

PROFESSIONAL SERVICES MODULES DESCRIPTIONS

Ardoq's Packaged Professional Services offering. The Professional Services listed below are offered in pre-packaged "Modules", and are designed to help you get the most out of the Ardoq platform, with clear goals, activities, and outcomes. Available Modules are grouped in the following categories:

- **Foundations:** This Module kicks-off your Ardoq journey through a mixture of tool training and exercises to load foundational data in your Ardoq environment.
- **Business Outcomes:** Modules that will help you achieve a Business Outcome, giving you a step-by-step process to reach common EA goals that you can repeat over time.
- **Additional Services:** Additional Modules to enhance your business outcomes.
- **Integrations:** Modules to connect your Ardoq instance with other data sources using our standard connectors or custom API integrations.
- **Ad Hoc:** Sets of hours to be used for EA, Integration or Project Management work.
- **Services For Existing Customers:** these Modules provide you with an expert analysis of your Ardoq instance, with a recommendation document of how to improve your instance.

Workshops and Deliverables. With the exception of the Ad Hoc Modules, all Modules consist of consultant-led workshops, and might include the drafting and delivery of documents, plans or reports, as described in the relevant Module.

Our Modules. You can find short descriptions in the table below. More detailed Data Sheets are available for download at www.ardoq.com/services/datasheets. To purchase a Module, a signed Subscription Form is all that's needed. All fees for the below Ardoq Modules are billed **upfront**.

Category	Module Name	Description
	Foundations	5 consultant-led workshops including 1 Project kick-off meeting and 4 workshops to learn the fundamentals of Ardoq. In these workshops, you will learn how to use Ardoq, you will build an Application portfolio, assign ownership of applications, review Capabilities and connect them to your Application.
Foundations	ShiftX Foundations	3 consultant-led workshops, the first is an introduction to the ShiftX-Ardoq relationship — what ShiftX is, the value it brings, and where it fits alongside Ardoq. The second walks through initial configuration, covering how to access ShiftX, connect it to your Ardoq data, and map your components, while the third focuses on data import and process modeling, including how to import existing diagrams and model processes both manually and with AI.

Business Outcomes	Application Rationalization	8 consultant-led workshops covering Integrations, Cost and Rationalization that will explain the process to rationalize your application portfolio
	Strategy to Execution	6 consultant-led workshops that will run the strategy to execution process
	Application Risk	6 consultant-led workshops focused on understanding your controls, risks, regulations et.al.
Additional Services	Standard Ardoq Solution Deployment	5 consultant-led workshops that will introduce the use case, review the metamodel, discuss data loading strategies, review the out-of-the-box assets, discuss customization principles and review the use case as needed
	Train-The-Trainer	8 consultant-led workshops covering how to train others on key Ardoq features and the deployment of use cases.
	Advisory Consulting Workshop	2 consultant-led workshops and access to a document detailing the recommendations. Grants you access to Ardoq's best-practices team, Team Amplify, which will review your needs and offer recommendations.
	Legacy EA tool data migration	5 consultant-led workshops to guide you through selecting the optimal migration approach based on your timeframe, data quality confidence, and the relevance of your existing data to your future Ardoq roadmap.
Integrations	API Education	2 consultant-led workshops covering the theory and practical exercises of using the Ardoq API.
	Integration Logical Design	2 consultant-led workshops to facilitate Integrations with Ardoq. A Professional Services consultant will work with your technical Subject Matter Experts (SMEs) to establish a logical integration design that maps Ardoq Components and References to another third-party application for the purposes of data exchange (in either direction).
	Standard integration: Azure to Ardoq	4 consultant-led workshops to configure Ardoq's out-of-the-box Azure Importer, covering installation and connectivity, data analysis, data loading and scheduling, best-practices, deletion and ad-hoc Q&A.
	Standard integration: Signavio	5 consultant-led workshops to configure Ardoq's out-of-the-box Signavio Importer / Exporter, covering installation and connectivity, data analysis, data loading and scheduling, best-practices, deletion and ad-hoc Q&A.
	Standard integration: ServiceNow to Ardoq	4 consultant-led workshops to configure Ardoq's out-of-the-box ServiceNow Importer, covering installation and connectivity, data analysis, data loading and scheduling, best-practices, deletion and ad-hoc Q&A.
	Integration Assistance: Ardoq to ServiceNow	6 consultant-led workshops to configure ServiceNow to ingest Ardoq data covering installation and connectivity, data analysis, data loading and scheduling, best-practices, deletion and ad-hoc Q&A.
Ad-Hoc	Ad-hoc Assistance Block of 8 Hours	Ad-hoc consultant assistance totaling 8 hours, to be used as directed by Customer.

