



Professional Service Black Belt Service Description

Overview

When your team needs access to Puppet Professionals on an ad-hoc basis but you don't need an Engineer with you 8-hours a day, a Black Belt subscription gives your team the ability to gain assistance with issues they face in advancing your IT initiatives with Puppet.

When your services engagement is over, whether it's a Jumpstart or a custom Statement of Work, the Puppet Black Belt Program offers the option to engage directly with a Puppet Professional Services Engineer to consult and assist with ongoing Puppet initiatives.

Benefits from a Black Belt subscription:

- One on one consultation with a Puppet expert without the need to negotiate a Statement of Work for a longer term engagement.
- Continuity of engagement; maintain access to Puppet experts after your SOW-supported services have been completed.
- Access to Puppet experts to help your team skill-up to support your advanced initiatives on topics such as:
 - New application roles.
 - Custom report processing.
 - Certificate auto-signing.
 - Puppet integration with self-service initiatives.
 - Custom facts and how to use them.
 - Best practice guidance.
 - Upgrade planning assistance.
 - Right-sizing your Puppet infrastructure to support your goals.
 - Workflow development.
 - Code testing.
 - Securing your assets with Puppet.
 - Managing cloud assets with Puppet.
 - Tasks and Plans for imperative configuration.
 - How to derive compliance value from your Puppet investment.

Consulting services description

Puppet will provide access to a Professional Services Engineer within 8 business hours of contacting the Black Belt services email address. Customers may use the service up to the limit of the weekly hours they have purchased.

Fees

Product description	Hours per Week	1 Year Subscription*
Bronze Black Belt	Up to 5	\$76,050
Silver Black Belt	Up to 10	\$152,100
Gold Black Belt	Up to 15	\$228,150

*Minimum term is 1 month (4 weeks). Consult your account representative for pricing on subscription less than 12 months.

Key assumptions

The following assumptions are reflected in the services outlined in this service description:

1. Black Belt services will commence no later than 60 days after purchase.
2. All Black Belt services are provided remotely using video conferencing software, such as Zoom.
3. Black Belt services are available Monday through Friday during Puppet's normal business hours, holidays excepted.
4. Puppet will respond to service requests within 8 business hours to schedule a mutually agreed meeting time.
5. Puppet does not guarantee the same engineer for each meeting.
6. Service is limited to the entitled hours purchased by the Customer.
7. Unused hours do not accrue.
8. Hours may not be used in advance in a way that exceeds the weekly entitlement.
9. Consultations which require additional time may be referred to the Client's Puppet Account representative to define an appropriate Statement of Work for a longer, dedicated engagement.
10. Time spent creating documentation for a consultation will be deducted from the hourly allotment.