

Supplementary Terms for BMC SOWs

The following supplementary terms are applicable to the Services being performed and form part of the SOW. These supplementary terms have been split out into the following product families:

- [Control-M and AMI; and](#)
- [DSOM \(“DSOM” or “HELIX”\)](#)

1 Supplementary Terms for Control-M and AMI

1.1 Prerequisites

The following must be met prior to the Mobilize phase of the project. BMC will provide instructions to ensure all requirements are met. Any delays in meeting these requirements may impact the timeline and/or costs associated with the signed Statement of Work. For additional details, refer to the General Assumptions in this document.

- Share documentation with BMC that contains detailed information of the in-scope technology environment(s). Ensure all in scope artifact(s) are provided. This includes, but is not limited to, JCL, datasets, and reports where applicable.
- Ensure infrastructure/environment readiness by reviewing the Technology Specific Environment requirements which will be shared by the BMC lead.
- Depending on the technologies in scope, BMC will provide guidance which may include BMC Best Practice Runbooks, Implementation Plans and Environmental Readiness Checklist to support initiatives such as a new implementation, an upgrade, a migration or a conversion.
- If applicable, allocate required batch outage windows for major migration cutovers.

1.2 Project Delivery

1.2.1 Project Delivery Methodology

- All projects will follow the BMC Delivery Methodology which includes the following phases. See detailed definitions of each phase in the BMC Standard Definition section of this document.
 - Mobilize
 - Execute – Design, Build, Validate
 - Deploy
 - Adopt & Enhance

1.2.2 Document Review Process

- BMC documents are subject to a one (1) cycle review. The basic review steps are:
 - Each document will be presented to Customer as version 1.0.
 - Customer shall have five (5) business days (“Document Validation Period”) to review version 1.0 and formulate feedback. Customer shall provide feedback to BMC in writing; email is acceptable.
 - Updates are made to the document by BMC as appropriate and a final document is delivered to Customer as version 2.0.

- If the Document Validation Period ends without feedback from the Customer, the document will be deemed complete.

1.2.3 Change Control Process

- Any changes to the SOW must be mutually agreed upon in writing by both Customer and BMC. Proposed changes shall be submitted in writing by the requesting party. Upon agreement with respect to such change, the scope, estimated project dates and fees may be amended to reflect these changes through a separate amendment named Contract Change Order (“CCO”).

1.2.4 Services Suspension

- Customers can pause planned services by giving BMC two weeks' written notice.
- If two weeks' notice is not received, BMC will halt any scheduled activities Customer is requesting but will invoice the Customer for any non-refundable costs incurred.
- The invoice must be paid as per the terms in the Agreement.

1.2.5 Non-Compliance

- BMC's time and cost estimates rely on the assumptions made in the SOW including Customer Responsibilities, Assumptions and General Assumptions
- Changes or non-compliance with these may impact the schedule and fees.
- BMC will notify in writing if this occurs and manage it through the Change Control Process
- If customer's non-fulfilment impacts BMC's services, BMC will notify the customer.
- If the issue isn't resolved within 15 Business Days, BMC will invoke the Escalation Procedure

1.2.6 Escalation Procedure

- Before starting SOW, each party will name a primary contact.
- If an issue arises, the contacts must be notified in writing immediately to resolve the matter in good faith.
- If unresolved within ten working days, either party can suspend the project until the issue is resolved or terminate the SOW in accordance with the Termination provisions below.

1.2.7 Termination

- Termination provisions here are additional to those in the Agreement.
- This SOW remains effective until (i) completion or (ii) termination by either party with 30 days' written notice.
- If services do not start due to customer delay within 45 Business Days of signing or if there's a 90-day period without BMC services being performed due to customer delay, BMC can terminate this SOW.
- BMC will provide written notice of termination.
- Upon termination, the customer must promptly pay BMC for services and expenses incurred up to the termination date.
- To re-activate, a new SOW may be required, and fees may increase

1.3 General Assumptions

- Changes to BMC standards in the Supplemental and Standard terms will be highlighted as an exception and represented in a dedicated section of the SOW. Thereafter, the SOW will govern the documented exception.
- Customer is responsible for planning, managing, and executing the overall program of which these services are a part.
- BMC will have access to Customer's resources and systems as per the schedule.
 - If BMC is not providing a SaaS service, Customer will provide access to necessary system resources, inside and outside normal business hours.

