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SoW Number:	SOW-765-AppDynamics
SoW Title:	LMS Data Dump and Learning Object Extract
Date:	7/12/2021

Version Control	
Vers Number: # 1	Author:
Vers Number: #	Author:
Vers Number: #	Author:

Company	
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1)   Scope of Document

This Statement Of Work (SoW) document describes the custom Services related to the Docebo platform, according to the requirements analysis carried out with the Company (the "Project"). Modifications to this SoW shall be incorporated in future versions of the SoW and should be tracked as change requests if such modifications are issued after this SoW is approved. This SOW is governed by the "Docebo Client Master Software As A Service Agreement Terms and Conditions" (MSSA) executed by and between Docebo NA Inc. and AppDynamics LLC on December 31, 2019. In the event of any direct conflict between the terms of this SoW and the MSSA, the terms of the MSSA shall govern unless the conflicting term in the SoW is specifically identified as superseding the related term of the MSSA, in which case the conflicting term set forth in this SW shall govern.

2) SOW DESCRIPTION

The following paragraphs outline the proposed Data Dump and Learning Object Extraction activities:

Business Need

Objects)
The Company requires that Docebo provide a DB Dumps of their LMS along with the extraction of all training materials from the platform (see URL below) so that their team can extract their content via S3 bucket. Company has requested officially a copy of their Learning Objects to be able to use the data for their migration out of the system.

Platform URL : appd.docebosaas.com

Scope of Work / Deliverable (Scenario)
- Docebo will provide a DB Dump including the data that we have in our database (You will be able to find completion records, timestamps, etc.). The DB dump will be provided in SQL format. Along with the DB Dump, Docebo will extract learning objects from each course in the Company Name platform.
- Docebo will provide Company a link (active for 10 business days from delivery) to a S3 bucket where the DB dump and all Docebo learning objects from all courses are stored.
- Docebo will also provide a CSV file that will allow them to map each piece of learning object content back to a directory within the S3 file.
- Docebo does not provide support on retrieving the data out of the SQL tables, so please ensure you have a technical resource that can retrieve the information accordingly.

Constraints

● Learning Objects of type "Test", "Survey", "LTI", "Google Drive", "Youtube/Vimeo/Wistia videos" are not present in the S3 bucket.
● Learning Objects of type "Video" and "Slide Converter" are present in the S3 bucket, but in a zipped format suitable for streaming (different from the original format uploaded by the customer).
● Original PowerPoint files are converted in several JPG images because they are used in Docebo in the Slide Converter.
● Learning Objects of type "SCORM", "TinCan" and "AICC" are present in the S3 bucket, but they are unzipped when they are uploaded in the LMS. So the customer will find these objects in S3 as folders, and not as ZIP files.

CSV File mapping (example):
Learning object data extraction will be mapped as below (*):

Tincan		
id_tc_activity	Id	path
1	http://3DGBJIE1nQUmKG1Oz1VlrU_F0t0lO3v4_rise	13013_1522190359_p1c9kpqt19u2b1med1stbn56iadi_zip

Scorm	
title	path
1	http://3DGBJIE1nQUmKG1Oz1VlrU_F0t0lO3v4_rise

Downloadable File		
idLesson	Title	path
1	AA Logo	b9a8aad554c95219a1a12f272b08dd7ee39ccc31.png

Video			
id_video	title	MP4	HLS
846	Understanding Deal Desk	bc3dd77d407a1127e7759aeb5543eb2193c7288b.mp4	

Note(*) : the file mapping format must be considered just as an example. Docebo reserves the right to modify or update the format at any time for any reason, with or without prior notice.

3)   Delivery

The proposed delivery schedule is valid upon signing; however, should the SoW not be executed by the expiration date listed on the first page of this SOW, a new SOW Version, which includes the new proposed schedule based on the available resources, shall be provided to the customer by the Docebo team for approval and execution.

Task	Owner	Completion by
Extract all course learning object data from Customer Name LMS and provide a link to the compressed file for download to Customer Name.	Docebo	10 business days upon SoW execution (*)
Link to download file deactivated.	Docebo	10 business days after Link availability

Note (*): In case of unexpected peak of work, Docebo activities may be slightly delayed. In this case, the Company will be notified in advance.

4)   Project Assumptions

The Company acknowledges that its participation and cooperation is critical for the success of the Project. The following assumptions are based on information provided by Company to Docebo relating to the Project and Company's current processes as of the Effective Date of this SoW. Docebo has also used this information to develop its current estimated level of effort and cost. Deviations from these assumptions may lead to commensurate changes in the Project fee estimates.

