

- Registration of the services for vulnerabilities (Scanning, Mail-in etc.)
- Evaluation of the weak points
- Prioritization of the elimination of weak points in consultation with the AG.
- Elimination of the vulnerabilities
- Testing and Deployment of the changed versions
- Documentation of the remedy
- Penetration tests
 - Preparation and support (e.g. assessment scope documents)
 - Provision of e.g. PostMan Collections, SOAPUI Configurations
 - Test data preparation (test vehicles with data file)
 - Processing of Risk Assessment Committee (RAC) in the case of executions
 - Note: Execution of the tests by AG

2.3.3.18 Certification and license management

The goal of the certificate and license management process is to achieve a regulated and centralized supply of certificates and licenses, and to

- to opt in to the license and certificate models used, and
- efficient use of available licenses and certificates.

To this end, licenses and certificates that are too many, too few or invalid shall be identified so that more licenses or certificates can be obtained or the number of licenses or certificates can be reduced.

The certification and license management process is closely related and interdependent with their processes e.g. configuration management (documentation) and change management (requesting new changes, etc.).

The Contractor is responsible for a uniform certification and license management for the defined environment and must at all times be able to give an account of the

This applies to both the management of server and server licenses.

Zertifikate (SSL, WAF etc.) as well as Client Zertifikate (TAM, LD, R

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etc.}. The main tasks of the Contractor include the following:

- Capture and documentation of certificate and license data in the tool provided by the client.
- Tool-supported, continuous review (Monitoring) of certificates and Licenses
- Carrying out forward-looking capacity planning and adjusting the technical components used as required, taking into account the need to ensure system stability.
- Notification of the expiry of certificates and licenses to the AG or to third parties by the deadline.
- Initiate procurement process for issuance of new certificates and licenses according to the definitions of the AG at the AG or third party.
- Store execution of certification and license control
- Supervision and proactive communication for certification and validation with third parties
- Regular reporting of all certifications and licenses to the AG

2.3.4 Integrated project:

In „Integrated projects“, a forwarder is considered and a solution for this is defined.

Integrated projects are characterized by the fact that they are not covered by the other processes and, in some circumstances, require support from other processes.

experts are necessary. The CO's knowledge and skills, from the day-to-day business into the respective integrated project, the transfer of knowledge between the basic and project team is the responsibility of the CO.

The following advantages are offered by carrying out the activities as integrated projects:

- Involvement of other specialists; personnel
- Demarcation of resources between day-to-day business and integrated projects (separation of basic team and project team)
- Control of the project and participants according to the guidelines of the AG.
- Utilization of synergies (knowledge, competencies, technical organization)

The Contractor shall provide all services associated with the process. He shall coordinate with the AG over the activities inform and his process resources be involved.

The Client reserves the right to request the scope of integrated projects directly from third parties. beauftragten,

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The content of the integrated projects is only subject to acceptance and release by the AG. In the case of comprehensive projects, defined partial agreements are possible,

The Contractor shall establish an appropriate project management for the implementation of integrated projects¹. The project management shall ensure that schedules, costs, and Qualifications (specifications, functions) of the projects are provided in accordance with the order and, in case of imminent over- or undercutting, a rectification is made.

The clarification of the task required in the first step is just as much a part of the process as the development of concepts, the detailed planning and all further phases within the framework of a project.

Project management requires the provision of project managers with the necessary qualifications and experience.

The project manager is responsible for managing the so-called integrated projects. The project manager is responsible for all employees and roles in the projects.

The main tasks of the project management for the contractor are:

- Multiproject management for integrated projects
- Coordination of project resources
- Initiation of special projects
- Establishment and coordination of the project teams
- Project quality systems
- Monitoring of quality, time and costs in the project
- Reconciliation and handover of the project results to the AG
- Strategic continuation of project processes
- Further according to definition in the Fade-IN phase

2.1.1 Service organization

The Contractor's service organization must be fundamentally suitable for providing all of the The Contractor shall be able to adequately organize', perform, control and optimize the activities defined in the specifications. The Contractor must have suitable prerequisites 1.m d qualified employees to perform the activities defined in this invitation to tender and contract specifications.

The employer must ensure that the employees it employs² have the required professional experience and skills. He must ensure that the employees he employs have the required professional experience and that he has the necessary skills and abilities. All employees must be adequately instructed.

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It is assumed that the Contractor's employees have mastered the tools 1.md procedures used by the Customer. The Contractor undertakes to train its employees at its own expense.

Furthermore, the Contractor undertakes to train its employees on an ongoing basis.

2.1.1 Personnel

The Contractor may, without exception, employ such personnel which is demonstrably qualified to perform the owed services by the Contractor.

organized, instructed and supervised. The Contractor shall likewise ensure that, without exception, demonstrably suitable personnel are deployed. The Contractor may only use personnel who can prove that they have all the necessary qualifications for the job.

The person is authorized, empowered, professionally licensed or permitted to do so.

The Contractor shall be responsible for the integrity, availability and confidentiality of the information entrusted to it.

The employees employed by the Contractor are exclusively subject to the Contractor's to the Contractor's right to issue instructions. However, there are exceptions when it comes to complying with the safety regulations and averting danger to life and limb.

The qualification and number of personnel shall be such that continuous performance can be ensured, taking into account operational and legal requirements.

The Contractor shall, at its own expense and in accordance with the statutory regulations, subject the Contractor's employees to a thorough examination or has already done so when hiring them. The additional, supererogatory legal, expense

The Contractor shall determine any scope exceeding the scope of the regulations.

For each of the Contractor's employees deployed within the scope of the service provision, a valid right of access to the Client's premises as well as a valid entry permit for the Contractor's employees must be provided.

The company is under an obligation to maintain secrecy,

2.2 Dealing with personal

The Contractor and the Client are each individually responsible for the management, control, supervision and scheduling of their own employees within the scope of this contract.

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The services shall be provided in accordance with the technical and organizational specifications of the Client, under the supervision and sole authority of the responsible employees named by the Contractor, as the Contractor's own independent and responsible service.

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CAR D SE Volkswagen Group Company

The employer must be notified of any change of personnel at the employee. This information is required so that the corresponding authorizations can be set up or deleted in User Management. The Contractor shall be responsible for setting up new users or deletions. The Contractor shall ensure that a change of personnel does not result in any change of personnel.

The new employees must be familiarized with their tasks on a basic level. New employees must be familiarized with their tasks.

The employees assigned to the on-call duty of the Contractor are able to work as a team at any time, The services required by this performance specification are to be carried out.

The Contractor shall ensure that sufficient personnel is available to provide the service content within the defined service level (Annex I). The Contractor shall organize its personnel accordingly and shall take into account the working hours and vacation times of its employees.

2.4.3 System knowledge

The Contractor shall ensure that qualified service personnel are available for the official contents of the specifications. The Contractor shall be obliged to provide the necessary personnel, either remotely or on site.

It shall be ensured that, with the Contractor's pool of personnel, it is able to support all products and systems within the scope of this specification, according to 3. Service Level. In addition, there is a need to ensure that knowledge and experience for the use of the The data of the systems used at the AG as well as of the measurement and analysis tools available are available.

The plant topography and documentation as well as the operating manuals and other documents required for processing the fault are entrusted to the Contractor's employees.

The employees of the Contractor who are already assigned to the team are, as a team, always in a position to select and follow up on an escalation in a qualified manner for all products and applications used by the Client.

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The Contractor shall ensure that it is available for each service in order to be able to provide the service contents defined in the specifications in the required time.

The Contractor shall

2.4.4 Err eichb,ar1kei'

The Contractor shall set up a central telephone number which can be reached free of charge by the Client (collective call number, nBere it sch aft snumm er") for the communication of the .A.G with the Contractor (personnel of the Contractor who are entrusted with the scope of services) around the clock. The CO

2.4.4.2 E-mail mail f ach

2.4.4.3 CJM Phone

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procurement abzugeben.

The service and support structure in the Connected Car Service environment includes the 1st Level Support, the Car-IT Service Desk and the DevOps team. The following illustration shows this mathematically.

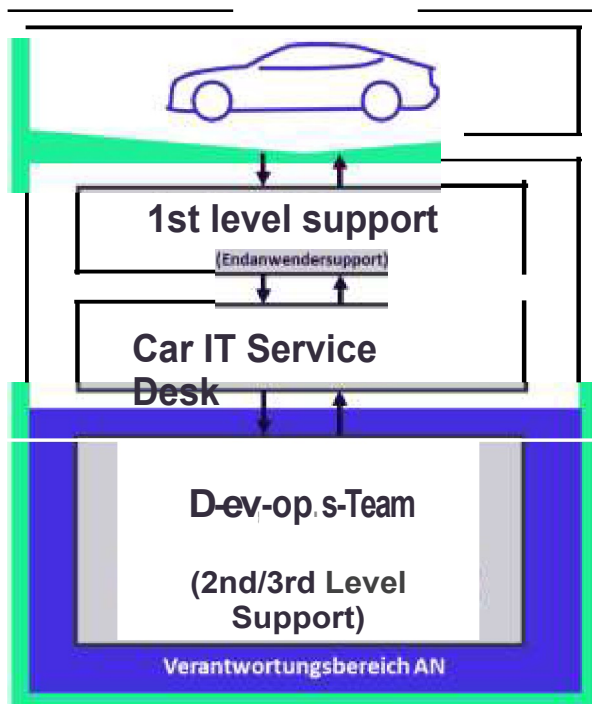


Figure 9 Support structure

The 1st level support is in direct contact with the end customer and ensures end user support.

For the Connected Car Service, the CAR-IT Service Desk combines not only the role of the 1st Level Support, which connected Car service inquiries or storing messages. It also forms a central communication point for all A.G customers and users within the Connected Car Service (single point of contact).

If the problem or request cannot be solved directly at the CAR-IT Service Desk, it is forwarded to various groups in the 2nd and 3rd level departments for further processing.

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Within the scope of this service description, the Contractor shall be responsible for application operation and software maintenance. In the end-to-end support chain, this corresponds to 2nd level and 3rd level support. It thus covers the „Ops“ scope of a DevOps team, consisting of application support and vartu ng.

The main objective of the service and support structure is to ensure stable 1.md

The aim is to achieve a stable and free support of the business processes in the applications. This ensures that the application can be restored quickly in the event of an error and that incidents and service requests are handled in a competent and customer-oriented manner. The provision of the ops2 services shall be to a high level of user - "customer" -customer satisfaction.

2.4.6 Roll-out and reintegration

In the further, all roles that the CO has to designate in this service organization are further detailed. An exact finalization of the roles takes place in the **Fade-IN** phase. Here, the contents listed below form the basis of the coordination. The aspects named there are to be implemented in the **Fade-IN** phase at least in the concerns that are brought in by the Contractor or the Client are to be supplemented.

2.4.6.1 Account Manager

Verantwortung	The Account Manager is the highest Management instance in relation to the performance, disbursement and tax of the contract contents. He is the Account Manager must be the administrative manager of the service manager and the service organization or be granted these rights within the framework of this contract control. He is responsible and the Account Manager in Bern.
Tasks	<ul style="list-style-type: none"> De-escalation of disruptions in service (provision of service) Answering questions of the Management Provision of resources of service organization Reports on de-escalations in the Storfall to the AG Further clarification in the BCJe-IN Prozess
Name	The Account Manager shall be named.
Stellvertreter	For the Account Manager, a Stellvertreter is to be named.

Table 1 Account Manager

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2.4.6.2 Service Manager

Responsibility	The Vice Manager is responsible for the control and management of all aspects of the service and is responsible for the overall service management in the company.
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Reference to the Uniformed Service Level,

Ressourcen der Serviceorganisation	<ul style="list-style-type: none"> - Single Point of Contact für alle service- und vertragsrelevanten Themen Übernimmt wenn erforderlich die Kommunikation mit Dritten ○○ verantwortlich für die Koordination des gesamten Serviceteams des ANs. ist verantwortlich für eine kontinuierliche Verbesserung des Service, ○○ ist verantwortlich für die Einbindung und Steuerung der erforderlichen Ressourcen im Service (Disponierung des Personals), koordiniert ggf. Subunternehmen, ○○ erstellt Reports und Dokumentationen und ○ ist bei geplanten Meetings vor Ort. - - - - Weisungsbefugter für die darunterliegende Organisation Gesamtverantwortung für alle Prozesse - Verantwortlich für die strategische Weiterentwicklung der Basisprozesse Erste Eskalationsinstanz im Management mit Entscheidungs- und - Weisungsbefugnis bei Störungen Direkter Zugang zum Top-Management des ANs, um schnelle Reaktionen auf akute Maßnahmen ermöglichen zu können Überwachen und steuern der Service Level Leistungen: Initiierung eines Service Level Managements ○○ Überwachung und Aufarbeitung der Service Level Reports ○ • -o Aktivieren von Maßnahmen zur Verbesserung der Service Level Abstimmung der Service Level-Aktivitäten mit dem Service Manager und AG ○ Service Level Berichte an den AG - Verantwortlich für das Lizenz-, Zertifikats- und Wartungsmanagement Schnittstelle zwischen Lizenz-, Zertifikats- und Wartungsmanagement und - Finance Management bei notwendigen Nachbeschaffungen - Überwachung und Steuerung aller Entwicklungs- und Testing-Aktivitäten und - Betriebsaktivitäten sowie der dazugehörigen Servicequalität Koordination zwischen den einzelnen DevOps-Teams, Sicherstellung des Informationsflusses kontinuierliche Verbesserung der Betriebsprozesse Koordination der Schnittstelle zwischen Betriebsaktivitäten und Projekten Steuerung der Übernahme von Projektergebnissen in den Betrieb Weiterer nach Definition in der Fade IN Phase
Name	Service Manager ist namentlich zu benennen.
Account Manager	Service Manager ist ein Stellvertreter zu benennen.

