



Service Description

Cisco AppDynamics Program Architect Subscription

This Service Description is part of the Services Agreement (as defined in the [Services Guide](#)) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

1. Summary

The Program Architect Subscription provides Customer with direct access to Cisco AppDynamics Program Architect who will engage with Customer on the agreed activities (the “Program Activities”) for the Cisco AppDynamics Software during the subscription term specified on the Quote.

2. Availability

The Program Architect will be available to You for a maximum of 20% of the business days in each calendar month in the country where You are based (pro-rated in the first and last month of the subscription term). If Customer purchases more than one Program Architect Subscription, with agreement from Cisco, You may either receive the corresponding number of Program Architects for 20% of their time as described above or a single Program Architect for a multiple of 20% of their time as described above (e.g., 40%, 60% etc. based on the number of subscriptions purchased).

3. Program Activities

You and Cisco may meet from time to time to agree on the Program Activities, which may include standing meetings, workshops, and consultation on topics which may include:

- Assistance in defining monitoring strategy
- Architectural guidance with regard to monitoring integration and best practices
- Information product capabilities and roadmap
- Performance monitoring life cycle management (deployment, configuration, decommissioning) and other topics as agreed upon by You and Cisco.

4. Excluded Activities

Program Activities will not include any of the following:

- Installation or hands-on monitoring configuration of the Cisco AppDynamics Software
- Agent deployment tasks
- Custom development (extensions, plugins, scripts etc.)
- Product support activities and deliverables
- Formal Cisco AppDynamics Education Services
- Work outside of normal business hours
- Support or maintenance for the Cisco AppDynamics Software
- Any other activities not specifically agreed to between You and Cisco as part of the scope of the Program Activities



5. General Program Terms

- Program Activities will be provided only for the Cisco AppDynamics Software.
- Cisco reserves the right to change the Program Architect as needed. Any transition time to a replacement Program Architect will be at no charge to You and will not be counted as Program Activities.
- Where necessary to perform the Program Activities, Cisco AppDynamics shall be entitled to substitute some or all of the Program Architect's time for the time of a consultant that is knowledgeable on a specific product.
- Program Activities will be conducted at mutually agreed times and dates.
- Program Architect's time not used by You does not roll over from month to month.
- All Program Activities will be provided remotely unless otherwise agreed.
- The Program Architect Subscription is a consulting service and will comprise advice and guidance only to assist You in Your activities.