**Project Management
Block of 8 Hours**

Ad hoc consultant assistance provided by an Ardoq project manager, totaling 8 hours, to be used as directed by Customer. Guideline: order a minimum of one block for each month of estimated elapsed project duration.

**For Existing
Customers**

**Health check - High-
level**

Aimed at existing clients or those with some data and artefacts already in the Ardoq platform. 2 consultant-led workshops to review folder/ workspace structure and metamodel in Ardoq and produce a report of recommended next actions and best-practices.

**Health check - Deep-
dive**

Aimed at existing clients or those with significant data and artefacts already in the Ardoq platform. 6 consultant-led workshops to review folders/ workspaces, components, references, fields, permissions and artefacts in Ardoq and produce a report of recommended next actions and best-practices.

Our Professional Services Terms. This document outlines the terms for the provision of our Packaged Professional Services Modules, and is subject to the terms of the Agreement we have in place. Any capitalized terms not defined in this document, should be interpreted in accordance with the Agreement.

Planning for Success. Agendas & Timelines. Immediately after the execution of the Subscription Form, we will define together the agenda and an estimated timeline for the delivery of the Professional Services. These timelines are estimates, and they depend on the accuracy of the information you will provide us.

Your Role in the Project. Meeting our defined agenda and common goals depends on our joint effort. To keep things on track, we'll need your team to provide us cooperation and timely access to the right people and information. We won't be responsible for delays to the extent they are due to lack of access to the necessary resources, data, personnel or input we need from your side.

Scheduling & Expiration

- *Rescheduling:* If you need to reschedule a workshop or a block of hours, we ask you to give us at least 24 hours' notice in writing.
- *Late Cancellations:* If a Workshop or a meeting is cancelled with less than 24 hours' notice, Ardoq reserves the right to consider it as used.
- *Expiration:* Please be aware that all Modules expire 12 months after the signature date of your Subscription Form. Any unused portion of a Module after this time cannot be refunded or credited.

Making Changes. Packaged Services. Our Modules (other than the Ad Hoc Modules) have a predefined scope and content, and our ability to deliver their maximum value is predicated on us being to follow our standard processes. This limits our ability to accommodate changes of scope. If you nonetheless wish to request a change in the standard scope of the engagement, reach out to our team, and we will use our best effort to evaluate it and discuss it together with you. Please note though that this might imply additional fees and/or impact the timeline of the delivery.

Completing Our Work. We will consider our Modules completed when we've either (a) delivered all the planned Workshops for the relevant Module and provided any relevant Deliverables, or (b) (for Ad Hoc Modules only) used all the hours you've purchased.

Delivery. A Workshop or Deliverable will be deemed “delivered and accepted” unless you notify us in writing of any significant issues within five business days of its delivery.

Logistics and Our Team.

- *How We Deliver.* All Professional Services are delivered remotely unless we mutually agree in writing to work on-site.
- *On-Site Engagements.* If we do work on-site, travel expenses will be owed in addition to the relevant fees and will be billed at cost. We'll get your written consent before incurring any such expenses. When at your offices, our team will adhere to any reasonable security and access policies you've provided to us reasonably in advance.
- *Our Experts.* Services will be delivered by our qualified Ardoq team. We may also engage a certified expert from one of our trusted activation partners (listed at <https://www.ardoq.com/activation-partners>). Please note that as a result of the appointment, such a partner might have the ability to access some of your Customer Data (and any personal data therein included), to the limited extent required to deliver the Professional Services. This will make them a “Subprocessor”, in accordance with the terms of the Agreement. If we decide to engage a partner, we'll let you know beforehand, and you will have the right to reject a partner. If you do not do within 10 days from our notice, we will consider the partner as accepted. Note that even when we use a partner, Ardoq always remains fully responsible for the quality and delivery of all services delivered.