Tabelle 5 Service Manager

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2.4.6.3 Quality Management

Verantwortung	<p>Der Quality Manager verantwortet einen hohen Qualitätsstandard der Services des ANs. Er ist verantwortlich für die Sicherstellung und Optimierung der jeweiligen Prozesse. Ebenso ist er für das Wissensmanagement, den Wissenstransfer und die Gesamtdokumentation des Service, der Serviceprozesse und der Servicesysteme verantwortlich.</p> <p>Der Quality Manager fungiert als Schnittstelle zwischen dem AN und dem Test Framework Manager des AGs und ist sich aller Änderungen im Test Framework bewusst.</p>
Ressourcen der Serviceorganisation	<p>Erster AP für Qualitätsthemen für den AG</p> <p>Qualitätssicherung (übergreifend für alle Bereiche)</p> <p>Überwachung der Dokumentationsqualität (CI, Wissen etc.)</p> <p>Überwachung der Kommunikations- und Informationsqualität</p> <p>Aufzeigen von Qualitätsabweichungen</p> <p>Ableiten von Maßnahmen, einleiten und deren Umsetzung überwachen</p> <p>Unterstützung des AGs bei Auditierungen/ Zertifizierungen (intern/extern)</p> <p>Enge Zusammenarbeit mit dem Service Manager</p> <p>Dokumentation aller CIs (technisch)</p> <p>Dokumentation aller Prozesse</p> <p>Dokumentation des gesamten Wissens, welches für die Vertragserbringung sowohl strategisch als auch operativ notwendig ist</p> <p>Sicherstellung der Dokumentationsgrundlage. Überwachung und Überprüfung</p> <p>Single Point of Contact für den AG für alle Test Framework-Themen</p> <p>Vollumfängliche Unterstützung des AGs für alle Test Framework-Themen</p> <p>Weitere nach Definition in der Fade N Phase</p>
Name	Der Quality Manager ist namentlich zu benennen.
Account Manager	Für den Quality Manager ist ein Stellvertreter zu benennen.

Tabelle 6 Quality Manager

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2.4.6.4 Prozess Manager

Verantwortung	Die Prozess Manager sind verantwortlich für die Sicherstellung und Optimierung der jeweiligen Prozesse.
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Ressourcen der Serviceorganisation	Initiierung der Prozesse in der Fade N Phase Überwachung der Prozesse Feststellen von Veränderungspotenzial in den Prozessen über die vereinbarten KPIs Erarbeiten von Optimierungsvorschlägen für die Verbesserung von Prozessen Kontinuierliche Prozessverbesserung Schulung, Einweisung und Weiterbildung des Personals bei veränderten oder optimierten Prozessen
Name	Die Prozess Manager sind je Prozess namentlich zu benennen, sie können für mehrere Prozesse gleichzeitig oder in Kombination mit anderen Rollen tätig werden
Account Manager	Ein Stellvertreter des Prozess Managers ist namentlich zu benennen.

Tabelle 7 Prozess Manager

2.4.6.5 Projekt Manager (Integrierte Projekte)

Verantwortung	Der Projekt Manager ist für die ganzheitliche Steuerung des Projektes verantwortlich und stellt sicher, dass Projekte in time, in quality und in budget durchgeführt werden.
Ressourcen der Serviceorganisation	Planung, Initiierung, Durchführung und Steuerung von Projekten Multiprojekt Management für alle ihm zugewiesenen Projekte Aufbau, Einteilung und Überwachung der Projektressourcen Durchführung von Projekt Reviews Projektstatus berichten Sorgt für eine ausreichende Kommunikation innerhalb des Projektteams Sicherstellung der Einhaltung von Qualitätskriterien (Projektqualitätssicherung)
Name	Die Projekt Manager ist je integriertes Projekt namentlich zu benennen, er kann für mehrere Projekte gleichzeitig oder in Kombination mit anderen Rollen tätig werden.
Account Manager	Ein Stellvertreter des Projekt Managers ist namentlich zu benennen.

Tabelle 8 Projekt Manager (Integrierte Projekte)

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2.4.6.6 Critical Incident Manager (CIM)

Verantwortung	Der CIM stellt sicher, dass im Falle von kritischen Störungen an den vom AN verantworteten Systemen und Applikationen eine Bearbeitung innerhalb der Organisation des ANs erfolgt und der AG über den Fortschritt der Bearbeitung informiert wird. Hierzu zählen dringende Service Requests oder Störungen des Service an sich (alle Prozesse). Der CIM wird bei schwerwiegenden Störungen (z. B. Prio 1 und 2) als Ansprechpartner des AGs oder Support- bzw. Eskalationseinheiten des AGs eingebunden, wenn diese an der Störungskoordination beteiligt sind. Er übernimmt die Kommunikation mit dem AG im Falle von kritischen Störungen.
Ressourcen der Serviceorganisation	<p>Koordination von Störungsbearbeitungen beim AN</p> <p>Moderation in Meetings eines Major Incident-Falls, sofern notwendig</p> <p>Durchgängige Dokumentation während des Major Incidents im vorgegebenen Whiteboard des AGs</p> <p>Erstanalyse von Störungen, um die Ursache schnell und zielgerecht verorten zu können</p> <p>Identifizieren des zuständigen DevOps Teams und Einbindung dessen zur schnellen Lösungsfindung bei kritischen Incidents</p> <p>Erstellung und Überprüfen von Dokumenten nach der Lösung einer kritischen Störung sowie Teilnahme an den Prio1/2 Meetings um schnelle, zielführende und nachhaltige Ursachen-/Lösungsforschung zu gewährleisten</p> <p>Zentraler Ansprechpartner des AGs oder Support- bzw. Eskalationseinheiten des AGs</p> <p>Verantwortlichkeit für das verständliche und kontinuierliche Reporting von getroffenen Maßnahmen (im Zusammenhang mit einem kritischen Incident)</p> <p>Proaktive und kontinuierliche Information zur Bearbeitung/Lösung von Störungen zum AG</p> <p>Besetzung der Rolle 24*7 Stunden</p> <p>Teilnahme an Meetings mit dem AG oder/und vom AG beauftragten Dritten die im Rahmen von Störungen einberufen werden</p> <p>Initiierung eines Review Meetings, nachdem die Störung behoben wurde</p> <p>Erreichbarkeit immer über eine spezielle einheitliche Telefonnummer (diese Telefonnummer darf nur für diesen Zweck bereitgestellt werden, vgl. Kapitel CIM Phone)</p>
Name	Der CIM ist nicht namentlich zu benennen. Die Rolle kann von verschiedenen Personen eingenommen werden, wenn sie den Service beim AG kennen und die administrativen Möglichkeiten in der Organisation des ANs haben, um die Aufgaben wahrnehmen zu können.
Account Manager	Siehe Regelung bei „Name“.

Tabelle 9 Critical Incident Manager (CIM)

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2.4.6.7 Site Reliability Engineer (SRE)

Vernntwortung	<p>has a ube-grn iife n de ro</p> <p>le within the scope of application e nt w orlding around</p> <p>ne of t he operat ion of t his. The re sponsi on is not beso rt on</p> <p>i applications, but goes Ober Bao 'kend - nd - to -f...nd Use Cases.</p>
Tasks	<p>DescriPtion/ developm ent of vo11 u b ergreifende FeatL1res to the</p> <ul style="list-style-type: none"> Scaling, upgrading and stabilization of the platform Review and feedback on architecture, application development an d Operational concepts Support for the definition of NFRs Kont inuierlidhes Moni toring deir Environmen ts with regard to NFRs, I 1eider1t- Vermeidungetc. au f Use Case-H t:i! Sis <p>Arohitecture and system ana lysis in the context of Inc ident s In-depth analysis of Incident s an dl e rmitt els of the Root Cause as a</p> <ul style="list-style-type: none"> On top .to bi she ri-ger responsibility <p>Elimination of the faults in the uve systems, taking into account all the effects (incl. conversion systems). Reconciliation, /to what extent the error was not found in the test</p> <p>Analysis of the operating and conf iguration parameters and their impact on the application/system performance in dependence on the entire impact chain.</p> <p>Analysis of app likat ion metrics in common monitor ing tools or on</p> <p>Systemsebe ne (e.g., in cubem etes -level or quel lcode-based) and derivat ion lvan root ca. ses.</p> <p>Conduct code review!NS and derive ma'3n ahme 11 Conduct architecture and conf igation review!NS and derive ma'3n ahme 11 Conduct architecture and conf igation review</p>

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	<p>Evaluation of the found and defined problems / root causes with regard to the impact on the operability</p> <p>Definition of measurement s for the accomplishment of incidents Evaluation 1. mg o f the found and defined measures in terms o f efficacy and prio nit.atio n o f availabilit y</p> <p>Independent planning and control/implementation of service "go to green" plans with identified optimization opportunities</p> <p>entl ang of the entire effect:ett e</p> <p>Aufn ahme cler Verbessern.m gs- uncl extension potency ieile 8lfl result of root-cause or white-spot analyses.</p> <p>DocumentatJion</p>
Skills	<ul style="list-style-type: none"> • Experience with A:G's g-eset n Monitm ingtools and dleren customization, beoonclers: Kiban.a, NewRelic. Dyn.at r a ce, CA APM • Indust ry ripen ing e xperience wit h monitoring and operat ing concept s • Cloud architecture and infrastructure knowledge flen • SHt:-Skills/ Mindset proficient with common cloud software such as Kubemetes, Java Applikationen,Deploymentpipe lines in Productivum g ebungen

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	<ul style="list-style-type: none"> - Fähigkeit eigenständige Anpassungen / Anpassungsvorschläge für den Applikationscode zu machen im Rahmen von Incident und Problem Analyse - Fähigkeit Logfiles zu analysieren und Applikationsperformance im Systemkontext zu beurteilen - SAFe und ITIL Know-how - Expertise mit SOAP- und REST-Schnittstellen - Erfahrung mit JIRA und Confluence
Name	Der SRE ist nicht namentlich zu benennen und mehrfach besetzt. Die Anzahl der eingesetzten SREs liegt im Ermessen des ANs, muss jedoch stets geeignet sein, um alle geforderten Leistungen im definierten Umfang und in der festgelegten Qualität (Service Level) zu erbringen.
Stellvertreter	Für den SRE ist ein Stellvertreter zu benennen.

Tabelle 10 Site Reliability Engineer

2.4.6.8 DevOps-Team

Das DevOps-Team des ANs besteht aus dem Proxy Product Owner sowie den Mitgliedern des DevOps2Teams, welche in den nachfolgenden Kapiteln näher beschrieben werden.

Die Anzahl der eingesetzten Teams und deren Größe liegt im Ermessen des ANs, muss jedoch stets geeignet sein, um alle geforderten Leistungen im definierten Umfang und in der festgelegten Qualität (Service Level) zu erbringen.

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2.4.6.8.1 Proxy Product Owner

Verantwortung	Der Proxy Product Owner fungiert als Schnittstelle zwischen dem AG und dem DevOps-Team des ANs. Der AN garantiert, dass der Proxy Product Owner die technischen, fachlichen und organisatorischen Fertigkeiten und Fähigkeiten zur Wahrnehmung seiner Aufgaben hat.
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<p>JI:11*</p>	<ul style="list-style-type: none"> Single fJoin t of Con t act for the AG for all specialist II heme11b areas is responsible for the coordinat ion of this entire11 DevOps ea1rs1 of the CO {authorized to issue instructions). The Manager thus controls, manages and is responsible for all ongoing DevOp.s activities at the Contractor, is responsible for the acceptance and processing of requests. Requests, coordi11ier t subuntem e if necessary, _ <p>is on site at p lant m eet ings.</p> <p>Full scope of the AG's unde rstu tz w1g</p> <p>emo and reVliew meetings preparatio n, m or iering, post11 Use r St ories</p> <p>and accepta 11zk iriter i e s Overview and iirei ng.</p> <p>(tu11ct i onal breathing)</p> <p>Ensuring the provision of care and, in coordination with the AG, the</p> <p>Prioritization of the product backlog, product backlog items for</p> <p>improvement and reporting</p> <p>creates reports and documenta t i one n ud11 - _ _ _</p> <p>-</p> <ul style="list-style-type: none"> Continuous monitoring of development progress It is important that the developers understand the elements of this product backlog at the required level {for this purpose, the proxy provides the necessary information}. <p>Product Owne r betw een t he A:G and t he Development)</p>
<p>Skills</p>	<ul style="list-style-type: none"> -Experience in the 8ere I of software developlurig -High M aB. of own iniUatie -St ruct urized approach -Ausp ragt e communicat ion as well as meth ode n c ompet en ce • Technical understanding • 8usin ess anailyse s k i l l s • St rategic decisiveness Leadership qu amate11 Stakeholder fvla11ageme nt Losu ngso irien t i er thinking Sprac hanfo rde rung gemal 5OEFR: Eng lish Ci, Deut sch desirable
<p>IName</p>	<p>The Proxy Prod uc t Owliler is to be name nt ly, The Prnxy PO must be bean1111t for each DevOp.s team. The roles can be filled in persona, l t ni on however, the CO must ensure. that the fu11ctio11al</p> <p>requirements can be met without restriction.</p>
<p>Account Manager</p>	<p>A deputy must be appointed for the Prnxy P'ro dlu ct Owner.</p>

Table 11 Proxy Product Owner

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2.1.6.8.2 Mitglied of the DevOps Teams

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Zu den **Aufgaben** der Mitglieder des DevOps-Teams gehören u. a.:

Entwicklung und Optimierung von Software-Inkrementen
Erhebung/ Ermittlung von Anforderungen an neue Software
Erkennung von Prioritäten und Konflikten innerhalb der Anforderungen
Spezifizierung und Ausarbeitung von User Stories
Durchführung von Aufwandsschätzungen (Entwicklung und Testaufwände)
Pflege von User Stories
Umsetzung von User Stories im Rahmen von Sprints, unter Einhaltung der Programmierrichtlinien und Qualitätskriterien sowie weiterer geltender Standards/ Richtlinien zur Softwareentwicklung des AGs
Erbringung der vereinbarten Arbeitsergebnisse, Lieferung des definierten Produkts, Commitment für Termin und Qualität, unter Einhaltung der Quality Gates z. B. bei der Erfüllung der Definition of Readiness einer User Story
Identifikation von Schwachstellen und Sicherheitsrisiken sowie Ableitung und Umsetzung von notwendigen Maßnahmen
Erstellung Skripte und Tools für die agile Entwicklung
Evaluierung und Bewertung neuer Sicherheitstechnologien und Markttrends hinsichtlich IT-Security auf Anweisung des AGs, Darstellung von Risiken und alternativen Lösungsmöglichkeiten
Analyse und Bewertung von Anforderungen hinsichtlich der Auswirkungen auf die Architektur und zukünftige Betreibbarkeit, Unterstützung der Weiterentwicklung der Gesamtarchitektur des AGs
Zusammenarbeit mit Stakeholdern und Schnittstellen, z. B. weiteren Supporteinheiten und Dritten
Durchführung der Qualitätssicherung von Eigenleistungen, z. B. durch Code-Reviews
Einspielen regelmäßiger Updates auch zur Sicherstellung der Kompatibilität zu bspw. Middleware oder Datenbank-Updates
Implementierung von Anwendungen, Softwarekomponenten und Schnittstellen zu Datenbanken oder anderen Applikationen
Programmieren von Skripten zur Automatisierung, z. B. von Monitoring, Code-Analysen oder Build- und Release-Prozessen entlang einer CI-/CD-Pipeline, unter Verwendung von Tools wie Gradle, Git, Ansible, Docker, Jenkins oder Kubernetes (im Idealfall in einer verknüpften Toolchain)
Source Code- und Versionsverwaltung mittels Tools des AGs wie Git, Apache Subversion (SVN), CVS oder BitBucket
Design von Testkonzepten, Testszenarien, Testfällen
Erarbeitung eines Vorschlag zur Festlegung der Teststrategie

