

## Public Sector Implementation Service Datasheet

SKU Combo (Rapid Start Essentials, Rapid Start Elevate, and Public Sector Resident Architect)

### PROJECT OBJECTIVES

Customer is seeking support for their initial implementation of the Collibra platform. The Public Sector Implementation program is designed to support the initial implementation of the Collibra Data Intelligence Platform. In addition, the Public Sector Implementation project will introduce the power of use case implementation and Collibra’s operating model for long-term adoption.

For the Public Sector, inclusive of the above, Collibra provides support for the installation of Collibra in GovCloud or an on-premise installation. Additionally, support is provided to ensure enablement, adoption, and Collibra best practices.

### Installation support for On-Premise or GovCloud

Phase/Task	Customer Responsibility	Collibra Responsibility
<b>Technical Kickoff</b>	Key stakeholders involved in the installation participate in the technical kick-off session	Conduct kick-off session including: <ul style="list-style-type: none"> <li>• Technical team introductions</li> <li>• Architectural and technical pre-requisites review</li> <li>• Installation planning and scheduling</li> </ul>
<b>Software Installation</b>	<ul style="list-style-type: none"> <li>• Complete pre-requisites reviewed in kick-off</li> <li>• Perform installation and configuration</li> <li>• Perform optional SSL configuration</li> <li>• Single sign-on setup</li> </ul>	Hold working sessions to teach and support Customer during installation and configuration activities

### Implementation for On-Premise or GovCloud

Phase/Task	Customer Responsibility	Collibra Responsibility
<b>Kickoff</b>	Key stakeholders, project team members, and executive sponsor participate in the kick-off session	Conduct kick-off session, including: <ul style="list-style-type: none"> <li>• Team Introductions</li> <li>• Collibra overview</li> <li>• Technical pre-requisites review</li> <li>• Review initial plan/scheduling</li> </ul>
<b>Business Requirements</b>	<ul style="list-style-type: none"> <li>• Provide initial use case and business requirements document</li> <li>• Participate actively in use case and business requirements workshop</li> <li>• Review and approve the refined use case and business requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct use case and business requirements workshop</li> <li>• Refine the use case and business requirements</li> </ul>

Phase/Task	Customer Responsibility	Collibra Responsibility
<b>Education</b>	Schedule and participate in instructor-led training using included thirty-six (36) Education Credits (see <a href="#">Datashheet</a> )	Conduct required instructor-led training as described in the Workbook: <ul style="list-style-type: none"> <li>● Collibra Basics</li> <li>● Register Data</li> <li>● Creating an Asset Model</li> <li>● Creating a Metamodel</li> <li>● Asset Governance</li> </ul>
<b>Connect</b>	Complete pre-work and participate in: <ul style="list-style-type: none"> <li>● Catalog Ingestion Workshop(s)</li> <li>● Catalog Usability Workshop</li> <li>● BI Integration Workshop</li> </ul>	Conduct Workshops: <ul style="list-style-type: none"> <li>● Catalog Ingestion Workshop(s)</li> <li>● Catalog Usability Workshop</li> <li>● BI Integration Workshop</li> </ul>
<b>Configure and Curate</b>	Complete pre-work and participate in: <ul style="list-style-type: none"> <li>● Asset Type Workshop</li> <li>● Attributes and Relations Workshop</li> <li>● Communities and Domains Workshop</li> <li>● Review and Configure Workshop</li> <li>● Business Glossary Workshop</li> <li>● KPI Repository Workshop</li> <li>● Roles and Assignments Workshop</li> <li>● Collaboration Workshop</li> <li>● User Experience Workshop</li> <li>● Migration Workshop</li> </ul>	Conduct Workshops: <ul style="list-style-type: none"> <li>● Asset Type Workshop</li> <li>● Attributes and Relations Workshop</li> <li>● Communities and Domains Workshop</li> <li>● Review and Configure Workshop</li> <li>● Business Glossary Workshop</li> <li>● KPI Repository Workshop</li> <li>● Role Assignment Workshop</li> <li>● Collaboration Workshop</li> <li>● User Experience Workshop</li> <li>● Migration Workshop</li> </ul>
	Conduct testing	Provide support for Customer testing
	Business Go-Live	Provide: <ul style="list-style-type: none"> <li>● Workshop slides and recordings</li> <li>● Operating model diagram</li> <li>● Implementation specification workflow</li> </ul>
<b>Unite</b>	Key stakeholders, team members and executive sponsor participate in final review and project close out session	Conduct final review and project close out session
<b>Coaching</b>	Schedule and use thirty (30) included coaching hours as needed	Provide coaching sessions in accordance with the <a href="#">Coaching Services Datashheet</a>

