Accelerate the benefits of your lakehouse implementation with access to expertise

Executive summary

Transformation to an open, unified and scalable Data and AI 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 expert help, so teams with different levels of experience can get what they need, to reduce risk and to accelerate your data + AI initiatives. The RSA Subscription provides access to deep technical expertise honed in with collective field experience and best practices drawn from working with world's top enterprises solving their toughest data + AI problems at massive scale.

	Silver	Gold	Platinum
Overview	Access to RSA expertise across all of our technical excellence focus areas *Good option for customers with a single or smaller Databricks projects or team*	More comprehensive access to RSA expertise, from an expert familiar with your environment and requirements *Ideal option for midsized organizations with multiple Databricks projects or environments*	Most comprehensive access to RSA expertise, from an expert who is familiar with your environment and requirements *Ideal option for large organizations with multiple Databricks projects, teams, and environments*
Level of RSA Engagement & Access *	Up to **1** Day per Week	Up to **2** Days per Week	Up to **4** Days per Week
Common focus areas *(see attached for additional options)*	• Well-architected Lakehouse • Lakehouse Operations Best Practices • Use Case Acceleration & Migration Assurance	• Well-architected Lakehouse • Data & AI Governance • Lakehouse Operations Best Practices • Use Case Acceleration & Migration Assurance • LLMs, AI, ML, MLOps	• Build/validate Data & AI blueprint • Well-architected Lakehouse • Data & AI Governance • Lakehouse Operations Best Practices • Use Case Acceleration & Migration Assurance • LLMs, AI, ML, MLOps

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

This Service Description (including its face page) describes the scope of services (including associated Customer requirements) for the Databricks Advisory Service subscription identified above (the "**Service**"), and applies to the Service under Customer's accepted Service Order.

Technical excellence focus areas provide the assistance you need

Leading-edge projects come with risks, technical challenges and unforeseen obstacles. Avoid time-wasting trial and error, costly rework of the implementation by working with our experienced RSA professionals to accelerate your outcome. Databricks RSA experts are cloud certified and Databricks certified, and have experience tackling challenges in the Technical Excellence Focus Areas below.

Focus Areas

Technical Excellence Focus Area	Representative Activities
Build/validate Data & AI blueprint	• Review of strategic enterprise initiatives for coming fiscal year, key metrics to consider, target operating model and standard operating procedures (SOP) • Present recommended findings and iterate on solutions for target state • Work with customer enterprise architects to ensure architectural consistency across enterprise and use case types.
Well-architected Lakehouse	• Architecture assessment: review of current state of data architecture, ecosystem, processes, workspaces, data, storage and catalogs • Security & audit: SSO and SCIM integration, audit and usage logging, review shared responsibility model • Performance and tuning best practices • Cost optimization: usage pattern of users and BUs, right SKU for right use-case, cluster policies and tagging, cost monitoring and chargeback reporting • Resiliency: HA/DR strategy review and recommendations
Data & AI Governance	• Review requirements & best practices for data governance, management, lineage, sharing, & discoverability • Inventorize existing metastores & objects • Metastore registration and design • Migration strategy for existing metastore (internal/external) to Unity Catalog • Documentation including target governance / architecture design

Technical Excellence Focus Area	Representative Activities, *Continued*
Lakehouse Operations Best Practices	- Operational excellence and reliability: assess and provide recommendations on DevOps processes, infrastructure management and workflow deployments - Organization of workspaces between multiple business units - Service Level Indicators (SLI) and Service Level Objectives (SLO) across different platform/data assets for monitoring and observability - Code promotion from dev → test → production - Process design for data intake and consumption
Use Case Acceleration & Migration Assurance	- Use case acceleration across key phases including requirements analysis, scoping, architecture & design, advisory & best practices and build - Migration assurance across migration readiness, historical data and code migration, integration and testing - Develop reusable code templates for ingestion data sources, sinks and workload patterns, for managing data assets and for data quality and reconciliation - Define and validate against policies for production readiness
LLMs, AI, ML, MLOps	- Advise on how to build your own dataset to get the most out of a language model, such as Dolly - Building a knowledge base Q/A model prototype - Develop ML Model MVP formulated to solve a specific business use case - Model inference and productization - Recommend end-to-end MLOps workflow for an ML use case

Prerequisites

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

- Reasonable access to Customer environment, data, and artifacts as reasonably necessary for Databricks to successfully provide the Services on a timely basis

- Cloud Storage accounts (e.g., S3 or ADLS Gen2), will be provisioned, with appropriate privileges made available for reading/writing the datasets as appropriate

- DBMS connectivity/routability from Databricks clusters needs to be configured and ready to be accessed via JDBC connections. Other access to source or target systems and applications needs to be granted as appropriate

- Code artifacts for existing use cases planned to be investigated need to be made available to the Databricks RSA or equivalent or consultants

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- 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
- "**Day**" means 8-hour Service day, based on local business hours per Customer's Service location, excluding holidays
- "**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 requested and agreed, Customer is responsible for reasonable travel and living expenses of Databricks personnel.
- Databricks may update designated Databricks team member contact(s) from time to time.