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Planung, Steuerung, Durchführung und Überwachung der Testabläufe
Durchführung von Testabläufen
Aktive Durchführung von Tests

- Unterstützung bei Pen-Tests
- Chaos Monkey-Tests

Analyse der Testergebnisse
Administration der Testtools
Kontinuierliche Weiterentwicklung und Optimierung der Testabläufe und Tools
Vorantreiben von Testautomatisierungen
Dokumentation von Testergebnissen und Abweichungen
API Design und Wartung durchführen
CVE Scans durchführen
Beantragung von Infrastruktur
Rollback-Konzept erstellen
Löschkonzept erstellen
Logging-Konzept erstellen
Konfiguration der Services durchführen
Fehlermanagement auf allen Tools des AGs durchführen
Durchführen von Deployments auf allen Stages inkl. der LIVE durchführen
Konfiguration, Wartung und Überwachung eines umfassenden Monitorings der Komponenten im Scope
Integration in die vom AG definierte Monitoring- und Systemlandschaft
Ausführung der Rolle des 2nd Level Support und des 3rd Level Supports
Annahme und Herbeiführung von Lösungen zu Serviceanfragen und Störungsmeldungen
Wenn erforderlich die Weiterleitung und proaktive Nachverfolgung (Ticketnachverfolgung) von Service Requests und Incidents an weitere Supporteinheiten inkl. vorheriger Qualifizierung
Annahme von Changes und Sicherstellung der erfolgreichen Umsetzung aller Changes, auch im Rahmen von Minor Releases und Major Releases.
Dokumentation von „Go-to-Green“-Maßnahmen für die Entwicklungsteams in konkretisierten Jira-Tickets.
Erstellung von Ergebnispräsentation
Erstellen von Kostenschätzung
Komplexe Zusammenhänge verständlich darstellen
Erstellung und Pflege von Dokumentation und Reporting
Beratung des AGs hinsichtlich

- Security-Themen
- Technische Beratung
- Beratung/ Schulung der Marken für evtl. Anbindungen

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- Innovationsmanagement

Einbringen von Optimierungsansätzen und Verbesserungspotenzial

Vorbereitung, Durchführung und Nachbereitung von Meetings

Berichterstattung gegenüber dem AG

Aufzeigen, Analyse und Abarbeiten von Problemen, Risiken und Hindernissen, durch z. B. die Erstellung von Risikoanalysen

Einleiten von Eskalationen bei Bedarf

Abstimmung mit Dritten z. B. weitere Teams der Umsysteme

Usermanagement z. B. B2B User anlegen, User Rechte beantragen usw.

Bei Bedarf Vor-Ort-Unterstützung z. B. bei SOPs des AGs

Zusammenarbeit und Kommunikation mit Stakeholdern und Schnittstellen, z. B. weiteren Supporteinheiten und Dritten

Vollständige und nachhaltige Dokumentation im Ticketsystem

Umfangreiche Dokumentation innerhalb der Prozesse, z. B. ASPICE

Proaktive Teilnahme am Continuous Service Improvement

Erstellen und Pflegen von Wissensinträgen

Für die Leistungserbringung sind verschiedenste Skills erforderlich. Der AG setzt folgende Skills innerhalb des DevOps-Teams voraus:

Tiefgehende Erfahrungen in der Anwendung und in der Umsetzung von agilen Projektmethoden auf Basis von Scrum und SAFe

Sprachanforderung gemäß CEFR: Deutsch und Englisch (mind. ein Profil C1 das zweites Profil B2)

Belastbarkeit in Stresssituationen, Umgang mit unvorhersehbaren Situationen

Verständnis für Kundenbedürfnisse und -probleme

Hohe Feedback-, Kritik- und Konfliktfähigkeit

Hohe Teamfähigkeit und Sozialkompetenz

Zeit- und Selbstmanagement, hohe Eigeninitiative

Hohes Qualitätsverständnis und Professionalität

Verständnis zu Prozessen und Abläufen in der Automobilindustrie

Erfahrungen in der Anwendung und Umsetzung von agilen Projektmethoden auf Basis von Scrum und SAFe

Scripting- und Programmierfähigkeiten

Know-how in Virtualisierungslösungen

Tiefgehende Fachkenntnisse in Development, Operations und Agilität,

Datenbanken und Automatisierung

Sehr Erfahren hinsichtlich Softwareentwicklung

Sehr Erfahren hinsichtlich Testverfahren, Teststrategien und Testsystemen (Tools)

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2.4.7 Meetingstruktur

In the following tables, the meetings are further specified. Among other things, it is shown what the designation of the meeting is, in which town the meeting takes place and which location must be chosen.

The meetings described in the following do not have any claim at this point in time. The details are intended to clarify the character of the meeting.

The meetings are for orientation and are not yet final and complete. The meetings are strongly oriented to the selected framework and can be extended or changed in case of need and after agreement between the employee and the employer.

During the fade-in phase and the contract period, the AG may decide to harmonize meetings or expand the group of participants, e.g. by adding third parties. To harmonize meetings or to extend the circle of participants, e.g. by adding third parties. Offerer points are also further concretized in the FadeN2 phase.

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2A.7. 1 Control circuit

The Contractor must, together **with** the Client, carry out and rework the above-mentioned coordination (input of main topics). The list has no claim to validity. The meeting is initiated by the WG.

Duration	approx. hours2
Appointment type	Prf.iBen z
Agenda	<ul style="list-style-type: none"> • Management Summary of the Scope of Performance • Escalations in the service level attainment^{11g} and in the general n Service eribring (u. IJ. P un ct s t hat could not be clarified in t he following 11meetings). • Differences betw een expected and actual performance • Wesen^{11l} changes in t he serv ic e organizatori (of t he CO and t he CL) • Contragrlcne Aspect s (high level or escalat ions) • Commercial aspects (high level or escalations)
Frequency	Inner half of the fade-IN phase mo ^{11atly} danacln qua rta lly o r monthly as needed.
Participant er	Service Manager (AG/AN) Account Manager (AG/ AN)

Table12 control circuit

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2.4.7.2 Service Review Meeting

The Contractor must prepare^{11l}, check and rework the above-mentioned reconciliation. The list does not claim to be complete.

Duration	approx. hours2
Appointment type	Prf.iBen z

Agenda	<ul style="list-style-type: none"> Review of the service (compared to Vmrn eeting) , et al. In Quality (tests) In Cost Bugs created vs Bll gs solved <p>Daphbfile of th e s u p p o r t s t o b u r d 9 ' 1 p e & m i e 9 J i f : e "</p> <p>eng _ l a t i o n o f s u i t a b l e s u p p o r t s t o l o s u 1 1 g t h</p> <p>e.s.</p> <p>C h a n c e n a n d R i s i k e n o f t h e : S e r v i c e</p> <ul style="list-style-type: none"> <ul style="list-style-type: none"> Representation of the KPI/ SL A e r r e i c h l i n g Presentation of the services rendered (performance record for invoicing) Presentation/accounting of possible penalties Representation of opt imization p o t e n c i a l s Contractual aspects
Frequency	monthly
Participant er	<ul style="list-style-type: none"> -Service Manager (AN) Service Owner (AG) <p>W e t h e r r e l e v a n t r o l e s (A G / A N)</p>

Table13 Service Review Meetiflg

Abtcilung: 20.12.20 21 Forewarned	<p>---.---,</p> <p>Anderur1gsst:an d: from</p> <p>Scitc: \:JB from 16!:i</p>
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2A. 7.3 QuaHty Board

The Contractor must prepare, durcil and rework the aforementioned reconciliation. The list has no claim to completeness. The inpu t for the m eeting comes from both the CO and the AG.

Duration	O,b l i, ge
T ermine type	Pr8sen z

Agenda	<p>Gathering of optimization potentials of the service by adapting the processes to be agreed upon in the meeting by the contractor.</p> <p>of the data. Varsistellu n g van L6sungssze naries in connection wi th Optimization1 pote nzi Alel,</p> <p>Analyze, observe and improve the processes10:</p> <ul style="list-style-type: none"> • Servicequ alit at • Results of the analysis of performance (man gel elimination) • Documentatronsq uality • Project qualitat • Presentation of possible optimization potentials 0e process) • Presenting new m agnements for optimizing the processes • Rev iew of m easures of the premeeting • Determining the effects on the service level bZVI!', on the K fJl
Frequency	quarta lswe rse
Participant	<ul style="list-style-type: none"> • Service M anag er (AN) • Service Own er (AG) • Other re levant roles (AG/ AN)

Table 7.:1Qual ity 180.ard

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2A.7.4 Innovation Board

The Contractor must carry out and rework the reconciliation preparations . The list has no claim to completeness.

Duration	O,bl i, ge
Appointment type	' rf.isenz
Agenda	<ul style="list-style-type: none"> • New requirements (sfehe Chapi te I New requirements; Optimferung svarschlage from all verantw atldi rnn8 erreichen u, B. • Contiual11 Service Improvement • Introduction of trends, new techno logy 11, processes, value enhancement <p>At the request of the Client, the Contractor shall subsequently submit a schedule and price plan to the Client. to the Client. The Contractor must also check whether this results in optimizations to its price model. The implementation of optimizations and innovations always requires prior approval by the Client.</p>
Frequency	half year lrch
Participant	<ul style="list-style-type: none"> • Service M anag er (AN) • Service Owner (AG) • Other re levant roles (AG/ AN)

Table1 5 Bo.ard

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Abteilung: 20-12.2021 Forewarned	Change status: from Scitc: 107 from 76!i
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2A.75 Project meeting (/ntegrated project

The Contractor must prepare, check and rework the specified section. The list does not claim to be complete.

Duration	depending on project scope
Appointment type	remote, possible after consultation with the AG remote
Agenda	<ul style="list-style-type: none"> Project status content (Achieved and Planned) Schedule Cost plan Quality of the results Risks Interfaces and dependencies
Frequency	as required within the framework of Integrated Projects
Participant	<ul style="list-style-type: none"> Project Manager (Integrated Projects) (AN) Project Manager (AG) WeUr roles as required (AN/AG)

Table 16 Project meeting (Integrated projects)

2.4.7.6 Fade-IN Meeting

The Contractor must prepare, check and rework the specified section. The list does not claim to be complete.

Duration	Approx. hour 12
Appointment type	Presence, after consultation with the AG remote possible
Agenda	<ul style="list-style-type: none"> Review Transition - progress (compared to premeeting) Displaying optimization potentials
Frequency	The meeting takes place weekly for the duration of the Fade-IN phase, or several times a week if necessary.
Participant	<ul style="list-style-type: none"> Transition Manager (AN) Alien further relevant Role in accordance with the need (AN/ AG)

Table 17 Fade-IN Meeting

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2.4.7.7 Release Planning Termin

Der AN muss die genannte Abstimmung für seine Themen vorbereiten, durchführen und nachbearbeiten. Die Aufstellung hat keinen Anspruch auf Vollständigkeit.

Dauer	Ca. 1 Stunde
Art des Termins	Präsenz sowie nach Bedarf online
Agenda	In diesem Meeting befüllt das Release Management Team des AGs das kommende Release mit Inhalten bzw. Change Requests. Jeder Product Owner des AGs und jeder Proxy Product Owner des ANs darf daran teilnehmen und darin eine Umpriorisierung seiner CRs melden. Zudem werden in diesem Meeting Risiken und Probleme bei der Abarbeitung der Stories von den Clustermanagern gemeldet.
Frequenz	wöchentlich
Teilnehmer	Releasemanager-/in (AG) Service Owner (AG) Proxy Product Owner (AN)

Tabelle 18 Release Planning Termin

2.4.7.8 PI-Planning (Planungsworkshop)

Das PI-Planning wird in Kapitel PI-Planning (Planungsworkshop) beschrieben.

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2.4.7.9 Story Breakdown Meeting

Der AN muss die genannte Abstimmung vorbereiten, durchführen und nachbearbeiten. Die Aufstellung hat keinen Anspruch auf Vollständigkeit.

Dauer	Ca. 1 Stunde
Art des Termins	Präsenz sowie nach Bedarf online

Agenda	<p>In diesem Meeting brechen der Product Owner des AGs zusammen mit dem Proxy PO und dem Anwendungsteam des ANs die Funktionalität in User Stories mit dem dazugehörigen Story Points runter. Die daraus resultierenden User Stories werden in den nächsten Sprints eingeplant.</p> <p>Basierend auf den Reference User Stories wird eine Precision Estimation hochgerechnet und mit dem Product Owner des AGs vereinbart.</p>
Frequenz	Beim Startpunkt der Entwicklung jedes neuen Features. Das Meeting findet in der Regel im Rahmen des PI-Planning statt. Muss kurzfristig eine Anforderung eingeplant werden, wird ein separates Story Breakdown Meeting vereinbart.
Teilnehmer	<p>Product Owner (AG)</p> <p>Proxy Product Owner (AN)</p> <p>DevOps-Team (AN)</p>

Tabelle 19 Story Breakdown Meeting

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2.4.7.10 Sprint Planung

Der AN muss die genannte Abstimmung vorbereiten, durchführen und nachbearbeiten. Die Aufstellung hat keinen Anspruch auf Vollständigkeit.