## Enablement, Adoption, and Collibra Best Practices

This will support the Collibra implementation and help Customer leverage the product for multiple use cases as a means of transferring knowledge and best practices to Customer for continues and extended use of the platform. Collibra will work with Customer to jointly establish the overall engagement plan with both short and longer-term priorities.

Planning		
Phase/Task	Customer Responsibility	Collibra Responsibility
Establish the plan for the year, including both periodic and ongoing activities	<ul style="list-style-type: none"> <li>● Provide internal roadmap</li> <li>● Participate in planning</li> <li>● Participate actively in quarterly reviews</li> </ul>	<ul style="list-style-type: none"> <li>● Develop the plan for the year to align with Customer's roadmap</li> <li>● Quarterly reviews and updates of plan</li> </ul>

Design		
Phase/Task	Customer Responsibility	Collibra Responsibility
Collibra technical design	<ul style="list-style-type: none"> <li>● Provide relevant environmental information for design activities</li> <li>● Participate in design sessions</li> </ul>	Help design the Collibra technical solution for specific use case(s) and other periodic support activities

Best Practices		
Phase/Task	Customer Responsibility	Collibra Responsibility
Instill best practices into Customer's Collibra team way of working	<ul style="list-style-type: none"> <li>● Participate in best practice sharing sessions</li> <li>● Implement recommended, relevant best practices, with Collibra guidance</li> </ul>	<ul style="list-style-type: none"> <li>● Share strategic best practices – delivered as needed</li> <li>● Share configuration and performance, as well as end user operational experience, best practices</li> <li>● Provide continuous review on new use cases</li> <li>● Provide guidance and development support on Collibra topics such as: <ul style="list-style-type: none"> <li>○ Catalog and Glossary</li> <li>○ Native connectors for metadata ingestion; using the Collibra API</li> <li>○ SSO / LDAP configuration</li> <li>○ Business / technical lineage &amp; diagrams</li> <li>○ Workflows</li> </ul> </li> </ul>

Knowledge Acceleration		
Phase/Task	Customer Responsibility	Collibra Responsibility
Share knowledge and coach Customer team	<ul style="list-style-type: none"> <li>Identify individuals working towards Ranger certification</li> <li>Suggest topics for and attend “brown-bag,” other open office sessions</li> </ul>	Work with Customer resources as a primary technical advisor, providing guidance on: <ul style="list-style-type: none"> <li>Coaching to help team members achieve Ranger certification</li> <li>Periodic open office-type sessions</li> <li>Education recommendations</li> </ul>

Adoption Support		
Phase/Task	Customer Responsibility	Collibra Responsibility
Provide guidance and examples of successful Collibra adoption tools, approaches, and methods	<ul style="list-style-type: none"> <li>Participate in adoption workshop</li> <li>Implement adoption oriented Collibra capabilities with Resident Architect guidance</li> <li>Participate in Collibra roadmap session(s)</li> </ul>	<ul style="list-style-type: none"> <li>Conduct adoption recommendations workshop</li> <li>Involvement in specific adoption-related initiatives (like dashboard design)</li> <li>Support initiatives leveraging Collibra user experience features</li> <li>Preview upcoming Collibra roadmap release detail and map new features to your planned use cases</li> </ul>

