SCHEDULE 2

PROFESSIONAL SERVICES AND PRODUCT TRAINING

(SINGAPORE)

1. Professional Services and Product Training

1.1 Any capitalised terms used in this Schedule 2 and not defined herein shall take the meaning assigned to them in Section 1 of the Terms and Conditions (Singapore) available at www.garrison.com/legal, as amended from time to time.

1.2 The provision of Professional Services includes but is not limited to the following:

  a) general consultancy on Garrison deployments,

  b) architectural design services,

  c) project management support of technical activities,

  d) the deployment and configuration of Garrison,

  e) technical investigations into integrations between Garrison products and third-party solutions,

  f) business change support,

  g) Product training.

1.3 All Work is based on Customer's sole instructions and delivered to Customer on an "as is" basis. Garrison makes no representation, warranty term or condition of any kind whether express, implied (either in fact or by operation of law), or statutory, as to any matter whatsoever to the fullest extent permitted by law. Garrison in particular does not warrant or represent that the Work can or will operate as intended by Customer, and/or in combination or without interference with third party products or services used by Customer, and expressly disclaims all implied warranties of fitness for a particular purpose, quality, accuracy, and non-infringement. Garrison exercises no control over and expressly disclaims any liability arising out of or based upon the results of Customer's use of the Work.

1.4 Professional Services do not cover and cannot be purchased for managing issues related to Hardware appliances that are out of support.

1.5 Professional Services (remote or on-site) can be pre-purchased in blocks of days (8 hours) and used in units of whole hours. Garrison will invoice the relevant fees in advance on signature of the Order.

1.6 Any Professional Service purchased by Customer must be used within twelve (12) months from the date of the invoice. Garrison may in its sole discretion allow Customer to use any Professional Services days left over beyond expiry of such term.

1.7 Out of hours Professional Services (charged at double rate), shall be provided on a reasonable endeavours basis and shall be agreed in advance between Garrison and Customer.

1.8 If Customer has purchased on-site Professional Services, Customer will procure such access to Customer's IT infrastructure, buildings and sites as Garrison may reasonably require for the purposes of performing the services.

1.9 When on Customer's premises, Garrison shall accept and act (and procure its subcontractors to accept and act) in accordance with the reasonable written instructions of Customer regarding access, health and safety, and security (provided that such instructions are not unlawful). Garrison shall remove any employee or contractor whom Customer can demonstrate has failed to comply with such instructions.

1.10 Garrison shall be entitled to recover reasonable and documented costs and expenses incurred when delivering on-site and remote Professional Services. Domestic travel and subsistence expenses are included in the Professional Services rate. International costs (e.g., international travel and expenses) will be quoted for separately. Costs incurred to procure any additional equipment, third party licences or services necessary for the provision of the Professional Services will be chargeable.

2 Product Training Modules

2.1. Customer may purchase the Product Training also in the form of modules as outlined in Appendix A.

2.2. Any Product Training module purchased by Customer must be used within twelve (12) months from the date of the invoice. Garrison may in its sole discretion allow Customer to use any Professional Services days left over beyond expiry of such term.

2.3. Except where expressly set out otherwise in Appendix A, all training modules can be delivered either remotely or in-person.

2.4.   Garrison can provide in-person Product Training at Garrison's premises (at no additional cost) or on Customer's site, which may incur additional travel costs and expenses in accordance with Section 1.10 of the present Schedule 2.

2.5   Each module will need to be scheduled with at least four (4) weeks' prior written notice to ensure availability of appropriate resources.

APPENDIX A
PRODUCT TRAINING MODULES

MODULE 1 – Garrison overview and L1 support training

Objective: To provide an awareness and understanding of Garrison to all those involved in administration and support of the service and to help with the 1st line triage of Garrison incidents.

Audience – 1st line support, administrators, and 2nd line field engineers

Specific Topics:

    a)   Introduction to Garrison, Garrison's support and maintenance model and general Garrison cross domain architecture.

    b)   Garrison app demo.

    c)   Service model, triage flow and example issues .

MODULE 2 – Garrison technical administrator training

Objective: To give administrators hands on experience with the Garrison administration interfaces through carrying out actual deployment and configuration activities. This module will also provide awareness of the diagnostic tooling available to help troubleshoot and diagnose support issues and how to determine when to escalate to Garrison.

Audience – Administrators

Pre-requisites:

    a)   This activity requires the attendees to have attended the Garrison overview and L1 support training session.

    b)   This activity requires the audience to have access to reference Garrison appliances.

    c)   This activity also assumes that all necessary teams are in place to provide support to the training exercises, e.g., configuration of firewall rules, endpoint application installation permissions etc.

Specific Topics:

    a)   Recap of a standard Garrison deployment.

    b)   Deep dive into administrator interfaces.

    c)   Deploying and upgrading Garrison.

    d)   Garrison enhancements (SAML integration etc.).

    e)   Diagnostic capabilities - overview of the diagnostic and troubleshooting tools that the 2nd line team will have available to them when supporting Garrison deployments.

    f)   Escalation decision tree - when to escalate to Garrison.

MODULE 3 – Garrison field engineer training

Objective: To provide the 2nd line field engineer team with training on how to carry out the hardware support activities required of them in delivery of the service.

Audience - 2nd line support field engineers.

Pre-requisites:

    a)   This activity requires the attendees to have attended the Garrison overview and L1 support training session.

    b)   This activity requires the audience to have access to reference Garrison appliances.

Specific Topics:

    a)   Tour of Garrison appliances.

    b)   In depth explanation of field engineering activities.

MODULE 4 – Garrison end user (train-the-trainer) training

Objective – We will work with Customer end user trainers to enable them to make end users aware of Garrison and how to use it. The purpose of this training session is to provide awareness of Garrison, highlight the help material that is available and how to run demos and instructional "how to" sessions.

Audience – Customer end user trainers

Specific Topics:

      a)   End user relevant overview of Garrison and our technology.

      b)   How to run a demonstration and walkthrough of how to use Garrison.

      c)   Overview of the help material and support available to the end users.

MODULE 5 – Garrison integration with service operations and monitoring capabilities

Objective – We will work with Customer's service operations team and/or SOC engineers to enable them to confidently handle Garrison syslog messages. The purpose of this training session is to provide awareness of Garrison, give an overview of the Garrison syslog messages, explain how these can be parsed for monitoring, alerting, and reporting and present examples of real-world usage of Garrison syslog messages.

Audience – Customer service operations and/or SOC engineers.

Specific Topics:

      a)   Introduction to Garrison.

      b)   Overview of Garrison syslog messages.

      c)   Overview of how to parse the syslog messages.

      d)   Workshop – undertake activities to ingest and parse example Garrison logs.

NOTE: This training assumes access to live Garrison syslog messages.