- Customer will approve configuration changes within five Business Days
- Any delays may impact the schedule and fees.
- Customer is responsible for backups and recovery files.
- If applicable, Customer is responsible for any infrastructure, connectivity and credentials for systems connecting to SaaS environments.
- Documentation will follow BMC standard practices and templates.
- The scope of work is detailed in the Services and Services Scope sections. No scope is implied.
- A designated Customer contact (hereinafter “Customer Project Manager”) shall be available throughout the engagement.
- The Customer Project Manager shall have sufficient knowledge and the authority to make decisions and carry them out relative to the Consulting Services and planned activities throughout the course of the engagement.
- The Customer Project Manager will provide timely response to requested information
- The Customer Project Manager will communicate with the affected personnel and management to inform them of our activities and request compliance.
- The Customer Project Manager will coordinate schedules of necessary systems and technical resources to meet the engagement timeline.
- Customer resources must be dedicated to the project and actively participate in workshops if applicable.
- Customer resources are responsible for collecting any necessary data within an agreed timeframe.
- Customer will inform BMC of any relevant industry-specific laws and regulations that may impact the services.
- Customer is responsible for managing internal and external stakeholders.
- The Customer will ensure that resources remain available and consistent. Changes or unplanned delays due to necessary resources that are unavailable may impact the estimated schedule and cost.
- If a product problem is encountered during the engagement that does not impair the defined scope of work, the Customer will work with BMC Software Support to resolve the issue.
- Customer handles all process, people, and organizational change activities unless specified otherwise.
- Customer is responsible for designing and executing communications plans if applicable.
- Achieving project aims and objectives is solely Customer's responsibility, as BMC has no control over process and organizational changes.
- Should the BMC Services be performed on a Customer managed environment, Customer will take responsibility for maintaining and ensuring back-ups and recovery files.

1.4 Software Licenses & Versions

- Software licenses/subscriptions for the in-scope software must be obtained before starting the work.
- If a new version of the software becomes available during this project, Customer and BMC will assess its impact.
- Upon agreement, they will negotiate a Contract Change Order (“CCO”) to include the new version, addressing any changes to scope, schedule, or fees.

1.5 Testing Strategy

The Test strategy ensures systematic identification, planning, and execution of tests that validate the solution. This strategy aims to mitigate risks, uncover potential issues early, and confirm that business requirements and user expectations are met.

1.5.1 Testing Approach

The specific testing types used will be defined in the SOW. It may contain some or all the following,

- Unit Testing
- Functional & Integration Testing
- Performance & Load Testing – *Customer responsibility unless defined differently in SOW*

- User Acceptance Testing
- Regression Testing

The project manager will hold a testing kick off meeting to go through testing readiness, testing process and expected outcomes with the Customer.

1.5.2 Roles and Responsibilities

The Project Manager is responsible for the execution of the Test Strategy in accordance with the SOW and the test plan.

1.5.3 Test Artifacts

The testing artifacts which may be produced,

- Test Plan

Test progress report, including,

- Test Case Execution
- Test Issue tracker

1.5.4 Test Environment(s)

The Test Environment should be an independent instance from any other environment. Controls will be placed on the Environment to ensure that the environment configuration is always known across code, configuration and data releases.

No development activity is to be carried out within the test environment, outside of the agreed release schedule, unless a Priority 1 or 2 issue has been reported specifically against the environment.

Customer resources are required to be available to support the integrated environments and to also provide testing activity during the integration testing to ensure all transactions and updates are generated and validated appropriately during the Integration testing phase.

1.5.5 Test Issue Management

Test Issues in testing are variations from the documented requirement. All Test Issues affecting testing will be raised in a Test Issue log to ensure they are formally recorded and tracked through to a resolution. This will ensure that even if the Test Issue results in no action being taken, there is a history of the actions and/or decisions carried out to arrive at the final status of the Test Issue.