Operational Excellence		
Phase/Task	Customer Responsibility	Collibra Responsibility
Proactive review, assessment, and recommendation activities	<ul style="list-style-type: none"> <li>Run Operating Model Diagnostic workflow</li> <li>Participate in review sessions</li> <li>Participate in reference and architectural sessions with relevant resources and decision-makers</li> <li>Work with Collibra on architecture and technical implementation</li> </ul>	<ul style="list-style-type: none"> <li>Periodic Operating Model Diagnostic recommendations</li> <li>Other assessment and recommendation activities such as a Health Check</li> <li>Work with Customer resources as a primary technical advisor, providing guidance on the following matters:               <ul style="list-style-type: none"> <li>Reference architecture</li> <li>Architectural guidance</li> <li>Collibra best practice considerations related to Collibra configuration, accounts, security guidance, data management and other topics as agreed upon by the parties</li> </ul> </li> <li>Provide version upgrade support – enablement on new features</li> <li>Provide ongoing technical guidance performance tuning &amp; optimization</li> <li>Serve as a primary technical lead with access to Collibra technical experts who can facilitate collaboration on broader technical item</li> </ul>

## Out of scope

All tasks not detailed in the relevant IN-SCOPE section above are considered out of scope, including:

1. Any development with the Collibra Java API or REST API.
2. Any custom application development or integration.
3. Design, configuration and implementation of high availability or disaster recovery environments.
4. Installation, configuration, use or administration of any third-party software not provided by Collibra.
5. Integration with other systems not specifically included above.
6. Organizational change management activities such as communication planning, organizational design, or role mapping.
7. Program management is the responsibility of Customer including all communication with the steering committee.
8. Use of third-party test automation software or test automation expertise.
9. Database administration (DBA) responsibilities including configuration or administration of database servers and database software.
10. Knowledge of third-party software APIs and interface mechanisms.
11. Custom report development using third party tools.
12. Data preparation and sourcing or extraction of data from the source systems, other than as described above.
13. Manual stitching and custom lineage.

## Assumptions

1. Collibra consultants will make maximum use of out-of-box product capabilities to achieve fast results.
2. Customer acknowledges that the expected schedule is based on Collibra's industry experience. While performing the Professional Services hereunder, Collibra may encounter unforeseen circumstances that increase the effort required to fulfill its obligations. Therefore, Customer hereby agrees that should Collibra require any additional hours and/or days to complete the objectives in the Description of Services, the parties shall mutually agree upon a change request setting out the amended scope and/or fees for such additional hours. Collibra shall use commercially reasonable efforts to provide to Customer as much advance notice of any such additional hours as possible.
3. Customer will ensure that all relevant stakeholders, participants, contributors, sponsor(s) any other key personnel identified during planning are scheduled and available for their parts of the agreed project plan.
4. Customer will provide the requested information for analysis, design, or integration, as relevant, in the project.
5. The contract expiration is twelve (12) months from the Order Effective Date and Order Term. Collibra shall not be obligated to perform any Professional Services or provide any Deliverables after this expiration even if the estimated Professional Services time stated above has not been fully utilized in the twelve (12) month period following the Order Effective Date. The parties will negotiate in good faith a change request should any additional days/hours be required beyond the foregoing time period.
6. Includes implementation services for one connection for up to three metadata integrations which need to be contained in the [Certified Drivers referenced in the Documentation](#). Also includes the implementation of one BI connection to one of the [Supported BI tools referenced in the Documentation via Lineage Harvester](#).
7. Customer will provide remote access to Collibra staff to the Collibra environments in-scope.
8. Documents will be delivered using Collibra templates, format and content.
9. Customer and Collibra will mutually agree on the location of work.
10. Collibra personnel shall be deployed during Collibra's normal operating hours in the location of work.
11. Customer acknowledges that Collibra may utilize subcontractors in its performance of the Professional Services hereunder.
12. Customer will provide machines and network access if Collibra consultants are not permitted to use their Collibra-issued laptop (Mac or PC)
13. Customer will secure and provide timely access to data, documentation, systems, and facilities necessary to complete all tasks.

14. The following standard workflows will be enabled:

- Contact Us
- Propose New Business Term
- Propose New Measure
- Simple Approval Process
- Request Data Sets Access (Shopping for Data)
- Promote Term
- Simple Certification Process

15. The following standard dashboards will be included and one additional custom-configured dashboard:

- Welcome
- Get to Know Collibra
- Data Steward
- Data Maturity
- Business Analyst

16. **Applicable to Enablement, Adoption, and Collibra Best Practices Scope:** Customer shall be allocated up to 40 hours per calendar month to be utilized for the Professional Services hereunder. Any unused hours shall expire at the end of the relevant calendar month.