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

Service Overview

Accelerate your organization's project timelines and apply best practices in your journey to adopting the Databricks platform

Objective

Familiarise yourself with the Databricks platform and key capabilities that follow best practices. This offering includes working closely with our industry-leading experts from the Databricks Advisory Services team.

Description of Services

Databricks will provide Services from the Technical Focus Areas and Representative Activities described below in assisting the Customer with their initial Databricks adoption. Specific activities performed will vary, depending on Customer-specific objectives.

Technical Focus Area	Representative Activities
Use Case Review	Conduct project planning and use case review sessions to understand Customer's context in order to execute on providing high-level architecture guidance and recommendations on best practices.
Advising	- Provide Databricks Well-Architected review covering the following areas: - Security - Data Management - Jobs, Clusters and Workspaces - ETL Architecture - ML Architecture - Conduct best practices sessions for Customer project team - Provide reusable code templates - Assist Customer with planning, transition and kickoff of project(s), including potential additional engagement phases

Prerequisites

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

- Reasonable availability of Customer's technical, business, and domain experts to be available on-demand throughout the engagement, and on a timely basis to answer questions and provide necessary context and implementation details.
- Customer to make available technical resources familiar with Customer's relevant platform and data products (including familiarity and understanding of the business requirements and logic built into the existing pipelines) as well as those who will own the products after this engagement is complete for appropriate knowledge transfer
- Reasonable access to Customer's environment, data, information, and artifacts as reasonably necessary to successfully complete the Services, on a timely basis.
- Customer should maintain executive level sponsorship and commitment to the Services.

Out of Scope

- Any activity not specifically listed in this Service Description
- Developing a production-ready workflow (e.g., CI/CD).
- Any user acceptance testing.
- Training of end users.
- Work exceeding the allocation of Days and Services included in this engagement (*see* **Resources and Schedule**).

Resources and Schedule

Services consist of up to **5 Days (40 hours)** of **Senior Consultant** time, generally across a continuous 2 week period, applied against the Representative Activities in the Description of Services above. Databricks will work with you to mutually agree to a project schedule as part of the Use Case Review phase. Resourcing assignments require a minimum 4-weeks advance request (while Databricks makes reasonable efforts to accommodate scheduling requests, personnel availability is subject to Databricks resourcing and discretion). Accordingly, Databricks recommends Customer coordinate with Databricks Services at least a month before placing its Service Order.

Additional Definitions and Terms

- "**Agreement**" means your agreement with Databricks providing general terms for our Services
- **"Day"** means 8 working hours during local business days, excluding holidays
- "**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