Customer Test Issue reporting and management will be managed on the BMC Support Site.

Eligible customers may be able to log cases directly using BMC Support Site. A guide to registering and logging cases will be shared by BMC.

At the commencement of testing, BMC will organize a workshop with the Customer to review the process to log cases that will allow the Technical Lead or Consultant to work on the case.

1.5.6 Test Issue Prioritization

A Test Issue must be assigned with a priority level to identify the impact to the current system under test and how it will impact the project.

Test Issue are prioritized as follows:

Priority #	Priority Name	Definition
P1	Critical / Showstopper	<ul style="list-style-type: none"> • Complete loss of service. • Severe performance problems. • Unexpected loss of core foundation data • Results are complete failure, or test could not be completed
P2	High	<ul style="list-style-type: none"> • Partial loss of system functionality. • Total loss of functionality for an interface. • Critical component test could not be completed • Significant data corruption or loss.
P3	Medium	<ul style="list-style-type: none"> • Information/Result returned to a user is ambiguous or incorrect • Workaround is available
P4	Low	<ul style="list-style-type: none"> • Does not affect the key functionality of the application. • Typographical error in a user interface or report. • Inconsistent look and feel.

1.5.7 Entry Criteria

The following entry criteria must be met before functional & Integration testing, or any following test phase can commence. The entry criteria are defined as follows:

- All test team members to be trained on the solution prior to testing.
 - If applicable, test user's may be given access to a BMC community where they can utilise their Education LPC's or Subscriptions to undertake the required learning.
- All test team members are to be in place and trained on the testing processes prior to the commencement of testing activity.
- The test environment must be at a stable version with all implementations of data, configuration, integrations complete and the release version controlled.
- All development resources must vacate the test environment on completion of the most recent release being implemented.
- Previous testing phase must be completed, and evidence provided to the project team of all testing activity and results, including Known Errors, Workarounds, and scheduled releases of resolutions.
- P1 and P2 issues identified during prior test phase must be resolved or P2 must have customer accepted workarounds.
- P3 Test Issues identified during development or prior testing must be declared as 'Known Errors' with a workaround and/or scheduled release date of resolution identified if they are unable to be resolved at the time of release. The Project Manager/Test Manager will undertake an assessment as to the impact of the Test Issues on the testing process and identify if the 'Suspension Criteria' needs to be invoked.
- P4 Test Issues must be declared as 'Known Errors' and reasonable efforts must be made to resolve these during the Project lifecycle.
- Version controlled load sheets must be available to the test team to enable the accurate validation of data loads.
- Version controlled requirements documentation must be available to the test team to ensure the accurate validation of all configurations and/or integrations within the scope of the testing phase.
- All version-controlled test scripts must be complete, approved and sent to BMC prior to the commencement of testing.

1.5.8 Exit Criteria

- All planned cycles of testing must be complete, and results recorded.
- No P1 or P2 with unacceptable workarounds are to remain open on completion of testing.
- P3 Test Issues must have a workaround documented and be accepted by the project.
- P4 issues will be resolved via “reasonable efforts” and outstanding Test Issues will not prevent the exit of testing.
- A testing completion report will be produced for each testing deliverable. This will contribute to the overall testing completion report at the end of the project.

1.5.9 Suspension and Resumption Criteria

This section outlines the circumstances that would result in the partial or complete suspension of testing. The suspension and resumption criteria will be managed and escalated by the Project Manager/Test Manager and initiated on approval by the Project Management representatives.

1.5.9.1 *Suspension Criteria*

This section outlines the circumstances that would result in the partial or complete suspension of testing.

This will include:

- A P1 issue, raised against a catastrophic failure of the system functionality, rendering the solution unusable and where no acceptable workaround has been identified.
- The number of open issues produces a situation where they cumulatively mean testing has no value in such circumstances and it makes little or no sense to continue to test until resolutions are identified.
- Requirements have changed significantly via Change Control to the point where test scripts in their current state are invalid and require redefining.

1.5.9.2 *Resumption Criteria*

This section describes the conditions under which the suspended testing can resume.

