



Datadog Modified Quickstart SOW

February 2021

*Datadog Quickstart & Advisory Workshop
February 2021*



RapDev LLC

Overview

This proposal includes a fixed-cost (4) four-week Datadog advisory engagement structured as remote workshops followed by 30 days of access to the RapDev SRE team. RapDev LLC prides itself on being on time and on budget, but more importantly, we understand the need for flexibility as we partner together on this engagement. Like any great partnership, excellent communication and alignment are key.

Datadog Quickstart & Advisory Workshop Includes:

- Assistance on the best practice implementation of the platform
- Advice on tagging strategies and best practices
 - Provide and install RapDev's Tag Validator Plugin on Datadog agent
 - The tag validator will accept a list of required tag keys and their possible values in the conf.yaml file.
 - Check the hosts currently in the user's datadog instance
 - Ensure that the tag keys are present on the hosts, and that the value of that key is one of the allowed values defined in the conf.yaml.
 - Teach the customer's team how to update tag validator with new tags
- Implementation of 5 Synthetic Checks
 - Can be Browser checks or API checks
- Assistance with using OOTB integrations to third party platforms such as MS Teams, Slack, ServiceNow, PagerDuty, and suchlike
- Advice on setting up Dashboards and Monitors
- Implementation of 5 dashboards and 5 monitors to monitor services
 - Dashboards and monitors will be built using the existing data flowing into Datadog's platform
 - The dashboards and monitors will be built based on discovery conversations and collaborative feedback gathered from customer's teams
 - Terraform Template for 1 Dashboard
- Advice on implementing Logging without Limits best practices
 - Implementation of a Logging without limits filter example (showcasing cost control with existing configured/ingested logs)
- Advice on the implementation of key management module to keystore (Azure Key Vault or Hashi Vault)

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**Also includes:**

- 30 day access to the RapDev.io Slack channel for instant responses to any Datadog question

Time and Cost

Estimates below are based on initial requirements gathering and may vary once the engagement commences. This is a four (4) week engagement after which any further assistance will require a new agreement or a new change order. This is a fixed cost agreement for the work listed above, or 4 weeks, whichever occurs first.

Engagement	Hours	Cost
Datadog Quickstart & Advisory Workshop	-	\$50,000
Total Services Cost	-	\$50,000

Payment Terms

This is a fixed cost engagement model. The fee for this engagement is listed above. The Customer agrees that fees will be paid in the following schedules:

- o 50% Due (7) seven days prior to the engagement start date
- o 50% Due upon completion of the project

Change Request

Any requests for services outside of this Statement of Work will be set forth in a Change Order executed by the parties. Tasks not specifically stated as being performed by RapDev LLC in this Statement of Work are outside of the scope of this project and are not covered under the time and fee estimates of this Statement of Work. Customer and RapDev LLC will agree upon a written description (called a "Change of Scope") of changes prior to execution of additional services or costs outside of this Statement of Work.



Scheduling Policy

RapDev LLC requires at least 15 business days' prior notice to cancel or reschedule remote or on-site Service dates that have been scheduled with Customer. For scheduled Service days that are canceled or rescheduled by Customer with 15 or less calendar days' notice, Customer shall be charged and pay for the canceled/rescheduled Service days if RapDev LLC is not able to reassign the personnel to another project. For work requiring travel, Customer shall be responsible and pay for any travel costs that are incurred due to a cancellation, regardless of when the cancellation is made.

General Terms and Conditions

RapDev LLC personnel will perform the engagement off-site at RapDev LLC. RapDev LLC shall not be responsible for delays, due to the lack of access, facilities, cooperation or information requested by RapDev LLC or changes requested by Customer to the approach or Services described in this Statement of Work.

RapDev LLC is in the business of providing consulting services drawing upon the knowledge, understanding and expertise RapDev LLC has gained in the course of working with many other customers. Nothing in this Statement of Work or the Agreement shall assign rights in or limit RapDev LLC' use of any know-how or knowledge pertaining to the RapDev LLC intellectual property rights or technology. RapDev LLC shall have a royalty-free, worldwide, non-exclusive, transferable, sub-licensable, irrevocable, perpetual right to use any suggestions, enhancements, recommendations or other feedback provided by Customer and its users relating to RapDev LLC product or services



Acceptance

This Statement of Work, effective as of the last signature date noted below ("Effective Date"), sets forth services to be provided by RapDev LLC and the Customer entity set forth below ("Customer"). BY EXECUTING THIS STATEMENT OF WORK, RapDev LLC AND CUSTOMER ACKNOWLEDGE AND AGREE THAT THE TERMS AND CONDITIONS OF THE MASTER CONSULTING SERVICES AGREEMENT OR THE LIKE EXECUTED BY THE PARTIES, IF ANY ("Agreement") SHALL GOVERN THE SERVICES PERFORMED HEREUNDER ("Services"). In the event of any conflict, the terms of this Statement of Work shall control with respect to the Services set forth herein.