

Specific Program Documentation

VCF Virtual Technical Adoption Management

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Program Name: VCF Virtual Technical Adoption Management

1. DEFINITION

VCF Virtual Technical Adoption Management consists of the identifying, resourcing, appointing, and provisioning of a designated resource (a “vTAM”) with the subject matter expertise to assist the Customer with solution guidance and operations optimization. The vTAM is a shared resource and will work with Customer for up to a half day per week.

vTAMs are embedded in the customer’s business environment helping to speed adoption of the relevant Broadcom Offering in support of the Customer’s objectives. vTAMs will conform to the management practices of the Customer with remote assistance to be agreed by the customer and Broadcom. Broadcom can utilize employees and sub-contractors who have entered into the appropriate confidentiality provisions to support the delivery of the Broadcom Offering. Customer is not responsible for Broadcom incurred vTAM expenses.

Activities performed by a vTAM include and are not limited to:

- A review of Customer’s virtual environment.
- Collaborative advice on Customer’s important projects and issues.
- Helping Customer identify technical requirements necessary for onboarding new VMware software successfully.
- Guidance for upgrading Customer’s existing VMware infrastructure.
- Identifying best practices for improving Customer’s environment stability and operational efficiency.
- Periodic check-ins and impact reports to highlight progress to Customer’s stakeholders.

2. CUSTOMER RESPONSIBILITIES

Customer will fulfill the following responsibilities:

- A. Complete any onboarding processes for the vTAM as soon as practical.
- B. Provide remote access to the proper environments, hardware, underlying operating systems, supporting databases, applications, relevant business and technical documentation, and subject matter experts as required. Customer is responsible for ensuring the appropriate Customer personnel are available to work with the vTAM since the vTAM activities are collaborative in nature. Accordingly, Customer will designate a single point of contact to coordinate administrative issues with the vTAM.

- C. Broadcom makes no representation or warranty that the Assistance provided will provide any specific deliverable or results.
- D. Customer and Broadcom will work together on the schedule of the vTAM.
- E. Customer will provide knowledge of relevant regulations and control environment that the Broadcom Software will operate within, including software development lifecycle, administrative, security and audit controls.

3. ACTIVITIES OUT OF SCOPE

- A. Installation or configuration of any Broadcom Software solutions
- B. Customizations, including customization of Broadcom Software, system agents, equipment, operating software and any customization or development activity that impacts any of the features and benefits and underlying source code of the Broadcom Software, including object code that extends the install package of the product.
- C. Activities related to the removal or replacement of a Broadcom Offering.
- D. Any installation, configuration or troubleshooting relating to a third-party product, including the installation of third-party product interfaces, exit coding or developing interfaces from Customer systems and applications.
- E. Modification or translation of product languages, or the addition of any language that is not currently available within Broadcom Software.

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