This will include:

- P1 issue(s) have been resolved and the system functionality is restored.
- The significant number of open issues previously suspending testing have been resolved and retested to enable the resumption of the planned testing.
- Requirements have stabilized and been documented to reflect correctly (either via Change Control, Test Issue or requirements specifications) and the test scripts have been modified to reflect the new functionality.

1.5.9.3 *Dependencies*

- A Test and Test Issue Management tool will be made available to manage the testing deliverables and the Test Issue management processes.
- All test cases will be documented prior to the commencement of testing.
- All testing tools and/or document repositories will be available and configured as required prior to the commencement of testing.
- All requirements are documented to enable a clear interpretation for translating into test scripts.

1.6 Team Structure

1.6.1 BMC Roles and Role Responsibilities

Project Manager

- The BMC Project Manager handles project management activities from the consulting team's perspective. They work closely with the Customer Project Manager to plan and manage project activities, logistics, resources, and scope. This role may be titled Project Specialist, Project Manager, or Global Program Manager.

Technical Lead

- The Technical Lead provides technical expertise and leads the consulting team's technical activities. This role may be titled Principal Consultant, Solution d, or Senior Consultant.

Consultant

- The Consultant provides technical services.

GSD

- GSD Consulting resources may fulfil any roles as listed above but work will be performed from a remote (non-onsite) BMC global services delivery location including but not limited to India and Mexico.

Customer Success Account Manager

- Provides sponsorship and is the Customer's BMC Consulting Services relationship manager.

1.6.2 Customer Roles and Role Responsibilities

Customer Project Sponsor

Before starting this SOW, Customer will appoint a Project Sponsor with the authority to act for Customer and authorize changes to the SOW. The Project Sponsor will:

- Work with the BMC Project Manager to manage Change Requests and authorize Contract Change Orders
- Provide information, data, and decisions within five Business Days of BMC's request, unless an extended response time is agreed upon. Delays may impact the schedule and fees.
- Co-host the Kick-off Meeting, Engagement Review, and Project Closeout Meeting with the BMC Project Manager

Customer Project Manager

Before the SOW begins, the Customer will appoint a Project Manager for its duration. This Project Manager will collaborate with the BMC Project Manager to plan and ensure timely completion of tasks.

Responsibilities include:

- Ensure assigned Customer personnel are actively involved in all SOW activities.
- Assist in resolving issues and escalate as needed within the Customer organization.
- Provide required information, decisions, and review Deliverables within five Business Days of BMC's request, or agree on an extended timeline with BMC to avoid schedule delays and additional charges for this SOW.

Customer Team Members

- Customer will assign their personnel to the team to perform activities agreed in the project schedule and responsibilities defined in the SOW. Examples of Customer staff that will need to be engaged are below.

Technical Lead

- Responsible for making technical decisions, assisting in the completion of implementation tasks as needed and providing technical knowledge on BMC software after this SOW is complete.

Subject Matter Experts (SMEs)

A variety of subject matter experts may be required to work with BMC including:

- Operating System Administrators
- Security SMEs
- Database SMEs
- Application SMEs
- Integration SMEs
- Network SMEs
- Process SMEs
- Change SMEs

1.7 Subcontracting to third parties

If BMC decides to use a third-party subcontractor not already defined in the SOW for any Services, the customer will receive an email requesting acknowledgement and approval. Customer must respond promptly to avoid delays in service commencement. BMC advises responding within five days of the notification.

2 Supplementary Terms for BMC SOWs: DSOM (“DSOM” or “HELIX”)

2.1 Project Delivery

2.1.1 Project Delivery Methodology

All projects will follow the BMC Delivery Methodology which includes the following phases. See detailed definitions of each phase in the [BMC Standard Definition](#) section of this document

- Mobilize
- Execute – Design, Build, Validate
- Deploy
- Adopt and Enhance

2.1.2 Document Review Process

- BMC documents are subject to one (1) cycle review. The review steps are:
 - Each document will be presented to Customer as version 1.0.
 - Customer shall have five (5) business days (“Document Validation Period”) to review version 1.0 and formulate feedback. Customer shall provide feedback to BMC in writing; email is acceptable.
 - Updates are made to the document by BMC as appropriate and a final document is delivered to Customer as version 2.0.