Dauer	In diesem Meeting brechen der Product Owner des AGs zusammen mit dem
Art des Termins	Präsenz sowie nach Bedarf online
Agenda	Bei der Sprint-Planung wird definiert, welche User Stories konkret im Sprint ausgeliefert werden können und wie diese umgesetzt werden sollen. Bei der Sprint-Planung arbeitet das gesamte DevOps-Team zusammen.
Frequenz	Findet zweiwöchentlich vor Beginn eines jeden Sprints statt.
Teilnehmer	<p>Product Owner (AG) (Optional)</p> <p>Tabelle 18</p> <p>DevOps-Team (AN)</p>

Tabelle 20 Sprint Planung

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2.4.7.11 Sprint Review Meeting

The Contractor must prepare, check and rework the generated reconciliation. The report has no claim to completeness.

Duration	Approx. 1 hour / (DevOps team x sprint)
Appointment type	Presence and as needed online
Agenda	<p>At the end of the sprint, the team presents the developed user stories (development deliverables) within the sprint review meeting. The team shows only those functionalities that are ready for immediate productive use. Nicht tested or unstable functionalities are not shown and are not considered to be supplied.</p> <p>The allows the team to learn systematically. It analyzes which work processes need to be improved in order to make the team more effective.</p> <p>arbeit kann.</p>
Frequency	at the end of each sprint
Participant	<ul style="list-style-type: none"> Service Owner (AG) Table 18 DevOps Team (AN)

Table 2 iSprint Review Meeting

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2A Meeting 7.12 for functional acceptance

The Contractor must prepare, check and rework the aforementioned reconciliation. The list has no claim to completeness.

Duration	Approx. minutes 30
Appointment type	remote
Agenda	<ul style="list-style-type: none"> Presentation of development for functional acceptance Discussion of the agreed Definition of Done (DoD) for the functional decrease
Frequency	After completion of a functionality

Teilnehmer	Service Owner (AG) Tabelle 18
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Tabelle 22 Meeting zur funktionalen Abnahme

2.4.7.13 Deployment Freigabe-Meeting

Der AN muss die genannte Abstimmung vorbereiten, durchführen und nachbearbeiten. Die Aufstellung hat keinen Anspruch auf Vollständigkeit.

Dauer	30 Minuten
Art des Termins	Präsenz sowie nach Bedarf online
Agenda	Das Meeting ermöglicht dem Team, gemeinsam über das letzte Deployment in der jeweiligen Umgebung zu gehen. Alle Testing-/Freigabeempfehlungen werden durchgesprochen und gemeinsam bewertet. Das Ziel ist, pro Applikation zu entscheiden, ob die deployte Version weitergestaged werden kann oder noch Troubleshooting und Bugfixes benötigt werden.
Frequenz	Wenn es Bedarf (Troubleshooting/Bugfixing) dafür gibt, in der Regel 2 Tage nach jedem Deployment.
Teilnehmer	Product Owner (AG) Weitere Rollen nach Bedarf (AG) Tabelle 18

Tabelle 23 Deployment Freigabe-Meeting

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2.4.7.14 finale Abnahme

Der AN muss die genannte Abstimmung vorbereiten, durchführen und nachbearbeiten. Die Aufstellung hat keinen Anspruch auf Vollständigkeit.

Dauer	Ca. 30 Minuten
Art des Termins	Remote
Agenda	funktionale Abnahme finale Abnahme funktionalen Abnahme finalen Abnahme
Frequenz	Tabelle 22

Teilnehmer	Service Owner (AG) Tabelle 18
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Tabelle 24 unktionalen Abnahmefinalen Abnahme

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2A Test7.15 Framework Meeting

The Contractor must prepare¹¹, perform and reprocess the reconciliation. The list has no claim to completeness.

Duration	approx. hour1
Appointment type	rf.isienz, after consultation with the .A:G remot e possible
Agenda	<p>The purpose of this meet ing is to synchronize the te.st framework of the trades. By cias: using a common database, the syne rgy effects are to be raised. Functions that are shared should only be developed once.</p> <p>Agenda</p> <ul style="list-style-type: none"> • Open points • Which funct ionswere implement ed • Which functions are to be implemented? • Capac it at splanu119 • Further
Frequency	Qua1rt alswe ise
Participant	<ul style="list-style-type: none"> • Test Framework Manager (AG) • Qualit y Manager (AN)

T abelle 25 Framework Meet ing

Abteilung: 20.12.20 21 Forewarned	Change st:an d: Scitc:	from 109 from 16!i
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2.4.7 .16 Incident Review (Testing)

The Contractor must prepare¹¹, perform and reprocess the reconciliation. The list has no claim to completeness.

Duration	approx. hour1
Appointment type	rf.isienz, possible after consultation with the AG Remot e

Agenda	<p>The purpose of this meeting is to analyze and discuss whether incidents that have been reported can be detected during the testing process.</p> <ul style="list-style-type: none"> • Discussing incidents • Aftercare • Coordination of measures and work arounds
Frequency	Quarterly. at Bedarf monthly
Participant	<ul style="list-style-type: none"> • Test Manager (AG) • T a b e l l e 25

T a b e l l e 26 Incident Review (Te sting)

Abteilung: 20.12.20 21 Forewarned	Change st:and: Scitc:	from 110 from 16!i
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2A KPM7.17 Board

The Contractor shall prepare, perform (mode ri:er) and post-process the said reconciliation.
The list does not claim to be complete.

Duration	Approx. minutes30
Appointment type	Presence, after agreement with the AG remot e possible
Agenda	<p>Spez i a l t r a p , cross-country skier. Reope n gt. Smtus oberfuhr un g Tic kets in further tools</p> <ul style="list-style-type: none"> • Dur chspr.a che from akt ual KPM I ickets o o • Reconciliation of MaBn.ah men and Workarounds • Innovation and sales propositions <ul style="list-style-type: none"> o o 1Monto ring toward JI RA adjustments of error be n1cll ts wesen. o o Vie adaptations and optimizations hml view of the workflow. <p>Create appointment contents au color ites protoco lling</p> <ul style="list-style-type: none"> o • o o <p>Create met rics Create St.at us reports</p>
Frequency	Retaasemanager
Teamers	<ul style="list-style-type: none"> • Relevant contact person of the AG • Table 18

Table2

7KPMBoar

Abteilung: 20.12.20 21 Forewarned	Anderur1gsst:an d: Scitc:	from 111 from 16!i
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2A Deployment7.18 Planning Meeting

The Contractor must participate in the aforementioned vote and prepare its relevant
content. The list has no claim to completeness. The meeting is initiated by the AG or by a
third party authorized by the A.G.

Dauer	2 Stunden
Art des Termins	Präsenz, nach Absprache mit dem AG remote möglich
Agenda	<p>Planung und Einsatz Ressourcen auf Basis des Deployment Kalenders und Deployment Forecast:</p> <ul style="list-style-type: none"> o Anforderung und Einplanung von Software-Deployments <p>Durchsprache Eventkalender für die kommenden beiden Wochen und Abgleich mit der Planung für die produktiven Deployments</p> <p>Review/Lessons Learned der Deployments der Vorwoche</p>
Frequenz	Releasemanager
Teilnehmer	<p>Deployment-Koordinator (AG)</p> <p>Relevante Rollen zu den geplanten Deployments (AN)</p> <p>Weitere relevante Rollen nach Bedarf (AN/AG)</p>

Tabelle 28 Deployment Planung Meeting

Abteilung: 20.12.2021 Vertraulich	<div style="text-align: center;"> T1 Änderungsstand: Seite: </div>	<div style="text-align: center;"> 102 von 112 von 165 </div>
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2.4.7.19 Operations and Support

Der AN muss die genannte Abstimmung vorbereiten, durchführen und nachbearbeiten. Die Aufstellung hat keinen Anspruch auf Vollständigkeit.

Dauer	Ca. 2 Stunden
Art des Termins	Präsenz
Agenda	<p>Betriebliche Belange und geplante Aktionen an der Infrastruktur und an den Applikationen in Form einer Aufstellung durch den AN (low level)</p> <p>Eskalation für betriebliche Themen</p> <p>Review Status des Betriebs</p> <p>Status einzelner Maßnahmen</p> <p>Geplante Aktionen</p> <p>Offene Punkte aus dem Betrieb</p> <p>Status Optimierungen</p> <p>Schnittstelle zu Projekten/sonstigen Gremien</p> <p>Ergebnisse der Recovery/IT tests</p> <p>Kapazitätsplanung</p>
Frequenz	Wöchentlich

Participant	<ul style="list-style-type: none"> • Service Manager (AN) • Service Manager (AG) • Further relevant roles to Operations and Support (AN/ AG)
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Abteilung:	--.,	".. 2
20.12.20 21	Change state:	from
Forewarned	Scitc:	113 from 16!;i

2A Daitv7.20 St and -Up O perations

The Contractor must prepare, perform and rework the ge11anrite reconciliation. The list has no claim to completeness.

Duration	Approx. minutes 30
Appointment type	Presence, after consultation with the AG remote possible
Agenda	<p>Reconciliation of the operational aspects</p> <ul style="list-style-type: none"> • Actus IIe/ dringliche/ short term Urgesms!!! wie e.g. Critical Incidents • Prio 1/ Incident 2s of the let t east 2-4 hours (or of the let t east day Weekend) • Pending software reemployment ts and emergency fixes
Frequency	Each workday (Montag - Freitag)
Teamers	<ul style="list-style-type: none"> • Service Manager (AN) • Other responsible contact partners of the AS and AGs (optional, depending on the situation)

Table 30 Daily Stand-Up Operations

Abteilung:	20.12.20 21	Forewarned	Anderur1gsstand:	Scite:

2A Chang7.21 e Advfsory Boards (CABITT

The Contractor must prepare the content for which he is responsible for the reconciliation, process it using the tools and, if necessary, evaluate the effects and dependencies. Evaluate the effects and dependencies of the discussed topics and derive and document the relevant tasks. The list does not claim to be complete.

Duration	c8 . 7-3 hour per week (duration and number may vary)
Appointment type	Presence, after agreement with the AG remote possible

Agenda	<ul style="list-style-type: none"> • Introduction of planned changes (high and medium) to the ANs (AN is responsible) • Presentation of planned changes (high and medium) of the AG to other commissioned third parties (AG is involved or informed). • Reconciliation of technical impact and dependencies
Frequency	ReJBasamanager
Participant	<ul style="list-style-type: none"> • Service Manager (AN) oder seine ausführende Rolle of the AN. • Deployment Coordinator (AG)

Table 3 iChange Advisory Boards (CABs)

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2A Incident7.22, Service Request and Problem Review Meetings.

Within the scope of the Incident, Service Request and Problem Management processes, several consultations with the customer are necessary on a weekly basis.

The Contractor shall prepare, perform and rework the reconciliations. The list has no claim to completeness.

Duration	approx. 10-15 minutes per week (duration and number may vary)
Type of appointment	Präsenz, remote possible after consultation with AG
Agenda	<ul style="list-style-type: none"> Incident Management / Request Fulfillment <ul style="list-style-type: none"> Tickets: Spezialfall, Langlauf, Reopen Abstimmung von Maßnahmen und Workarounds Nachbetreuung von gelösten Tickets Presentation of KPI's - S.A. Achievement Problem management <ul style="list-style-type: none"> Tickets: Long-running, Major Incident Identifikation von Problemen Root Cause-Analysen Discussion of current incidents / service requests Discussing current problems Prioritization of problems Identifying new problems Reconciliation of solved problems Presentation of the KPI's - S.A. Achievement
Frequency	Retasemanager
Teamers	<ul style="list-style-type: none"> Service Manager (AN) or responsible role of the AN's in the Critical Incident Manager (AN) Operations and Support Major Incident Manager (AG) Wer verantwortlich ist, je nach Prozess AN's und AGs (optional, depending on situation)

Table 32 Incident. Service Request and Problem Review Meetings

Abteilung: 20.12.20 21 Forewarned	Change st:and: Scitc:	from 116 from 16!i
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2A Prio7.23 1and Prio Revrew2 Meeting

The Contractor must prepare the contents for the vote,

evaluate the topics discussed and derive the tasks that are relevant for him/her and documentat ion. The list does not claim to be complete.

Duration	Depending on need
Type of t erm ins	ernot8
Agenda	<ul style="list-style-type: none"> Current Prio and1 Pr1o T2 i ckets / Probl ems Identifi cation no t we n di-ger measure. n ah me11
Fr equence	in A11schluss / am Folget ag (AT) a es Pn1o un1 d P rio Inci2 den t
Participant er	<ul style="list-style-type: none"> Service Man.a ger (AN) Critical Inciden t M an.a ger (AN} T-el 32 Prob eman ager- . G) Alie further rn le vant Ro ll en 11as required (AN/ AG).

Table33 Prio and1 Fr io 2 ReviewM ee t in g

Abteilung: 20.12.20 21 Forewarned	Change st:an d: Scitc:	from 117 from 16!i
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2A Monitoring 7.24Meet in g

The Contractor shall be responsible for the contents of the agreement -----.

evaluate the topics discussed and derive the tasks that are relevant for him/her and docum ent . The aurfs t ell has no claim t o completeness. The m eeting will initiated by the AG .

Duration	1 S tJ n d8
Appointment type	ernot8
Agenda	<ul style="list-style-type: none"> Current status dashboards and monitoring tools A n fo rdingm anagem en t to M o11it orin g Processes and Tools Best practices I den tifi cation o f neces sary m easures. n ah me11

Frequency	Weekly
Participant	<ul style="list-style-type: none"> • Service Manager (AN) • Product Owner (AG) • Service Owner (AG) • Allie further relevant roles 11 according to the may (AG/ AN)

Table 3.4: Monitoring meeting

2.4.8 Escalation Management

Service2 escalations occur when service level violations occur repeatedly or persistently, or the service quality as a whole does not meet requirements. Financial2 Escalations occur when the remaining 3. or reclamation cannot be created agreeably. Project escalations occur when deadlines, times, or costs defined in the project contract are not met.

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For this purpose, the Contractor may or must, as the case may be, import its own tools free of charge and use the documentation tools available at the Client as a supplement. Data stored there shall be submitted to the Client at the end of the contract in a standard format (csv, etc.) as required.

2A9.1 Document ation of the activities (process

The Contractor must prepare an activity documentation for each task not yet documented. first. This document ation must show all steps in t he correct order and with t he tools and cut t ers to be used.

2A9.2 Documentat ion of S\,'stems (Theme

The Contractor shall be obliged to carry out the continuous documentation of the technical systems. This documentation shall be provided to the Customer continuously and electronically¹¹. For this purpose, he shall apply the tools, procedures and processes used by the AG. The documentation shall be provided continuously and electronically.

