

Delivery Solution Architect (DSA) Subscription

This Service Description (including its face page) describes the scope of services, associated Customer requirements and related term, for the Databricks Advisory Service subscription identified above (the “Service” or “Subscription”), and applies to the Service under Customer’s accepted Service Order.

Accelerate the benefits of your Lakehouse implementation with expert coaching

Service Overview

Transformation to an open, integrated data platform requires untangling complex existing systems. Often the biggest challenge is not the technology – it’s the readiness of the people. Databricks provides a range of flexible help, so teams with different levels of experience can get what they need, to reduce risk and to accelerate your data + AI initiatives.

	Silver	Gold	Platinum
Overview	<p>This offering adds access to proactive customer success and technical guidance across all of our success focus areas.</p> <p><i>Good option for customers with a single Databricks project or team</i></p>	<p>This offering includes more comprehensive business and technical guidance, from an expert who is familiar with your environment and requirements</p> <p><i>Ideal option for mid-sized organizations with multiple Databricks projects or environments</i></p>	<p>This offering includes more comprehensive business and technical guidance, from an expert who is familiar with your environment and requirements</p> <p><i>Ideal option for large organizations with multiple Databricks projects, teams, and environments</i></p>
Engagement Level*	Access to a Databricks expert coach to work with your team up to 8 hours per Week	Access to a Databricks expert coach to work with your team up to 16 hours per Week	Access to a Databricks expert coach to work with your team up to 32 hours per Week
Common focus areas (see attached for additional options)	<ul style="list-style-type: none"> ● Success Services ● Getting Started with Databricks ● Team Acceleration ● Technical Advice & Guidance 	<ul style="list-style-type: none"> ● Success Services ● Getting Started with Databricks ● Team Acceleration ● Project Acceleration ● Technical Advice & Guidance ● Platform Health and Efficiency 	<ul style="list-style-type: none"> ● Success Services ● Getting Started with Databricks ● Team Acceleration ● Project Acceleration ● Technical Advice & Guidance ● Platform Health and Efficiency ● Governance and Compliance

*Any unused hours in a given Week are forfeited and do not carry over to future Weeks. During each annual Subscription period, the Delivery Solution Architect may be unavailable for up to an aggregate of twenty (20) Days for personal time off (with reasonable advance notice, absent unforeseen urgencies).

Note: You may also see the Delivery Solution Architect Subscription (e.g. DSA Subscription) referred to as “Guided Success Subscription” or “GSS” in Databricks price lists, order forms, or other materials.

Description of Services – Focus areas provide the assistance you need

Leading-edge projects come with unforeseen obstacles. Avoid time-wasting trial and error by using our experienced professionals to guide your team. Databricks Delivery Solution Architects (DSAs) are experts who are cloud certified and Databricks certified. DSAs leverage their experience to help you tackle challenges by providing Services across the following Technical Focus Areas* and Representative Activities:

**Eligible Technical Focus Areas may vary based on your purchased Subscription level. Specific activities performed will vary, depending on Customer-specific objectives. Customer is required to maintain a minimum of underlying Business level Support Services.*

Technical Focus Area	Representative Activities
Success Services	<ul style="list-style-type: none"> ● Databricks expert coordination and project oversight ● Periodic platform health checks provided by our Technical Services team ● Development & maintenance of success plan to meet business outcomes ● Alignment of Databricks product updates and features to customer roadmap, facilitate new feature introductions ● Live technical education sessions provided by our Learning & Enablement team
Getting Started with Lakehouse	<ul style="list-style-type: none"> ● Orientation to Databricks and available resources ● Guidance on training paths and enablement plans ● Best practice for platform/workspace setup and automation ● Best practices for environment setup, access control, cluster provisioning, integration planning, dataset sizing / batching, data freshness SLAs, and more
Team Acceleration: New Staff	<ul style="list-style-type: none"> ● Onboarding support and coaching for new team members ● Learning Needs Assessment created to provide a learning roadmap for your team(s) ● Access to additional learning materials, and webinars
Technical Advice and Guidance	<ul style="list-style-type: none"> ● Delivery best practices, and how to avoid the technical debt with your Lakehouse ● Lakehouse administration best practices ● Access to Databricks Private Previews ● Coaching on feature vs. code development best practices ● Recommendations for CI/CD setup and version control ● Recommendations for HA/DR set up and management ● New product feature advice and recommendations ● Guidance for reusable MLOps and DevOps assets
Project Acceleration: New Data Sources, New Use Cases <i>Gold and Platinum only</i>	<ul style="list-style-type: none"> ● Best practice for platform/workspace setup and automation ● Planning assistance and implementation best practices for new use cases ● Roadmap alignment and advice on use of Databricks features ● Reference architectures & implementations for similar examples ● Assistance leveraging Solution Accelerators for new machine learning use cases

<p>Platform health and efficiency</p> <p><i>Gold and Platinum only</i></p>	<ul style="list-style-type: none"> ● Platform health analysis and recommendations ● Optimization techniques for speed, cost, and data SLAs ● Assistance implementing operational metrics and reporting ● Usage monitoring, cluster tagging, and contract monitoring ● Assessment of benefits of unused features ● Planning for Databricks product upgrades ● Lakehouse readiness assessment
<p>Governance and compliance</p> <p><i>Platinum only</i></p>	<ul style="list-style-type: none"> ● Platform security best practices ● Access control advice and planning ● Governance planning for data assets including tables, files, and ML models ● Assistance configuring audit logs for insights into access patterns ● Recommendations to prevent workspace proliferation

Prerequisites

Throughout the Subscription, Customer will assure that the following requirements are met, to enable the Services:

- Maintain a subscription to Databricks Support Services (minimum of *Business* level required)
- Additionally, Customer will make available appropriate Customer technical, business and domain experts with an understanding of Customer’s business requirements for use of the Services. Such individuals need to be reasonably available to answer Databricks questions, and provide necessary context and implementation details, access to necessary environment, data and artifacts to successfully complete the project, as well as information (as relevant) on current data pipelines, data products, data sources, downstream systems, data consumers and their needs

Out of Scope

Work exceeding the allocation of time, or outside eligible Focus Areas, included in Customer’s Subscription level. Databricks does not validate Customer business requirements, deploy systems into production, perform data cleansing or solve inherent upstream data quality issues, user acceptance testing, or perform Customer change management, provisioning of any Workspaces, or configuration of/integration with non-Databricks solutions (e.g., products that integrate with Databricks as source or sync but not part of the Databricks platform itself, such as streaming sources, orchestration tooling)

Additional Definitions

- **“Agreement”** means your agreement with Databricks providing general terms for our Services
- **“Week”** means Monday–Friday, excluding local holidays based on Customer’s Service location. (Customer’s default Service location, for purposes of defining primary contact hours/location, is selected at time of Order)
- **“Services Order”** may be any of these mutually-accepted formats placed under your Agreement: an Order, Success Credit redemption request, written statement of work, or similar document
- **“we”, “us” or “our”** means Databricks, Inc. or its Affiliates
- **“you” or “your”** means the Customer organization that placed the Services Order

Additional Terms

- Subscription benefits are generally provided remotely. If onsite engagement is Customer-requested and agreed, Customer is responsible for reasonable travel and living expenses of Databricks personnel
- DSA coordinates other resources as needed
- Databricks may update designated Databricks team member contact(s) from time to time