- If the Document Validation Period ends without feedback from the Customer, the document will be deemed complete.

2.1.3 Change Control Process

Any changes to the SOW must be mutually agreed upon in writing by both Customer and BMC. Proposed changes shall be submitted in writing by the requesting party. Upon agreement with respect to such change, the scope, estimated project dates and fees may be amended to reflect these changes through a separate amendment named Contract Change Order (“CCO”).

2.1.4 Services Suspension

- Customers can pause planned services by giving BMC two (2) weeks' written notice.
- If two (2) weeks' notice is not received, BMC will halt any scheduled activities Customer is requesting but will invoice the Customer for any non-refundable costs incurred.
- The invoice must be paid as per the terms in the Agreement.

2.1.5 Non-Compliance

- BMC's time and cost estimates rely on the assumptions made in the SOW including Customer Responsibilities, Assumptions and General Assumptions
- Changes or non-compliance with these may impact the schedule and fees.
- BMC will notify in writing if this occurs and manage it through the Change Control Process
- If customer's non-fulfilment impacts BMC's services, BMC will notify the customer.
- If the issue isn't resolved within fifteen (15) Business Days, BMC will invoke the Escalation Procedure

2.1.6 Escalation Procedure

- Before starting SOW, each party will name a primary contact.
- If an issue arises, the contacts must be notified in writing immediately to resolve the matter in good faith.
- If unresolved within ten working days, either party can suspend the project until the issue is resolved or terminate the SOW in accordance with the Termination provisions below

2.1.7 Termination

- Termination provisions here are additional to those in the Agreement.
- This SOW remains effective until (i) completion or (ii) termination by either party with thirty (30) days' written notice (an email is acceptable).
- If services do not start due to Customer delay within forty-five (45) Business Days of signing or if there's a ninety (90) day period without BMC services being performed due to Customer delay, BMC can terminate the SOW.
- BMC will provide written notice of termination (an email is acceptable).
- Upon termination, the Customer must promptly pay BMC for Services and Expenses incurred up to the termination date.
- To re-activate, a new SOW may be required, and fees may increase

2.2 General Assumptions

- Customer is responsible for planning, managing, and executing the overall program of which these services are a part.
- BMC will have access to Customer's resources and systems as per the schedule.
- If BMC is not providing a SaaS service:
 - Customer will provide access to necessary system resources, inside and outside normal business hours.

- Customer will approve configuration changes within five Business Days
 - Any delays may impact the schedule and fees.
 - Customer is responsible for backups and recovery files.
- Documentation will follow BMC standard practices and templates.
 - The scope of work is detailed in the Services and Services Scope sections. No scope is implied.
 - Customer resources must be dedicated to the project and actively participate in workshops if applicable.
 - Customer resources are responsible for collecting any necessary data within an agreed timeframe.
 - Customer will inform BMC of any relevant industry-specific laws and regulations that may impact the services.
 - Customer is responsible for managing internal and external stakeholders.
 - If a product problem is encountered during the engagement that does not impair the defined scope of work, the Customer will work with BMC Software Support to resolve the issue. Customer handles all process, people, and organizational change activities unless specified otherwise.
 - Customer is responsible for designing and executing communications plans if applicable.
 - Achieving project aims and objectives is solely Customer's responsibility, as BMC has no control over process and organizational changes.
 - Customer is responsible for any infrastructure, connectivity and credentials for systems connecting to SaaS environments.
 - Share any documentation with BMC as required related to the in-scope technology environment(s).

2.3 Software Licenses and Versions

- Software licenses/subscriptions for the in-scope software must be obtained before starting the work.
- If a new version of the software becomes available during this project, Customer and BMC will assess its impact.
- Upon agreement, they will negotiate a Contract Change Order (“CCO”) to include the new version, addressing any changes to scope, schedule, or fees.