2A.9.3 CJ' - Documentation (CMS/CMDB)

The Contractor shall ensure that all configuration items (CI) of its service are documented loosely and completely. This document ation must be carried out in each case when the activities are performed.

Furthermore, the Contractor shall ensure that the data stored in the central data collection The same applies to all tasks¹ that require this information. For this purpose, filling and using processes are to be defined and corresponding instructions for the service-providing¹ personnel are to be created.

In order to achieve this, the Contractor shall perform the following activities:

- Spezmkat ion of arlbe it sschr it t e in all relevant processes that are considered filler processes in the ralimen of CI² capture.
- Maintenance/updating of the tools to be used for documentation.
- Defini tion of the work steps to be performed for the documentation.
- Descrip tion of work steps in l eistu' ngs docum ent ait io n.
- Instruction of the personnel in the work steps.

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- lauf end Qualit at ssiche rung.

The same activities must also be specified for the processes to be used. These are also to be marked in the frocess pls and the corresponding instructions are to be given. to develop. to train and to check for sustainability.

In the documentation of this specification, the term CMDB is used as a comprehensive data collection of all configuration items. It is not assumed that this is a tool, but rather that a collection of tools and documentation components is used as a CMDB.

The Contractor shall agree in the Aspect IRACI TILTM &19to1 agree with the Employer which tools are to be used for which tasks at the Employer.

Furthermore, the Contractor shall specify where gaps exist in the necessary documentation and the tools provided by the Client. These gaps shall be closed by the Contractor after consultation with the Client using his own methods.

The Contractor shall ensure that a complete CI documentation is made in the Customer's tools (as far as possible).

2.4.9.4 Performance documentation

The Contractor undertakes to continue/ update the existing documentation.

The Contractor is the "owner of the document" of the performance documentation, even after it has been created. However, the performance documentation remains the property of the Client. It shall be presented to the Client upon request or handed over upon termination of the contract.

The Contractor is responsible for knowledge management, knowledge transfer and the overall documentation of the service, the service processes and the service systems.

The Client shall specify the structure and the principal contents of the performance documentation. The Contractor has the task of conducting the service documentation on the basis of this structure. The following process is defined for this purpose:

- The Client shall specify to the Contractor the sequence of topics, services and chapters to be included by the Contractor in the performance documentation.
- The Contractor presents a draft concept to the Client.

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- The Client and the Contractor shall reach a consensual decision on the financial content.
- The CO adapts the concept and adds the final version to the Leis t1J ng sdocument at ion.

The defined content is binding for both sides11.

2. LJ. 9. 4.1Performance document atiori developm ent , test ing and soft w asrepair (LCM)

The Contractor shall be responsible for the preparation of the gessmt en devel opmentand The AG is responsible for the documentation relevant to the acceptance (quality gates)1 The creation and maintenance are carried out in accordance with the requirements of the customer and in the specified tool.

The devel opment docum ent s include6re111 the following ana lysis bzwv. Arb eit ser results:

- Mod ul specifi cations
- Concep t s inc l. Funct ions archit ect ure and t he Soc urit y requirem ent s
- Rele ase -Not es
- Inst allation G ides
- Ri sik o accept ance Crtt:e rium (RAC), werm eli orderly
- list of source code 2 amendments
- Document ation according to. AS PICE (Workpro ducts u11d Process out comes)

The Client expects the Contractor to provide a tick et doc ument ation that is free of irregularities and is in good condition. The

The activities performed and the status of the current activities must be visible to the client at all times in the corresponding ticket, e.g.

- Are all processed deployment2 tickets listed in the log?
- Are test t asks available at deplovment tick' es. beHilllt and closed?
- Are all processed ticket s from the backlog (e.g. REQs6., User St ory, C R) listed in the acceptance ?
- Are all test cases for the respective processed tick:et linked from the B backlog linked ?
- Are all tickets linked to the respective processed ticket from the backlog?
- Are all regression test s listed?
- Have all LuP tests been performed and executed?

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2.LI. 9.4.1.2 L eist u ngs document at ioll Operst ionsndSupport

It is obliged to keep an operating logbook (BHB) for the contents relevant to its operations. tion of the work. In this context, he has to orientate himself on all the ex-act nomenclature specifications of the examples provided by the client (trade description, process description, process plan, task list, task description, etc.).

If other operating manuals are available¹¹ , their contents and design specifications¹¹ shall apply. The operating manual shall be compiled by the Contractor in accordance with the tools provided by the Client and shall be defined at the beginning of the Aspect II Phase. The ~~described~~ trades and processes are to be concretized and specified by the Contractor in such a way that they can be documented in a structured operating manual¹¹¹ . This task has to be taken over and successfully completed by the Contractor in the Aspect II Phase.

Furthermore, the Contractor shall ensure the continuous maintenance and continuation of the The service manual must be updated during the operating phase. Changes (at the request of the customer or due to changes in the service)¹¹¹ must be incorporated into the operating manual outside the service level specifications.

The operating manual shall be prepared and kept available in the Client's premises so that it can be accessed at any time by the Contractor, the Client and other authorized third parties.

The Contractor shall, at its own expense, procure an appropriate quality cat ion for the system¹¹ in order to be able to perform the tasks assigned to it in the required quality.

2 . L1.110 B eric ht sw esen

The Contractor shall develop a suitable reporting system for its ~~services~~ For this purpose, the Contractor shall follow the specifications and, in particular, the processes and procedures defined therein.

The Contractor shall orientate himself to the work steps. On the basis of the contents presented there, the Contractor shall

The Contractor shall determine which reports are to be submitted by the Contractor to the Employer. The Contractor shall submit this list to the Employer in the fade-in phase.

In this list the Contractor has to name and ^{z1.1} qualify the required reports. After the definition of the process for which the report is to be used, its unique designation is given. The Interval is also defined, in which the report is to be compiled on a regular basis. The deadline specifies the time by which the report must be submitted to the AG at the latest. The type defines the medium / format in which the report must be prepared. Besides "...PDF", other office formats, portals or cockpit representations are also possible. The presentation of the reports does not have to be static and can change according to the client's requirements during the contract period. In the distribution, the

Medium of communication, how the place of deposit is defined and where the results are
The reports have to be stored in a structured way. In principle, the Contractor is the creator of the reports. The recipient is defined by the AG for each IBeport. The content of each IBeport is defined within the framework of the Fade-IN Phase v.Ji.

In addition to the defined reports in the processes, further reports can be defined at the request of the Client, if they relate to the context of the Contractor's service. In addition, summary reports can be defined, which refer to the input from the service.

The reports can be defined for several processes. Some of these supplementary reports are already entered in the table.

The Employer shall review and, if necessary, correct the relevant list in accordance with the procedure A1X11111(M & 19d1 so that the result is an agreed report structure. The Contractor shall implement and apply this structure.

The Contractor shall develop and establish a suitable methodology to enable reporting. The Client assumes that largely automated processes and software systems will be used for this purpose.

The Contractor must take into account that some raw data, e.g. for Incident, CII an ge, Problem2 and Service Request Management, must be taken from the Client's tools and that these serve as the basis for the reports. For other processes and procedures, which may not be recorded or measured using the AG's tools, the Contractor must develop its own methodology for the collection of data, which is used to generate the IBeport.

The reports, reports and analyses to be prepared by the Contractor shall be set out in Annex H. defined.

2.L1. 1iTools

In the following, tools are defined as tools and auxiliary means which, in the broadest sense, are required to provide the services defined in these specifications or to support their provision. The tools include systems that support and enable the technical activities, but also documentation, billing and control tools. The requirements for these tools result from the specifications and the technologies and activities defined here.

The Client shall provide some of the tools necessary for the performance of the service, either obligatory or optional. The Contractor shall identify the respective gaps himself and shall

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to be created. The implementation of additional tools always requires the prior approval of the PLC.

In the early stages of the siRIN phase, a full tool landscape is implemented that allows the processing of the performance of this load book in a complete manner. In order to ensure this, the methodology defined in the further part is to be applied,

All data belong to the AG and must be handed over.

2A11.1 Tool Review

In addition, the Contractor shall use the tools of the Client presented in the following chapter and shall assign them to the required tasks. In this regard, the Contractor shall consider to what extent the tools provided by the Client are used or must be used or to what extent these tools provided by the Client can or must be adapted for the specific task.

Customization refers to the tool functions, not to the content of the data in the tool. These must always be adapted to the task,

2.4.11.2 Tool Transfer by the AG

Furthermore, the tools are listed, which are provided by the AG either obligatory or optional. Furthermore, it is defined which tools are to be used 1:1 or whether they can or must be adapted.

In the case of the optional tools, the Contractor can decide for itself to what extent it will implement these tools in its service organization or secure this function if necessary with its own resources.

The tools listed below do not claim to be complete at the present time.

Tools can be extended or modified as required and by agreement between the Contractor and the Customer.

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Atl ass ian Ji ra	ic ket tool (for some act ivit y s aur@.erhcalti this pure en service managemen tr1ii,		x	x	
P S,er ,ice C&r l1 er 3	I SM oo l cles AG	x		x	
C A-/l. , M	App licat i on Perfor man ce M onit orin g 001 Concern ool		x	x	
D -n8 Lr e ce	Appl ication Pe rform anc e Mon-oring Tool		x	x	
G-s. f:ikr t	M o ni t o rin Visualization-- oc l		x	x	
Spl1 _nk	M o n i t o ring ogg in		x	x	
Kb,na(ELK Sleek }	Monitor ing ogg in		x	x	
SPEAK/SMIL E	Concem Monitolling 001				x
eerib & Sil	M o n i t o ring Tool				x
XRAY	Addon :to JIRA		x	x	
ConneCTat	es ting /tool ool u mES scll nit t places to t este n. These tests are already being automated in the pipeline and are as an X 'AY tiesch riaben.	x		x	
Corl.esl	ool to test ES -Sc hnit t ste l le n, The tool is available as SourC(:lcoo e in Sittiucket and as a Description in XRAY, these are already in the ipeline and are available as an X AY described oon.		x	x	
Ge1_(J&	e st i ng t oo l for REST interfaces, opensource, h.au pt sachliict for fu nct ioncale S m ok etests		x	x	
T&it,S	esting Tool + astgenerati.:ir i Qr nicntfunctional. ests, Essentially it consists of JMeter and Last generat ors. The source code is available in Bitbucket,			x	
C _l,cl =1b e1	esting 1;001, Opemso u rce, resides as sou rce oode in 8 itbucket and as description in XRAY VOr.		x	x	
Selenium / Selc> r- L1! GRIU	OpenSource esti11g ti.:io l :to T esten \ / O n G U Is			x	

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K PM	VW Kon:ern t ool z:ur support of the etiler shutdown process (AP) and Ko211:arn-Pw blshl - management process (ticket tool).	x		x	
Swagger Hub	Information source -for section descriptions11				
Concourse	Concourse is ai11 i peline-based. cor.tinuier1ich pirogram.			x	
J8rikir-s	Cp en-:So1_re:e auiom aUsing server			x	
Bitl,81 <.:; k8 l	Bitb LJCl(et is a web-based online11 software management system for software and software- related services. En t development projects.			x	
SonarOube	SonarQubeisl a11 p1att-form for stati:analysis u11cl evaluation.In g of tecncal ouality of vo11 Quelltext			x	
Black D ck	Losu11g for the: Mana gement vo11 Sichemeii s:-. Licensing and code quality risks arising from1 the use of Open Source in Applications and Cont ainem ent s.			x	
T& tbleu8	ool for data visualization vo11 Reports			x	
earns Scale	ool to anisicht und Best immung von est-Gt,pS T r Jer i AG	x		x	

Table35 Tool

2.LJ.11.2.1.1 Test tools

Open Source/ Standard Solution

State of the Art

Entkopplung von Fachlichkeit und Framework

Entkopplung von zeitlicher Integration

Tests must be reproducible Tests

must be independent

The AG has at m skt ual time verschiederne testtools in use. The AG strives for a harmonized
Toolsir7ds chsfur dss Testing ari. The following pr amises must be
be berücksichtigt;

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The Contractor has already described in its offer its solution proposal for a unified landscape.

2 L1 .121-lilfsmittel

2A Communicationsmittel12.1

The Client assumes that parts of the Service can be provided remotely. For this purpose, the Contractor shall provide suitable communication tools that enable meaningful communication between the Contractor and the Client. In this context, the Client expects at least:

- a web conference solution (desk sharing) over
- a teleconference tool.

Further communication media must be provided by the Contractor in accordance with the state of the art and taking into account the order.

2A12.2 rTS/V 1001'

The ITSM tool used by the customer is to be used for the ITSM processes². The system is used for the collection, forwarding, processing, tracking and documentation of incidents, problems, changes, releases and service requests. Releases and Service Requests. The ITSM² tool used by the customer must be used. Automated online submissions to the Contractor's own systems are not permitted.

Knowledge of the client's ITSM tool is required of the employees deployed by the contractor.

2.5 Responsibilities

The performance of the services described in these specifications must be ensured within the specified period of time.

A substitute arrangement must be ensured. A reduction in the scope of services will not be accepted.'

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The Contractor shall be responsible for ensuring that the services performed are carried out and provided in a professional and qualitatively flawless manner.

Prior to signing the contract, the Contractor shall notify the Client of any inaccuracies, missing contents, deviations and contradictions in the services described. The Contractor shall include this information in the specification of the thematic and / or procedural content of the services.

The Contractor shall be responsible for qualifying the quantities and financial value. Any delays caused by the Contractor which result in additional costs shall be borne by the Contractor.

2.6 Listing period

In the

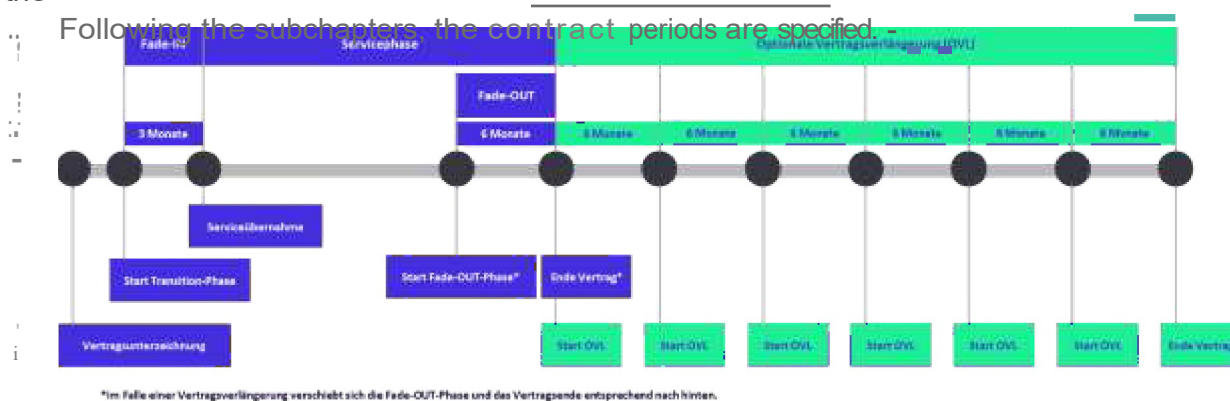


Fig fld II ng Overview9 contract term and phases 2.6:1

Contract term

The contract shall commence on the date of 01.07.2022commencement of the Fade-IN Phase. The Fade-IN phase is planned for three months. After three months, on 01.10.2022. the voile service responsibility according to this service description for the Contractor begins.

