Information is stated in the PagerDuty Terms of Service. PagerDuty may maintain notes and data about Customer's environment, how Customer is using the Supported Software, and keep copies of Customer communications for PagerDuty internal use only. If requested, PagerDuty will use reasonable efforts to remove Customer Confidential Information from PagerDuty systems. IT IS CUSTOMER'S SOLE RESPONSIBILITY TO NOT PROVIDE, SEND OR OTHERWISE DISCLOSE TO PAGERDUTY ANY PASSWORDS, DATA OF CUSTOMER'S CUSTOMERS, TRADE SECRETS, CLASSIFIED INFORMATION, OR ANY OTHER INFORMATION OF A SENSITIVE OR RESTRICTED NATURE.