2.4 Testing Strategy

The Test strategy ensures systematic identification, planning, and execution of tests that validate the solution. This strategy aims to mitigate risks, uncover potential issues early, and confirm that business requirements and user expectations are met.

2.4.1 Testing Approach

The specific testing types used will be defined in the SOW. It may contain some or all the following,

- Unit Testing
- Functional and Integration Testing
- Performance
- User Acceptance Testing
- Regression Testing

The project manager will hold a Testing Kick off meeting to go through testing readiness, testing process, and expected business objectives with the Customer.

2.4.2 Roles and Responsibilities

The project manager is responsible for the execution of the Test Strategy in accordance with the SOW and the test plan.

	Unit Testing	Functional and Integration Testing	Load and Performance Testing and Remediation	User Acceptance Testing
Environment	DEV	QA	PROD	QA
Test Cases	BMC HELIX	Customer	Customer	Customer
Testers	BMC HELIX	BMC HELIX Customer SME's	BMC HELIX	Customer
Data	N/A	Customer	Customer	Customer
Remediation	BMC HELIX	BMC HELIX Customer SME	BMC HELIX	BMC HELIX Customer SME

2.4.3 Test Artifacts

The testing artifacts which may be produced,

- Test Plan
- Test progress report, including,
 - Test Case Execution
 - Test Issue tracker.

2.4.4 Test Environment(s)

The Test Environment will be an independent instance from any other environment used within the project and referred to as the QA environment. Controls will be placed on the QA Environment to ensure that the environment configuration is always known across code, configuration and data releases.

No development activity is to be carried out within the QA, outside of the agreed release schedule, unless a Priority 1 or 2 (as further defined in 'Test Issue Prioritization') issue has been reported specifically against the QA environment.

Customer resources are required to be available to assist the integrated environments and to also provide testing activity during the integration testing to validate the transactions and updates are generated and validated appropriately during the Functional and Integration testing.

2.4.5 Test Issue Management

Test Issues in testing are defined as variations from the documented requirement. Test Issues affecting testing will be raised in a Test Issue log to ensure they are formally recorded and tracked. This will provide the audit log so that even if the Test Issue results in no action being taken, there is a history of the actions and/or decisions carried out to arrive at the final status of the Test Issue.

2.5 Test Issue Prioritization

A Test Issue must be assigned with a Priority level to identify the impact to the current system under testing and how it will impact the project. BMC will make the final decision based on the priority definitions.

Test Issue are prioritized as follows:

Priority #	Priority Name	Definition
P1	Critical / Showstopper	<ul style="list-style-type: none"> Complete loss of service. Severe performance problems. Unexpected loss of core foundation data
P2	High	<ul style="list-style-type: none"> Partial loss of system functionality. Total loss of functionality for an interface. Critical component test could not be completed Significant data corruption or loss.
P3	Medium	<ul style="list-style-type: none"> Information/Result returned to a user is ambiguous or incorrect
P4	Low	<ul style="list-style-type: none"> Does not affect the key functionality of the application. Typographical error in a user interface or report. Inconsistent look and feel.

2.5.1 Entry Criteria

The entry criteria must be met before functional and Integration testing, or any following test phase can commence. The entry criteria are defined as follows:

- Customer test team members to be trained on the solution prior to testing.
 - If applicable, Test user's may be given access to a BMC HELIX community where they can utilise their Education LPC's or Subscriptions to undertake the required learning.
- Customer test team members are to be in place and trained on the Testing Processes prior to the commencement of testing activity.
- The QA environment must be at a stable version with all implementations of data, configuration, integrations complete and the release version controlled.
- All development resources must vacate the QA environment on completion of the most recent release being implemented.
- Previous testing phase must be completed, and evidence provided to the project team of all testing activity and results, including Known Issues, Issue Workarounds, and scheduled releases of Issue fixes.
- P1 and P2 Test Issues identified during prior test phase must be resolved or P2 must have customer accepted workarounds.
- P3 Test Issues identified during development or prior testing must be declared as 'Known Errors' with a workaround and/or scheduled release date of resolution identified if they are unable to be resolved at the time of release. The project Manager/Test Manager will undertake an assessment as to the impact of the Test Issues on the testing process and identify if the 'Suspension Criteria' needs to be invoked.
- P4 Test Issues must be declared as 'Known Errors' and reasonable efforts must be made to resolve these during the Project lifecycle.
- Version controlled load sheets must be available to the test team to enable the accurate validation of data loads.
- Version controlled requirements documentation must be available to the test team to ensure the accurate validation of all configurations and/or integrations within the scope of the testing phase.