2.6.2 Contract send

The contract ends on 6.2027, 30.0without the need for notice.

2.6.3 Contract request

Alie Rschte vonbeh alten. Disclosure or transfer without the prior consent of the department of the People swag@n Akti enges@llsc h aft ...elbol en. Vern agspartnsr @rhalttr d l es Daku m @nt g nd satzlioh Ober t he zust1in dl ge Procurement Abteilng.

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A contract sverlangenmg by the AG by months6 contract term is possible.

This extension can be called **maximum 6 times**. Details will be defined in advance (at least one month3 before the end of the contract).

A fundamental right of the employee to object is excluded.

Cyber Securit y2Requirements (CSGA}

Con zern-Grunda nfordernngen Softvvare {KGAS)

Requirements for UNECE: UNR 155 CSMS as well as UNR SUMS156

Specifications of the IEU-DGSVO as well as the BDSG

2.7 Railmen's terms and conditions. Standards, t ectmischhe eitlinien,
Betriebsmitt elvorschrift en etc.

The Contractor shall ensure that it is always aware of and complies with the current and valid versions of the Client's data protection and IT security regulations and, in particular, other special regulations (e.g., compliance requirements), including the following

2.8 Service provision

The scope of services is usually performed remotely in the Contractor's premises, therefore there is no binding definition of the place of performance. The Client shall not make any premises available to the Contractor. Exceptions to this are the Oti ergangsphasen and Planned pre 20rt 2dates.

On-site2 meetings will usually take place in Ingolstadt at the AG's premises; participation via the AG's telecommunication solution (Microsoft Teams) is possible by prior arrangement with the AG. Appointments at other locations at the AG's request are not excluded.

Alle Rschte vonbeh alten. Disclosure or transfer without the prior consent of the department.

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CAR D SE Volkswag en Group Company

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3.2 Verantwortung, Informationspflichten und Zusammenarbeit

The Contractor shall provide its services independently, on its own responsibility, in relation to results and exclusively with its own qualified personnel. The AIN shall provide services in accordance with the current state of science and technology and in accordance with the principles of proper professional practice, including documentation.

Any technical, professional or other requirements of the Client shall not release the Contractor from its obligation and responsibility for the complete and faultless performance of its services. The Contractor shall be permitted, in coordination with the Client, to involve subcontractors in the performance of the services.

The Contractor undertakes to train its employees in accordance with the current state of the art and the applicable regulations and standards for the performance of the activities agreed in the order on high-voltage vehicles. Furthermore, at the request of the Client, the Contractor shall ensure that the above-mentioned qualifications must be proven by a competent body.

For the implementation of the H. itigke it betriff the working on H:lc two Ittahr2eug en
1. No performance of the activities on high-voltage vehicles.

The employees employed by the Contractor shall be subject solely to the Contractor's right to issue instructions. The Contractor shall ensure that the right to issue instructions is exercised exclusively by the Contractor.

Coordination meetings on the content and implementation of the service provision take place at regular intervals between the contract partners' IC coordinators.

Question 11 of contract performance and service delivery sirid in principle.

aussc hliefti5l by the respective coordinators zw. t he contract partners t o clarify.

The Client shall agree with the Contractor's coordinator on the specifics and requirements regarding the services to be provided. 5111.

3.3 PERFORMANCE DEADLINES

The agreed performance deadlines and time schedules are binding. These schedules include end dates and, if applicable, intermediate dates; they can only be agreed in writing and be senned in an agreeable manner.

3.1.1 Other of the Leistung

The written agreement must contain statements on the following points: Description of the scope of services. The scope of the work (with a written calculation of any increases or decreases). Time schedules and deadlines as well as other contractual regulations, if applicable.

3.5 New requirements

Alie Rschte vonbeh alten. Disclosure or transfer without the prior consent of the department of the

Volk swag@n Akti enges@llsc haft ...eJbol en. Vern agspartnsr @rhalttn dl it Dakum@nt g ndsatzlioh Ober t he zust1:in dl ge
 Procurement Abteilung.

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The AG plans to continuously optimize and expand its overall service and, as a result, its service architecture as well as its processes and procedures. This is done within the normal framework of service optimization and further development.

New requirements are understood to be, for example, major strategic changes as well as complex new service files and ausrichtions

This may result in new service requirements or new services, e.g., new products or new services.
B. Addition of new platforms and fundamentally new technologies.

The Contractor must be in a position to monitor and implement these continuous improvements and expansions. The agreement of new requirements and services takes place within the change control process.

The structure or parameters of the pricing model are changed or the service descriptions are changed.

When changes are made to the Service Level

Management or Referenz User Stories.

The change control procedure applies to the agreement of new services as well as in all other cases in which the contract prescribes the use of the change control procedure. e.g. i..venn

The change control procedure does not apply to the

- when adding or deregistering data files
- in case of adjustments as described in chapter xx

The change control procedure is initiated by one party submitting an amendment request. Each party will process a change request of the other party without delay. The change control procedure ends in the event of agreement between the parties.

The change control process is designed by mutual agreement within the framework of the fade-in phase.

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3.6 Übergangsphasen

Transition phases¹¹ are periods of time that occur before the actual contract period and at the end of the contract period. The services to be rendered in the transitional phases are complementary to the service, which is the actual content of the contract.

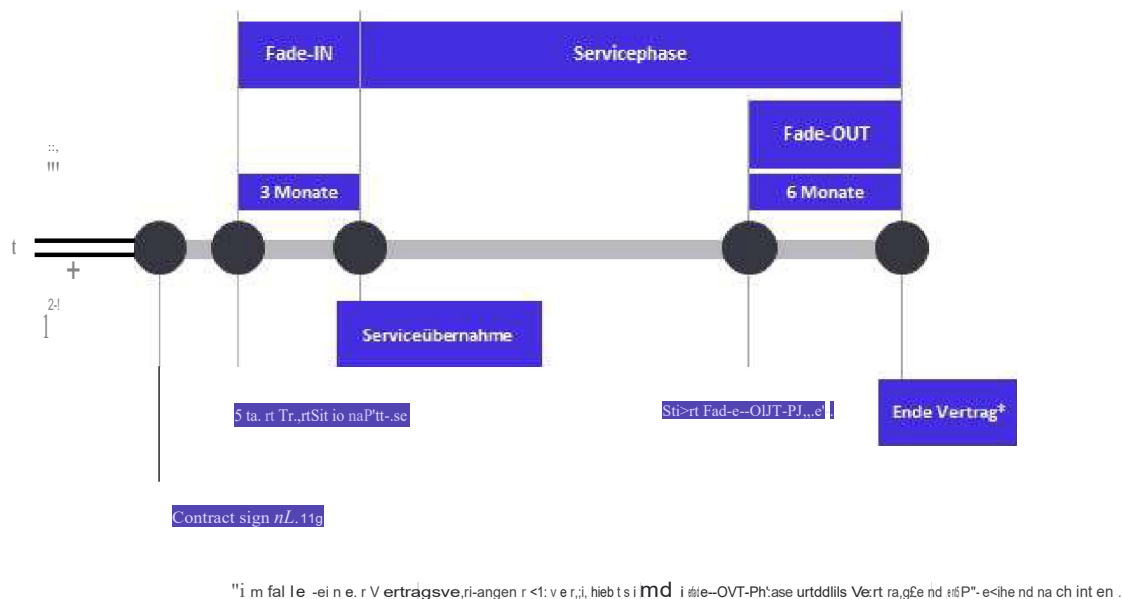


Fig 10 Übergangsphasen

The time ra1Jm var of the actual start of the contract is the **Fade-IN** phase. The **Fade-IN** Ph ase di-ent to this; all necessary preparatory ac t ivit at ions, dle are necessary for a safe and st abile operationN. The Contractor shall, in particular, also assist in the adaptation and implementation of the Customer's tools in its service and support systems.

Support organizat ion to plan for and take into account the necessary coordination and change processes at the AG.

At the end of the contract period, the fade-out phase begins in addition to the SLA-compliant operation. In the Fade-OU phase, knowledge is transferred and documents and descriptions (service documentation) are handed over from the Contractor to the Client. In principle, the client can also define a third party as the recipient of data and information.

The Contractor shall in any case be obliged to provide both the Client and a third party named by the Client with the necessary information ¹¹regarding the definition of these specifications.
handed over.

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3.6:1 Fade-IN phase

At the start of this phase, the Client shall provide the Contractor with the detailed processes in the context of this performance description, which the Contractor must establish and ratify within the framework of the aspect description. Furthermore, the Contractor must include and further detail this in its operating documentation.

In the Fade-IN phase, the CO shall fully develop this service organization. She must, at the end of the aspect RA1Xt1K1(M) will be in a position to meet the contractually agreed service level.

This phase also includes, in particular, the qualification and training of the personnel hired.

The activities described in this manual require an implementation of the topics and processes and a training of the Contractor. In addition to knowledge of the products and systems used by the AG², familiarization with the configurations and processes is required.

For this purpose, the Contractor must prepare a Transition Plan that ensures the acceptance/transfer of responsibility.

In transition, the AN . a. implements the following goals

- All organizational measures such as access authorizations
- Establishment of liability of all employees of the Contractor to work in this trade.
- Documentation sighted
- Service level measurement established
- Forldert reporting set up and established
- Knowledge sheet form
- Documentations into a knowledge platform Whether erfCihrt
- Organization st rkt ur established
- Processes implemented and operationalized
- Organization and res occupied. et ablated and dokume nt iet
- Workshops with the handing over authorities in the premises of the AG.

Definition of the abrectm ent process

- Acknowledgment of responsibility^{1.1} for all contents in the body of this service description.

The Contractor shall be solely responsible for the detailed planning and implementation of the fade -Ai;rolKl(M,9;1 within the specified period. The Client shall support the Contractor in this respect.

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Only when the above-mentioned points and defined milestones of the 'Transition Plan have been implemented successfully from the point of view of the AG, the serviceijbemaahme can take place.

After an initial training phase, the Contractor is expected to relieve the Client's or the previous Contractor's personnel in regular operation early in the **fade-in** phase after four weeks. The personnel capacity freed up by the Employer or the former Contractor is to be used for the transfer of personnel from the Employer or the former Contractor to the² Contractor.

3.6.1.1 *Critical Milestones within the fade-IN phase.*

This chapter contains the qualitative description of the critical milestones as well as some acceptance criteria. The Contractor shall, in the context of transition, meet ~~were~~ necessary criteria.

The AG reserves the right to change critical milestones within ten (10) months. The Contractor shall inspect the work days. If the Client rejects the critical milestones, it shall provide the Contractor with a list of identified defects. The Contractor shall remedy these deficiencies before acceptance. If the Contractor re-releases the critical milestones for acceptance, the Client shall have an additional (10) working days available for inspection and acceptance. This process is repeated until the critical milestones have been released by the CL.

3.6.1.1: 1 Conduct ion of Transition Workshops

The Contractor conducts workshops on the specification of technical and procedural organisational requirements. The first initial transition workshop must take place no later than the signing of the contract.

Acceptance criteria

- Workshops ~~d11~~ ~~Jrc~~ ~~hgetu~~ ~~hrt~~

3.6.1.1.2 Termining completion of the detailed Transition Plan

The Contractor shall develop and implement a detailed Transition Plan to be approved by the Client. On the basis of this detailed Transition Plan, the Contractor shall undertake to implement the Transition of all affected services.

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The description of the transition and the corresponding detailed plan shall be submitted to the AG in close coordination with the AG before the end of two weeks after the start of the transition.

update and transmit in a format approved by the AG to the AG for approval.

The results of the transition workshops are continuously summarized and kept up to date by the CO in the Transition Plan11.

The Transition Plan encompasses all critical milestones, organizational issues, all expiries and results of migration.

The Transition Plan includes all critical milestones, organizational issues and all migration processes. These are planned and described both chronologically and initially.

The detailed transition plan was drawn up by the Contractor and agreed with the Client.

Related Transition Plan

36 6.11.3 Completion of the acceptance criteria for the critical milestones on schedule.

The Contractor shall submit the acceptance criteria for the critical milestones to the Client for approval. The description of the acceptance criteria shall be submitted in the Transition Plan before the end of two weeks after the start of the transition in a timely format to the CL for approval.

Related Transition Plan

- For each critical milestone, a written result would be determined that meets (at a minimum) the appropriate acceptance criteria.
- The acceptance procedure for the critical milestones was specified and recorded.
- A person responsible for acceptance has been defined for each critical milestone. The transition manager is responsible for coordinating the acceptance process.
- For each critical milestone, a transfer date has been communicated to the person responsible for the acceptance test, the date of which is correspondingly earlier than the target date, in order to allow a check by the person responsible for the acceptance test.
- This result was accepted by the AG.

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3.6.11 LITimely availability of governance and service management organization for service delivery already in transition

The Contractor shall ensure that the governance and service management organization for the Delivery is already established and available in the Transition by the date agreed with the Customer in accordance with the Transition Plan.

For this purpose, the Contractor is required to submit correctly completed applications for the accesses (contractor passes) and accesses/authorizations for tools/systems required for the performance of the services to the Client for approval in good time, at the latest H days after the award of the contract.

The defined roles and responsibilities of the CO are filled and trained for the framework conditions at the AG.

The required meetings and committees have been clearly detailed and described in terms of their composition, purpose, agenda and responsibilities. The former are known and have been informed about their roles and responsibilities.

Responsibilities informed.

Requests for the necessary accesses for the provision of services (external company IDs) and access/authorizations for tools/systems have been received by the customer within the specified time.

