

## Starter Package Scope of service

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**This document describes the starter package's scope of service.**

### 1. Preliminary remark

(1) The i-doit starter package for the use of CMD is a standardised service for the successful realisation of CMDB or documentation projects with i-doit.

(2) synetics provides service only for the respective latest released versions of the software which it has programmed or delivered, as well as for the corresponding previous version (major release).

(3) Some of the starter package services are performed on site, while some are delivered via remote data transmission. The partner shall provide at its own cost the technology and rooms required for this purpose at its location (Internet access, audio, workstation, etc.)

### 2. Scope of service

(1) The starter package is comprised of the following services:

- Joint development of a Configuration Management Plan (CMP),
- Best Practice for the use of i-doit CMDB,
- Determination, collection and import of existing asset data into i-doit,
- Installation and configuration of the i-doit environment,
- Workshop & training, 3-day workshop,
- Support & care, Advanced.

### 3. Service level

(1) The starter package is a customised service for organisations and can require a lead time of up to six weeks following order confirmation. The services of the support package contained therein run for one year and correspond to the standard rate. As a rule, the other services can all be delivered within two weeks. However, a project phase of approximately four to six weeks is normal.

(2) The service portion in addition to the support package is limited to 20 working days at the most. Normally this part comprises approximately 14-17 working days over the course of a regular project.

(3) After the kick-off event (see "Execution"), 10% of the lump sum is due. During this event, a milestone is fixed, and when it is reached another 40% of the sum becomes due for payment. The payment of the balance is then made after the direct services are completed (apart from the support package).

(4) Incidental costs must be factored in for work outside the greater Düsseldorf area. As a rule, these incidentals are determined by our respective valid price list. However, it is also possible to agree on a lump sum in advance for incidental costs as part of the starter package.

### 4. Execution

(1) The scope, schedule and concrete contents of the activities are defined at a kick-off event attended by all of the concerned parties at the customer's location. The milestone for the second payment is also determined as part of this (see "Service level").

(2) The further progression is based on the determinations made at the kick-off. The conclusion of the direct services is confirmed by both parties with an acceptance report.

(3) The term of the one-year support contract commences with the order confirmation.