Discovery Workshop Services Offering

Objectives

The Auth0 Discovery Workshop Services offering is designed to help Auth0 customers get started with their Auth0 implementation. We will deliver a Discovery Session to understand Customer's environment and Identity and Access requirements. We will document our findings and provide documentation on how to get started with the Auth0 implementation project.

The Discovery Workshop Services offering includes 2 days of consulting services delivered onsite or remotely. The actual delivery logistics will be agreed upon with the Customer and will depend upon Auth0 and Customer resources availability and time frame.

Approach and Activities

The following activities are included in the scope of the Discovery Workshop Services offering:

Consulting (2 Days – One 2-Day Onsite Session)

Initial consulting engagement

An Auth0 Solutions Architect (SA) will deliver one 2-day onsite consulting engagement upon mutual agreement that the pre-requisites for project initiation have been met.

Activities typically include some of the following, as time allows:

- **Kickoff Meeting** - introduce Professional Services and meet the Customer team, validate Customer requirements, discuss engagement specifics, plan the Discovery Session flow and logistics - 1 to 2 hour meeting delivered remotely prior to the onsite engagement

- **Discovery Session** - meet with all key Customer stakeholders, understand and document Customer environment and Identity and Access requirements, document our findings and provide documentation on how to get started with the Auth0 implementation project - two 6-hour days delivered onsite

- **Documentation and Closeout** - provide a list of recommendations to take Auth0 deployment to the next level - offline work immediately following the onsite engagement.

Pre-requisites and Assumptions

- Customer will have Pre-Production environment replicating Production, with the ability to generate load representative of the load in Production.
- Customer agrees to commit Application Architects and Application Security Architects responsible for the Applications to be managed to work with Auth0 Solutions Architect for the duration of the engagement.
- Customer agrees to commit the appropriate technical resources for the duration of the delivery engagement, including the technical resources with login access to all servers and systems to be configured.
- Customer agrees to assign a Technical Project Manager to be the point person to work with Auth0 Solutions Architect and help coordinate the delivery of Activities.
- Customer agrees to attend regular status review meetings with Auth0 Solutions Architect, as needed.
- Travel and expenses for onsite Activities are included in the price of this offering and will not be billed separately.
- The recommendation regarding onsite vs remote services delivery comes from best practices in the field and is of advisory nature only. The actual delivery logistics will be agreed upon with the Customer and will depend upon Auth0 and Customer resources availability.
- The engagement must be scheduled at least seven (7) days in advance.
- Days not used within ninety (90) days following the date of the full execution of the ordering document with which this services offering description is associated will expire without right of refund.
- The professional services described in this document are provided pursuant to, and governed by, Auth0's Professional Services Terms, as available at https://auth0.com/legal.