Transition Plan

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The Contractor shall establish an end-to-end² plan for measuring end-to-end responsibility and generating and tracking notifications of any failures so that end-to-end responsibility is maintained and end-to-end availability can be restored as quickly as possible. The concept must describe how the Contractor can coordinate and control disruptions that are outside its responsibility but that affect the customer experience.

The end-to-end concept must be implemented by the end of the fade-IN phase. IlierteTransition

Plan

The end-to-end concept was prepared on time and agreed with A:G.

- CfjJl-ooU3il :-tt.rtfli", Mdu1il;34f1

3. 6.1.1.8 Timely integration of service processes

The Contractor shall ensure that it has completed the integration of the AG service processes and procedures into its process landscape.

IlatedTransition Plan

- Serviceprnzesseimpleme111ti ert, documented and accepted

3.6.1.1.9 Deadline fair delivery of the conze ptle£ Test frameworks

The Contractor shall submit to the Client a concept for the test framework to be created in terms of architecture and synergies based' on the tools awarded by the Client no later than LJ weeks after the contract has been awarded.

IlatedTransition Plan

A detailed plan for the realization of the concept, including a defined schedule and milestones, must be presented to the customer at the latest 14 days after the concept has been approved at the test frame meeting.

3.1 1:10 Development Service Reporting

The Contractor shall ensure that all required ports are implemented and reported in a format according to the Client's specifications.

IlatedTransition Plan

- All relevant service levels have a coordinated reporting format.
- The performance acceptance documents were created and coordinated.
- The persons entitled to the trial, those responsible for the process and the parties involved have been named.
- Possible practices and additions to the service levels were set out in a document.

3. 6.11 document 11atiorn ve rvollstandigrt

The Contractor shall ensure that all documents (including knowledge management entries) in the "d¥1.ws" manual are complete in accordance with3 the Client's instructions and are handed over to the Client.

The documentation structure was created by the CO during the transition and released by the CO.

The location of the document ation has been defined.

Templates were created by the CO and approved by the AG. 11 gaps in the documentation were closed by the CO and existing documentation was updated.

The documentation is complete and has been approved by the AG.

The provision and maintenance of the knowledge² management entry si d is carried out in accordance with the **Transition Plan**.

3.6.1.1.12 Deadline-fair Implementation of the service clearing reporting

The Contractor shall ensure that all required and necessary financial reports are implemented and reported in a format according to the Client's specifications¹¹.

Related Transition Plan

- All relevant financial management 2B, ericht e.
- Descriptions of reports have a specific report form.
- In case of ambiguity¹¹ or vagueness in the procedure of measurement or determination of crier values, a written explanation is available in a central document.
- 3.6 "1 - . "1 "1 2D o c u m e n t a t i o n c o m p l e t e d
- The signat urees entitled urid accept ance representatives were named.

3.6.1 t1 3 Agreed transition of the service

The Contractor shall ensure that, in accordance with the agreed Transition Plan, all the contents of the **Fade-IN Phase** have been fulfilled, i.e., the strategic milestones as well as all the activities to be performed within the **Fade-IN Phase** and that the Transition is completed **within** the specified time. the **Fade-IN** phase and the transition is completed within the specified time.

lated Transition Plan

The transition was successfully completed, i.e. all the fades inside the fade.. i..

The tasks to be performed in the first phase have been completed and successfully concluded.

3.6.2 -, -"; --- o u T until d, Q1:ii 1m

Six months before the end of the contract, the Contractor's termination service begins. In the last three months of the contract period, the Contractor shall work together with the successor² service provider appointed by the Client in order to ensure the smooth continuation of the service provision on the basis of the contract. to support them. This only applies if the extension is not on a new contract basis.

The Contractor **shall be responsible for** the pma ctive cooperation in the **fade-out** phase of the termination service, including the know-how transfer and parallel service.² - transfer and the parallel service.

The new Contractor shall be trained by the Contractor in accordance with a schedule to be agreed in advance between the Client, the Contractor and the new Contractor. This schedule shall be drawn up by the Contractor by the start of the fade-out phase at the latest and shall be agreed with the Client and/or the new service provider.

The bish er AN is expected to provide termination lea sures. These include:

- Collaboration in the takeover project and participation in the development of the takeover plan
 - o Provision of the necessary resources
 - o Overview of the complete documentations
- Naccl documentation in case of incomplete, falling, non-tactue and/or Documentation error
 - o Support during the transfer of responsibility to the new service manager or the employer.
 - o Handover of ongoing tasks and projects to the new service provider or the AG
 - o Joint definition of a "Frozen" zone for the start of new projects with the AG
- Mapping of technical intersections, if required a Migration of data/ data unification
- Knowledge transfer to the follow-up service, if required also through the
- Work -Shadowings
- Employees of the future service provider acquire the necessary knowledge
- The Contractor's employees must accompany the Contractor's employees during the performance of the service. The Contractor's employees must carry out their activities and will be available to answer questions.
 - o Reverse-Shadowing

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- In this case, employees of the future service provider carry out the service provision activities, while employees of the Contractor support them, intervene with corrective measures and are available to answer questions.
 - o Workshops
 - o Support of the successor service provider
- All other activities that are necessary for the successor to be able to take over Service in the quality control.

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3.6.3 Transition Manager

The Transition Manager is a role limited to the duration of the Fade-IN und -OUT phase. He is responsible for the aspective IN und -OUT phase of the transition and controls all The Contractor shall inform the Customer of all activities of the Contractor which are necessary to perform the Service. Furthermore, he is responsible for informing the Client.

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3.7.1 Times

The definition of the .times forms the framework for service provision and the measurement of the key figures. muring the times, the technical and personnel availability must be ensured.

A deputy rule f1C1r the **personnel** availability in case of vacation, sickness If. f111f:S"- Further downtime must be ensured.

Measuring object	Definrl:ion	Service Level
System time {technical)	The system time is t he t im e in which t he technical comporat ions and syst ems are filable um:l t he perform ance o bjects of t he ser,,ice,	Mon - Sun van 00 00 to 24:00 o'clock inclll.. Sunday -and egg days
Service time {persanelO	In the service time, all activities and service levels from the processes are to be ensured11, three service times are valid for all activities of the described process. The scope of services of the Contractor.	Mon - Sun van 00 00to 24:00 clock incll. Sundays and holidays

Table 36 times

Working days are defined as Monday to Friday excluding public holidays.

3.7.2 Critical Service Levels (KSL) and Key Measurements (KM)

The AG distinguishes between Critical Service Levels (KSL) and Key Measurements (KM). Critical Service Levels (KSL) are service levels for which Service Level Credits (Ponals) can be agreed.

Key Measurement s (**KMs**) are service levels for which no service level credit is due, but which are important for the business processes of the AG.

If the defined target values of one or more KSL are not achieved, the Contractor shall immediately define and implement measures to remedy the deficiency. For this purpose, the Contractor shall without delay define and implement one or more integrated projects.

with the aim of identifying the causes of the

Obe rschreitu ng to identif y and develop a plan for how these 11 es will be provided.

Expenditures for these projects are to be borne by Azu . The projects must not result in any capacity bottlenecks that affect the regular service and are related to the implementation of these projects.

The results of the project planning are to be presented to the AG in en tly convened meetings.
to 11Jnt e breiten.

The measures must be implemented by the Contractor within a maximum of a further four weeks in order to return to the agreed service quality. As a result, the implementation of the measures must again comply with official service levels.

If, despite the Contractor's taking of measures, the K,riti s Service Levels are not complied with, the Client may arrange for the Contractor to pay a penalty (so-called "Service Level Credit s"). The exact amount of the penalty is determined for each Service Level Requirement (KSL). However, the amount of all penalties does not exceed sis %8 of the amount specified in the service level agreement.

The amounts reported for the month under review are shown in the table below.

During the term of the Contract, AG may change the c l a s s i f i c a t i o n 'of Critical Service Levels and Key Measurements. This may occur, for example, in connection with changes in the environment of the Services, the **introduction** of new equipment, new software or new procedures for the Services.

3.7.3 Whether revealed ag

The active measurement of the agreed service level takes place from the date of handover. The day of the transfer is the day on which the Contractor assumes full responsibility for the services described in the Contract.

The upper day is dependent on the Fade-IN phase and is set there.

The CO has to establish and pilot the measurement of the service level and the reporting 'already in the Fade-IN phase.

3.8 Strapping

The services are paid for according to a payment schedule fixed at the beginning of the contract, taking into account milestones or service segments.

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The order value shall include all additional costs. Likewise, all expenses and costs which are not expressly incurred by the **Customer** shall be borne by the **Contractor** and shall be included in the agreed price. Travel times, travel costs and ancillary costs shall only be paid by the Contractor.

if this has been expressly agreed upon:

In the event of a reduction in performance by the Employer, the Employer shall not be entitled to receive the entire amount of the no1 mized contract (e.g. due to project termination).

the service m aaG of this service description,

- any additional integrated projects requested,
- other additional services {which are not part of the contracted services) and the dmchfOrming of the transiOns (fsde-In ph ase; tennatOns).

This chapter regulates the obligations of the AG to the AIN for the

Lump sum compensation

Compensation by piece

Compensation by time

expenditure

The remuneration to be paid as well as the related performance, invoicing and other duties related to the remuneration:

With this price model and the therein defined amount of the remuneration to be paid, the official services agreed upon between the Client and the **Contractor** are settled.

3.8:1Price mod !ell

1.m different types of price items are defined (see Appendix J)

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Unless otherwise requested by the customer, prices shall always be quoted in euros and in Rectmung. The price quotations are in each case net without VAT.

The offer prices are to be entered by the Contractor in the Appendix J. Any changes in the versioning shall always be made known. Only a fully completed price table shall be considered valid and shall be accepted as an offer. No other price information will be accepted.

The price list shall include all work performed for the ordered services as well as any graded assistance provided by the Contractor.

The Contractor shall in principle ensure that there is no "mixing" ("cross-linking") between the individual price items and that no payment is made above and beyond the items defined in the price table. If the Contractor is of the opinion that items in the price table are missing from the load left, he shall point this out before the start of the contract when submitting his offer.

In Annex J, the cells marked in yellow are to be filled in by the Contractor. The structure and format of Appendix J may not be changed by the Contractor.

3.8.2 Price positions

The following chapters describe the different price positions of the system.

With the exception of the daily rates, RUS prices and the costs of the transition phases defined in the "Integrated Projects" tab, all price items for the two companies MBB and WebCenter and ODP - 1.0 Public Cloud to be published separately.

Furthermore, the prices for the regular contract period as well as for the contract extension must be stated.

The commissioned and invoiced price items are in agreement.

The prices charged for a position are in accordance with the version of the price table.

Each service is charged only once in Rectmung

When calculating the monthly invoice amount, the Contractor must check and observe the following rules:

Die definierten Meetings, Rollen und Berichte sind in die Preise einzukalkulieren und werden dem AN nicht separat vergütet.

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(2 prize RUS1) + (5 prize RUS6)

The customer has the option to make adjustments to the reference user stories during the course of the contract, e.g. changes, amendments and additions.

Payment to the Contractor shall be made in the form of installment payments:

0 % after functional acceptance
50 % after final acceptance

3.8.2.2 Software maintenance (LCM)

The services and expenses of the software maintenance (LCM) shall be paid to the Contractor as a pauschal monthly service. The lump sum monthly payment does not refer to a single service, but to the sum of all services.

The lump sum shall include **all expenses of** the Contractor which are necessary to perform the services described in chapter "Software Maintenance (LCM)" and in chapter "0b ergreifende Last- und Performancetest",

3.8.2.3 Operations and Support

The services and expenses for operations and support are recognized as a lump sum. The monthly benefit is paid to the employee. The total monthly benefit does not refer to a single service, but to the sum of all services.

In the outer areas are additional services

provided, where necessary are .

to provide the services described in chapter „Operations and Support“.

3.8.2.4 Major Releases

Major releases (cf. chapter 2.3.3.3 . 1) are noticeable changes for vehicle owners and therefore require precise planning. This planning, as well as the implementation (incl. pre- and post-processing), is remunerated by a single fee.

The actual deployment of the major releases takes place within the framework of sprints and is charged to the contractor.

3.8.2.5 Integrated projects

A "budget framework" with a defined euro amount is agreed upon, which assures the customer the provision of services and corresponding skills worth this amount by the contractor.

The budget shall be kept as a "person day content" and shall cover the services in integrated projects. The Contractor must submit a separate offer to the Client for each integrated project. The preparation of these offers is free of charge for the Client.

The monthly payment shall be made on the basis of the daily rates actually charged or the corresponding price volume for the period of performance (month). The valid daily rates for billing are to be stored in the attachment Register „Integrated Projects“.

The Contractor must further have all day rate positions² and the associated Skills ready. It is not permissible to limit individual positions to a maximum number.

3.8.2.6 Transition phases

The transitional phases include the activities to be performed at the beginning of the contract in the **fade-in phase** and the activities to be performed at the end of the contract in the **fade-out phase**. As well as the performance, the prices for the phase¹¹ must also be entered. The basic focal tasks in the phases are described in the chapter „Transition Phases“.

The lump sums shall include all expenses of the Contractor which are necessary to perform the services described in the chapter "Transition Phases".

3.8.3 Other prices

3.8.3.1 Mehraufwände

Additional expenses may only be reimbursed in exceptional cases if they are not attributable to the Contractor. An incorrect estimation of expenses by the Contractor shall in no case justify a subsequent claim for additional expenses! If additional expenses arise for which the Client is responsible, the Contractor must provide a credible explanation and report them as early as possible.

3.8.3.2 Other costs and additional costs

Travel and incidental expenses as well as other costs shall not be reimbursed and shall be included in the price of the flat-rate service. Further regulations in this regard are contained in the

The following table shows the travel cost guidelines for the Group.

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3.8.4 Quantities

The following table is intended to serve as a guide for the AN's price calculation. The quantities indicated are only statistical; they do not include any
The customer is responsible for the acceptance.