All version-controlled test scripts must be complete, approved and sent to BMC prior to the commencement of testing.

2.5.2 Exit Criteria

- All planned cycles of testing must be complete, and results recorded.

- No P1 or P2 with unacceptable workarounds are to remain open on completion of testing.
- P3 Test Issues must have a workaround documented and be accepted by the project.
- P4 issues will be resolved via “reasonable efforts” and outstanding Test Issues will not prevent the exit of testing.
- A testing completion report will be produced for each testing type. This will contribute to the overall testing completion report at the end of the project.

2.5.3 Suspension and Resumption Criteria

This section outlines the circumstances that would result in the partial or complete suspension of testing.

2.5.3.1 Suspension Criteria

This section outlines the circumstances that would result in the partial or complete suspension of testing.

This will include:

- A P1 issue, raised against a catastrophic failure of the system functionality, rendering the solution unusable and where no acceptable workaround has been identified.
- The number of open issues produces a situation where they cumulatively mean testing has no value in such circumstances and it makes little or no sense to continue to test until resolutions are identified.

Requirements have changed significantly via Change Control to the point where test scripts in their current state are invalid and require redefining.

2.5.3.2 Resumption Criteria

This section describes the conditions under which the suspended testing can resume.

This will include:

- P1 issue(s) have been resolved and the system functionality is restored.
- The significant number of open issues previously suspending testing have been resolved and retested to enable the resumption of the planned testing.

Requirements have stabilized and been documented to reflect correctly (either via Change Control, Test Issue or requirements specifications) and the test scripts have been modified to change.

2.5.4 Testing Dependencies

- A Test and Test Issue Management tool will be made available to manage the testing deliverables and the Test Issue management processes. Eligible customers will be able to log cases directly using BMC Support Site. A guide to registering and logging cases can be found here: <https://docs.bmc.com/xwiki/bin/view/Standalone/BMC-Support-Central-User-Guide/supportcentraluserguide/>.
At the commencement of testing, BMC will organize a workshop with the Customer to review the process to log cases that will allow the BMC Technical Lead or Consultant to work on the case.
- All test cases will be documented prior to the commencement of testing.
- All testing tools and/or document repositories will be available and configured as required prior to the commencement of testing.
- All requirements are documented to enable a clear interpretation for translating into test scripts.

2.6 Team Structure

2.6.1 BMC Roles and Responsibilities

Project Manager

- The BMC Project Manager handles project management activities from the consulting team's perspective. They work closely with the Customer Project Manager to plan and manage project activities, logistics,

resources, and scope. This role may be titled Project Specialist, Project Manager, or Global Program Manager.

Technical Lead

- The Technical Lead provides technical expertise and leads the consulting team's technical activities. This role may be titled Principal Consultant, Solution Architect, or Senior Consultant.

Consultant

- The Consultant provides technical services.

GSD

- GSD Consulting resources may fulfil any roles as listed above but work will be performed from a remote (non-onsite) BMC global services delivery location including but not limited to India and Mexico.

Customer Success Account Manager

- Provides sponsorship and is the Customer's BMC Consulting Services relationship manager.