1. This SoW is based on Docebo's initial understanding of the Project detailed in Chapter "SoW Description - Business Need".
2. Should the technical requirements not be detailed enough when this SoW is signed, an additional document will be prepared by the Docebo Project Manager and approved by the client within 5 business days. Any delay in the approval of the technical document may result in a delay in the Project delivery.
3. Unexpected and unknown items, if any, may result in changes to the Project plan, Project timelines, and the fee estimates.
4. Company will manage the availability, priorities, and work of its own resources (including business users and technical staff) in accordance with the Project Plan.
5. The Services shall be performed remotely. Notwithstanding the foregoing, in the event Docebo deems it necessary to send one or more Project Team members to Company's facility or another facility agreed upon by the parties, Company agrees to provide such consultants with suitable working space at the facility. Such working space shall include adequate environmental controls, lighting, telephones and appropriate network access.

5)   Acceptance Procedures

Docebo shall provide the link to download file to the Company upon completion of the Data Dump and Learning Object Extraction. On the date the link is provided to the Company by Docebo, Company will respond within ten (10) business days of such date upon receipt of link from Docebo acknowledging

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acceptance of the data for sign-off. A member of the Docebo Customer Experience team will confirm completion of the Services specified hereunder via email. If no response is provided by the Company to Docebo within ten (10) business days the completion of the Data Dump and Learning Object Extraction will be deemed accepted.

If Company rejects the Data Dump and Learning Object Extraction within the ten (10) business days, Company shall provide to Docebo written notice detailing the reasons for rejection. Docebo shall re-submit a new link to Customer for download and review ("Process"). This Process shall be repeated up to four (4) times (unless mutually agreed by parties), at the end of which, if Customer continues to reject such Docebo deliverable, Docebo and Customer can mutually agree to terminate this SoW and cease performing the Services specified hereunder.

6) Change Management

The parties agree to apply the following change management process to address changes that will have an impact on the Project scope, deliverables, schedule, or cost (each, a "Change"):

- The party requesting the Change will notify the other party of the request and provide details related to such request.
- After assessment of the requested Change by the Docebo Project Manager and the Customer Administrator, the Project team will prepare a change request form summarizing the Change and providing detailed information regarding its impact on the Project scope, deliverables, schedule or cost. The change request form will be submitted to the Docebo SVP of Product for approval. If the Change is approved in accordance with the preceding sentence, Docebo will create a change order document (the "Change Order") that both parties will sign to indicate their mutual approval of the requested Change.
- Work on the Change will start only after execution of the Change Order by both parties.

The purpose of this change management process is to ensure that requests for any Project changes are properly recorded, evaluated, assessed, and incorporated into any applicable Services, as well as any applicable schedules to ensure the proper priority and due dates. If an approved Change requires a change in the estimated fees or schedule of the Project, such changes will be specified in the Change Order. If the agreed upon Change Order identifies a modified scope of implementation services that does not change the level of effort estimated in the original scope of the implementation

services set forth herein, then the approved Change Order will document that there should be no impact on the Project's budget.

7) SOW Exclusions

This SoW is for Company's Enablement platform only (Order Number: Q-08903);
the Education (Order Number: 2020 –0742) platform is not in scope for this SOW.

8) Customer Contact

The main Customer Contact(s) are included below as an email will be distributed to those individuals listed once the SoW has been executed that will provide some key information regarding planning for the implementation.

Name	Title	Email	Phone Number
Cory Wittenborn	Senior Manager Sales Enablement	cory.wittenborn@appdynamics.com	415-442-8400

9) Estimated cost

Name	List Price	Discount	Total Fee
SoW, Analysis, Implementation activities, Project Management.	$6,000	100%	$0.00

10) Fees and Invoicing

Docebo agrees to provide the SoW activity in exchange for the fixed price specified below. No travel fees are envisioned or included. Any change requests or changes to the agreed scope of the Project will be issued in writing by Customer to the Docebo point of contact and a new version of this SoW or a new SoW will be issued.
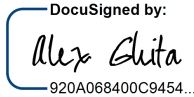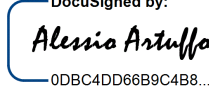
Year of Service*	Invoice*	Amount**	Issued at:	Payment terms
Current	1	$0.00	SoW Signature	Net 30

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*Indicates a progressive order number of invoicing, and not the actual invoice code included in the invoice document (Invoice ID).

** plus applicable taxes

11) Signatures

THE PARTIES EVIDENCE THEIR AGREEMENT WITH THE ABOVE TERMS AND CONDITIONS BY SIGNING BELOW AS OF THE LAST DATE INDICATED BELOW (EFFECTIVE DATE).

AppDynamics LLC	Docebo NA, Inc.
Signature: DocuSigned by: *Alex Ghita* 920A068400C9454...	**Signature:** DocuSigned by: *Alessio Artuffo* 0DBC4DD66B9C4B8...
Name: Alex Ghita	**Name:** Alessio Artuffo
Title: Associate General Counsel	**Title:** CRO
Date: July 12, 2021	**Date:** July 13, 2021
(I have the authority to bind the Customer)	

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