Restriction	Reference period	Number/ Stück
Incidents - li widents roblerns tv. silg KPM Service Request s - - - -	12 Months	Service Request s: approx. month: 150 Incidents; approx. month: 650 Incident rate: ca. Month: Prob1.500!em s;: ca. Month at Rob70 lam Task s¹: ca. Month: SD KPM tickets approx. year 250
Entwicklungsteams Core (excl. scope Testing Operations)	-	12 teamfl
Development teams CAR2X L.I. Operationsj :Operations)	-	bl Ell, mg
Other service e	-	:2 Year1&

Table 37: Overview

3.8.5 Proof of performance. Legal and case law

The Contractor shall record the services rendered by it on a monthly basis using the billing process to be defined in Fade I The Contractor shall record the services rendered by him on a monthly basis using the accounting process to be defined in the Fade I

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- incidents, which **are** generated as event s .a u:s elem mon itoring.
- ;; Problems responsib le t o t he AN
- Assistance with problems that **are not the** responsibility of the employee.

For this purpose, the Contractor shall implement a standardized Finance and Order Management system which shall control all commercial processes from the 8^{1st} year planning to the invoicing in accordance with the agreed price model. The commissioning shall be carried out exclusively by the Client's departments in charge of the contract.

The Client shall internally check the respective performance record and, if it does not have any If the Client has any objections, he shall notify the Contractor thereof and give him the opportunity to rectify the affected part of the proof of performance. After release of the statement of work by the Client, the Contractor shall invoice for the amount submitted in advance(as a total amount).

The Contractor shall only be reimbursed for ~~services~~ called off by the Client as defined in ~~sub~~ "Call-off and invoicing of services".

Amounts invoiced in accordance with the rules³ shall be paid by the AG by 25. (twenty-fifth) calendar day of the month following receipt of the invoice.

The Client shall be ~~entitled~~. The CL shall be entitled to refuse payment limits or to demand repayment of payments already made or to set them off against future invoices if an invoice from the CO does not comply with the requirements. The Client shall notify the Contractor thereof without delay and shall give the Contractor the opportunity to correct the invoice in such a way that it is in conformity with the contract The Client's payment obligation shall' only arise in each case if a correct invoice has been submitted and this has not been disputed by the Client.

The Contractor shall provide the IT Services in accordance with the provisions of these specifications and shall not be entitled to discontinue the Service or to negatively affect the Client or other service recipients, even if the Client deviates from its obligations. right Gebra1Jcl1 makes.

3.9 Proof of performance / acceptance

The Contractor shall indicate completion of the partial or total services defined in these specifications according to milestones in writing at the time of acceptance or by means of corresponding performance records together with the invoice.

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-ToolsA.N can only give notice of termination with a notice period of 2 weeks to the end of a month if the Client has committed a material breach of contract and this breach of contract has not been remedied even after a written notice of termination and the expiry of a reasonable period of notice. A notice of termination requires the form of a letter.

If the Client should a1.1s a reason for which the Contractor is not responsible, the Contractor shall be entitled to the agreed remuneration for all contractual services which he has rendered up to the end of the contract.

The notice of termination shall be effective for a period of up to one month after the notice of termination has become effective, plus compensation for any costs incurred in preparing personnel and materials.

If the Contractor is responsible for a reason for which the Contractor is liable, the Contractor shall only be entitled to compensation for those parts which are defective. The Contractor shall make full use of the remuneration agreed in the contract for all services recognized as contractual at the time the contract becomes effective.

Further claims of the Contractor shall be excluded in this case. The Client shall be entitled to partial certification.

3.12 Language

Oral communication between the Contractor and the Client is generally in German or English.

Written communication between the Contractor and the Client shall be in German or English. This applies to statements, e-mails, tickets, etc.

The reporting as well as the working and operating documentation is in English.

The AG shall specify the respective language to be used. The offer shall be submitted in German.

3.13 Retrieval and Abrectm w1gen of performanCes

The services shall be provided on the basis of the General Terms and Conditions of Purchase for IT Services. If the Bidder has concluded a framework agreement with the Client the provisions of this framework agreement shall apply instead of the General Terms and Conditions of Purchase.

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In the event of overlapping disruptions or ... In the event of "problems", coordination between the various service providers is required. In this case, all service providers involved must deal with the fault until it has been finally resolved. This is irrespective of the area of responsibility in which the actual fault occurred.

In the event of disruptions to the services included in the scope of the order, the Contractor shall assume a coordinating role with the involvement of other service providers. The Contractor must also drive forward the remedial action.

If the malfunction is caused by a third party or an external system, the Contractor shall be responsible for monitoring and, if necessary, escalating the repair of the malfunction until full functionality is restored.

3.17 Remote Access

The Contractor shall be required to present the requirements for access to the remote as well as the necessary bandwidths and policies prior to the signing of the contract.

The specifications and regulations of the Client on remote access shall remain valid. The Contractor shall request the current version of the rules from the Client, view it and use it.

3.18 Access to data and systems

Access to data and systems may only be made with personalized authentication. This applies both to the dial-in of users and to local accesses. The Contractor must ensure this technically and organizationally.

The access is made via online training, the AG does not provide any external devices (operating media).

The accesses must comply with the relevant data protection and security requirements. The type and scope of the accesses are coordinated in the phase.

3.19 Protocolling of accesses

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The Contractor must record all the actions performed, the time and the name of the user. The logging must be revision

an

The Contractor must inform the Employer at all times whether he has
The following table shows the results of the audit.

The protocols must be archived by the Contractor for the entire duration of the contract if no other arrangement has been made in the Fade I ...-phase, no other arrangement has been made.

At the end of the contract period or if required, the protocols must be returned to the A:G Obe
rbe n.

3.20 Commw1ikafionsrnit tel

As a rule, the scope of services shall be provided on a remote basis. For this purpose, the Contractor shall provide suitable communication solutions that enable a secure communication between the Contractor and the Client. In this context, the Client expects at least a web conference solution compatible with the Client (Microsoft Office 365).

3.21 Crisis case1

If the Client declares a crisis, the Contractor must be on site with a team capable of action and eritscil eid1Jng, in accordance with the Service Level2 provisions. Participation in crisis elefo n conferences is indispensable until the resources are on site.

This team must be composed of specialists, management and others, depending on the situation. If necessary, a 24/7 crisis team is called in. The aim is to eliminate crises together, quickly and in a targeted manner.

3.22 Assistance' of the AG

The Client shall assist the Contractor to the best of its ability in the performance of the agreed services, in particular by providing the Contractor with the necessary support, such as technical or organizational support, to an appropriate extent, and by making available all agreed or in its area of responsibility responsibilities.

This concerns in particular:

-) obligatory costs for the contractor

3.23 Assistance of the ANs.

them available, which are necessary for the performance of the services.

The Contractor warrants that the services provided in this document, including all additional appendices, are fair, quality free, accurate and free from defects in material and workmanship, and that they will be performed in accordance with the instructions of the Contractor.

The work must be carried out in compliance with all guidelines and regulations.

included in the defined scope of services. The Contractor shall ~~justify~~^{quantify} this information by stating the activities and the necessary quantity.

3.24 Schriftfo rm

Written form is given if an authorized person signs' a document (transmission as PDF possible). All declarations of intent - such as acceptance, specification of sprints, etc. - must be made in writing. - **after** this contract, need to be in writing.

3.25 Ownership rights of CARIAD SE

All created services, e.g. documents and software as well as source code shall become the property of the Client for unrestricted use, provided that there are no separate license agreements¹ to the contrary.

3.26 Sub1.m tem eh mer

The transfer of contractual services to third parties (subcontractors, use of freelancers, etc.) by the Contractor shall require the prior consent of the Contractor.

Pre sentation o f t he Sub 1Jntem eh mer and the written consent of the AG. The AG has the right to reject subcontractors.

The intended ¹¹¹ subcontractors and the services to be provided shall be named in the bid submission {Annex E) ZIJ,

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who are also and demonstrably competent, efficient and reliable and who have also undertaken to carry out their work in accordance with the obligations set out in the chapter entitled "Organization", which goes beyond the current version of the Data Protection Act. 111

The following provisions, in particular also special regularle11 (e. g.

The Contractor shall, without the consent of the Client, only use such subcontractors for the performance of services.

-

compliance requirements) of the AG and also to comply with them accordingly.

- follow.
 - which do not come from insecure third countries (gema DSGVO) or act from dart and
 - which comply with the service qualities and the service levels defined in this service description 11.md the applicable documents.2
- will comply with specifications.

The Contractor shall continuously monitor compliance with this obligation and document the overruns without fail .

The Contractor undertakes not to prevent its subcontractors from concluding contracts with the Client or a group company11 for services which are not the subject of this contract. This obligation on the part of the Contractor shall also apply to exclusive agreements which could prevent the Client, the group company or the subcontractor from obtaining services which they require for the performance of such orders.

327 Manufacturer support

The customer shall ensure that all systems and equipment required for the provision of the service are maintained/supported by the respective manufacturer. The systems used may not be used as end o lif en. The Contractor must conclude the necessary agreements with the manufacturers. The Contractor must inform the Client in good time if these agreements need to be extended or adapted.

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Unabhängig von den konkreten Supportvereinbarungen und von der Art der Beistellung erwartet der AG Fachwissen und Zertifizierungen, die es dem AN ermöglichen, die Supportvereinbarungen im Kontext dieses gleich das Wissen und Erfahrung zum Einsatz der kompetent zu nutzen.

4 Allgemeines

4.1 Definitionen, Begriffe, Abkürzungen

4.2 Sonstige Unterlagen

Der AG stellt dem AN die zur Vertragserfüllung notwendigen bereichsinternen Absprachedokumente / Methoden- und Prozessbeschreibungen in der jeweils gültigen Version zur Verfügung bzw. stellt sicher, dass diese beim AG eingesehen werden können.

Für Prüfstandsumfänge ist seitens des ANs gegenüber dem AG eine Zertifizierung nach ISO 17025 nachzuweisen.

4.3 Software

Beinhalten die im Lastenheft angeforderten Leistungen Komplett- oder Teilumfänge für die Entwicklung von fahrzeugbezogener Software, d. h. Software, die einen Einfluss auf das Fahrzeug und seine Funktionalitäten hat, sind die in diesem Kapitel mitgeltenden Unterlagen verpflichtend.

- ☒ The order includes complete or partial scopes for the development of vehicle-related software.
- ☐ The order does not include complete or partial scopes for the development of vehicle-related software.

4.4 Besondere Merkmale

Sind besondere Merkmale gemäß VDA Band „Produktentstehung ~~und~~ Prozess Besondere Merkmale (BM)“ Bestandteile des beauftragten Umfangs oder ist der Umfang durch den ~~beauftragten~~ als relevant für Besondere Merkmale gekennzeichnet, so verpflichtet sich der ~~Bestandteil~~ als relevant für Besondere Merkmale gekennzeichnet, so verpflichtet sich der ~~Bestandteil~~ Richtlinien der Konzern Grundanforderungen Software (KGAS), des LAH.893.909.C Besondere Merkmale und der Formel Q-Fähigkeit Software (in der aktuellen Version in Group Supply verfügbar) bei der Auftragserfüllung anzuwenden bzw. sicherzustellen und einzuhalten.

☐ The assignment is relevant for Special Features

☒ The assignment is not relevant for Special Features

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LJ.5Processing of personal data

If the Contractor processes personal data for, together with or from CARIAD SE, a separate data protection agreement¹¹ may be required in accordance with the German Data Protection Act. The data protection regulation (GDPR) must be complied with. This is determined by whether there is order processing, joint responsibility or separate responsibility.

The relationship between CARIAD SE and the AN was audited. The 11th speaks clearly;

1. Order processing (Volkswagen AG is the client)

Common responsibility

Separate responsibility

Is not required

In the case of contractual processing, the conclusion of a so-called agreement on contractual processing is mandatory pursuant to Art. 28 of the GDPR. In which the object and duration of the processing, the nature and purpose of the processing, the nature of the personal data, the categories of persons concerned and the obligations and conditions of the processing shall be specified.

The rights of the responsible person are to be determined. The draft contract for this will be issued by - .

T

The draft contract for this purpose will be made available by the - .

If, in the course of processing the order, personal data are processed by the Contractor which require a higher degree of protection, the Contractor shall, at the request of the Client, have an evaluation of its technical and organizational measures carried out at its expense in accordance with TISAX. It is to be noted that the "Scope" of the Certification corresponds to the specific service and the certification fulfills the purpose. (If objective. Data (in the case of processing of special categories of personal data, the "Special Data" checkpoint,,).

In the case of joint responsibility of 1/2 and AN for the processing of personal data, an agreement on joint responsibility shall be concluded. And AN for the processing of personal data, an agreement on joint responsibility is required.

(eng l. Joint Contract or Agreement abbreviated.. to JC.Au) is required in accordance with Article DSGVO26, in der in

In particular, the respective duties of the obligated parties with regard to the rights of the persons concerned shall be regulated and documented in a transparent form. The contract template for this shall be provided by the Client.

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Volkswagen Aktiengesellschaft. Verlagspartner. DAKUM@ntg.ndsatzlioh. Oberdiezuständige Beschaffung.

CARIAD SE Volkswagen Group Company

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4.5.1 evaluation er Informationssicherheit der Partnerfirmen

Classification of the targeted release(s):

181 KINE

- ☐ **PROTOTYPEN** (vehicles/ design relevant parts subject to secrecy. gemals Entwicklung/ Design)
- ☐ **COMPONENTS AND AGGREGATES**, which are subject to secrecy. installed in production vehicles or not relevant to design.
- ☐ WFS components (e.g. development and production facilities for keys), Schließzylinder, Motorschlüssel, WFS-Master, elektr. Steuerung Locking, etc.)
- ☐ Others (separate plant)

4.5.2 Documents to be applied

Other documents as well as the referenced documents are valid as of the date of issue of the load booklet.
The Contractor shall ensure that it works with the documents valid for the specifications.

The following documents and standards, which shall be the basis of the contract, shall be particularly reviewed:

General Terms and Conditions of Purchase of Volkswagen AG (Berec Beschaffung allgemein)
General Terms and Conditions of Purchase of IT
Cyber Security Requirements (GSMA)
Konzern-Grundrichtlinien Sicherheit (KGAS).
AF requirements to UNECE UNR 15 CSMS sowie UNR 1 SUMS66
The EU Data Protection Regulation (DGSVO) is the

it BDSG

Source of reference: Documents that are not included in the load booklet can be accessed via the Volkswagen Group's B2B supplier form at the website address www.vw.com/hjsur.pl/cqm or will be made available on request.

5 Attachments

Alle Rechte vorbehalten. Disclosure or transfer without the prior consent of the

Volkswagen Aktiengesellschaft. Volkswagen Partner Relationship Department
Beschaffung.

und sachlich Ober die zuständige

CARD SE Volkswagen Group Company

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