Resident Enterprise Architect for Data Quality
Datasheet

Customer is seeking support for their implementation of Collibra Data Quality. This program will support the Collibra Data Quality implementation and help Customer leverage the product for multiple use cases as a means of transferring knowledge and best practices to Customer for continuing extended use of the platform.

The Collibra Resident Architect program is structured as an ongoing supporting Professional Services engagement of 3 (minimum) to 36 months (maximum), as identified in the Order or SOW, as applicable (the "Engagement Term"). Collibra will work with Customer to jointly establish the overall engagement plan, spread approximately equally across the Engagement Term, with both short and longer-term priorities.

In scope

Enterprise DQ Framework – Deployment & Architecture		
Phase/Task	Customer responsibility	Collibra responsibility
Establish the plan for the Engagement Term, including both periodic and ongoing activities	• Provide internal roadmap • Participate in planning • Participate actively in quarterly reviews	• In collaboration with Customer, define the enterprise DQ deployment patterns. • Review the DQ deployment architecture considering different compute platforms like Kubernetes, Hadoop and cloud compute.
	• Provide relevant internal resources to support infrastructure set-up • Conduct proofs-of-concept (PoCs) implementing different deployment patterns	• Assist with end-to-end Infrastructure setup on various infrastructures. • Assist with PoCs implementing various deployment patterns. • Platform optimization.

Enterprise DQ Framework		
Phase/Task	Customer responsibility	Collibra responsibility
Implement enterprise DQ framework, leveraging Collibra Data Quality	• Develop architecture standards • Define DQ use cases • Leverage ML capabilities • Define dataset access requirements	Provide best practice and SME guidance with Collibra DQ implementation. • Collibra DQ internal architecture standards. • Use case definition. • AI/ML capabilities. • Multi-tenancy. • Security configuration for fine grained dataset access. • Provide and review best practice suggestions for hybrid/cross cloud deployment. • Migration. • API-based integration (patterns for building data pipelines). • Assist with custom reporting.

Operational Support		
Phase/Task	Customer responsibility	Collibra responsibility
Data source connections	Identify and access new data source to be connected	• Onboarding and testing of new data source connections. • Assist with platform related issues including: • Data source connectivity with Kerberos auth (keytab, tgt, kerb password). • Debug any platform related issue and validate if it's a configuration issue. • Performance tuning.

Adoption, Training, and Education		
Phase/Task	Customer responsibility	Collibra responsibility
Share knowledge and provide guidance and examples of successful Collibra adoption tools, approaches, and methods	Participate actively in different working sessions described in the right column.	• Overall assistance and guidance using the Collibra DQ platform with regular office hours for various business units. • Working sessions to assist business users with use cases. • New product feature demos. • Coaching and enablement.

Out of scope

Any and all tasks not detailed in the IN-SCOPE section above are considered out of scope, including:

1. Any Custom Build of scripts to be used for ETL Complex Flows
2. Configuration of custom asset pages.
3. Configuration of Collibra Data Intelligence Cloud, modules of Collibra Data Governance Center.
4. Database administration (DBA) responsibilities including configuration or administration of database servers and database software.
5. Knowledge of third-party software APIs and interface mechanisms.
6. Use of third-party test automation software or test automation expertise.
7. Custom report development using third party tools.
8. Integration with other systems not specifically included above.
9. Data preparation and sourcing or extraction of data from the source systems.
10. Design, configuration and implementation of high availability or disaster recovery environments.
11. Program management is the responsibility of Customer including all communication with the steering committee.
12. Any development with the DGC Java API or REST API.
13. Installation, configuration, use or administration of any third-party software not provided by Collibra.
14. Organizational Change management activities such as communication planning, organizational design or role mapping.

Assumptions

1. 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.
2. The Customer will provide machines and network access if Collibra consultants are not permitted to use their Collibra issued laptop (Mac or PC)
3. Customer will provide remote access to Collibra staff to the Collibra environments in-scope.
4. Documents will be delivered using Collibra templates, format and content.
5. Customer and Collibra will mutually agree on the location of work.
6. Collibra personnel shall be deployed during Collibra's normal operating hours in the location of work.
7. The Collibra Resident Architect program is delivered across the Engagement Term at 40 hours' worth of Professional Services and Deliverables per month, starting from the Order or SOW Effective Date, as applicable. Collibra shall not be obligated to perform any Professional Services or provide any Deliverables after (1) the expiration of the Engagement Term even if the estimated Professional Services hours and time stated above has not been fully utilized during the Engagement Term, or (2) the Professional Services hours and time stated above have been fully utilized for that particular month. The parties will negotiate in good faith a change order should any additional days/hours be required beyond the foregoing time period and engagement levels.
8. Customer acknowledges that Collibra may utilize subcontractors in its performance of the Professional Services hereunder.
9. 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 'In Scope' description of Professional Services, the parties shall mutually agree upon a change order setting out the amended scope and/or fees for such additional hours. Collibra shall provide to Customer as much advance notice of any such additional hours as possible.
10. The Collibra Resident Architect program is available to Customer for as long as Customer has active licenses to the Collibra Data Quality software, and is coterminous therewith. For clarity, the Professional Services described herein will terminate, regardless of hours spent or remaining (with no refund or credit for any fees paid), whenever Customer's licenses to Collibra Data Quality terminate or expire.

Role	Responsibilities
Resident Architect	- Guide Customer on how to configure Collibra's technology given Customer's detailed business requirements. - Responsible for configuring Collibra's software per Customer's instructions. Resolve technical issues, develop specified workflows and perform integrations. - Develop and test workflows that meet the requirements agreed with Customer.
Implementation Manager	- Time management and program progress reporting. - Provides program direction and is part of monthly and quarterly progress and review meetings.