2.6.2 Customer Roles and Responsibilities

Customer Project Sponsor

Before starting this SOW, Customer will appoint a Project Sponsor with the authority to act for Customer and authorize changes to the SOW. The Project Sponsor will:

- Work with the BMC Project Manager to manage Change Requests and authorize Contract Change Orders
- Provide information, data, and decisions within five Business Days of BMC's request, unless an extended response time is agreed upon. Delays may impact the schedule and fees.
- Co-host the Kick-off Meeting, Engagement Review, and Project Closeout Meeting with the BMC Project Manager

Customer Project Manager

Before the SOW begins, the Customer will appoint a Project Manager for its duration. This Project Manager will collaborate with the BMC Project Manager to plan and ensure timely completion of tasks. Responsibilities include:

- Ensure assigned Customer personnel are actively involved in all SOW activities.
- Assist in resolving issues and escalate as needed within the Customer organization.
- Provide required information, decisions, and review Deliverables within five Business Days of BMC's request, or agree on an extended timeline with BMC to avoid schedule delays and additional charges for this SOW.

Customer Team Members

- Customer will assign their personnel to the team to perform activities agreed in the project schedule and responsibilities defined in the SOW. Examples of Customer staff that will need to be engaged are below.

Technical Lead

- Responsible for making technical decisions, assisting in the completion of implementation tasks as needed and providing technical knowledge on BMC software after this SOW is complete.

Subject Matter Experts (SMEs)

A variety of subject matter experts may be required to work with BMC including:

- Operating System Administrators
- Security SMEs
- Database SMEs
- Application SMEs
- Integration SMEs

- Network SMEs
- Process SMEs
- Change SMEs

2.7 Subcontracting to third parties

If BMC decides to use a third-party subcontractor for any Services not already defined in the SOW, the customer will receive an email requesting acknowledgement and approval. Customer must respond promptly to avoid delays in service commencement. BMC advises responding within five (5) Business days of the notification.

3 BMC Standard Definitions

Note that not all definitions apply to all SOWs. When in use within an SOW, the following definitions will apply. For definitions related to other related documents, MSA and License agreements. i.e., see products definitions within license agreements.

[A](#) | [B](#) | [C](#) | [D](#) | [E](#) | [F](#) | [G](#) | [H](#) | [I](#) | [J](#) | [K](#) | [L](#) | [M](#) | [N](#) | [O](#) | [P](#) | [Q](#) | [R](#) | [S](#) | [T](#) | [U](#) | [V](#) | [W](#) | [X](#) | [Y](#) | [Z](#)

[A](#)

[Access](#)

The ability to read, update, or otherwise use a resource. Access to protected resources is usually controlled by system software.

[Access Control](#)

In computer security, ensuring that the resources of a computer system can be accessed only by authorized users in authorized ways.

[Access List](#)

A list within a profile of all authorized users and their access authorities.

[Access Method](#)

A technique for moving data between main storage and I/O devices.

[ADE](#)

Autonomous Digital Enterprise

[Adopt and Enhance](#)

As part of the BMC methodology, the Adopt and Enhance phase is focused on outcomes, validating & measuring existing customer goals and identifying new customer goals and future opportunities.

[Address](#)

The unique code assigned to each device, workstation or system connected to a network.

[Address Space](#)

A range of contiguous virtual storage addresses that the system creates for the user, batch job, or system task. In z/OS, an address space can range up to 16 exabytes of contiguous virtual storage addresses that the system creates for the user. An address space contains user data and programs, as well as system data and programs, some of which are common to all address spaces. See virtual address space, data space.

[Administrator](#)

A person responsible for administrative tasks such as access authorization and content management. Administrators can also grant levels of authority to users.

[Advanced Configuration](#)

A configuration of a feature not represented out of the box. This may include, complex forms, active links, filters, escalations, integrations, menus, reports, dashboards. The act of setting certain parameters within the BMC applications, which will enable the standard capabilities of each application module.

[AFT](#)

Advanced File Transfer

Agile Backlog

In Agile development, a product Backlog is a prioritized list of deliverables (such as new features) that should be implemented as part of a project or product development.

Agile Function

A collection of BMC consultants and requisite governance directed towards building configurations and integrations to meet a prioritized set of Customer requirements.

Agile Sprint

A short, time-boxed period to complete a set amount of work.

AI

Artificial Intelligence

AIOps

Artificial Intelligence for IT operations

ANI

Artificial Narrow Intelligence

API

Application Programming Interface

APM

Application Performance Management

Application

A program or set of programs that performs a task; some examples are payroll, inventory management, and word processing applications.

Application Layer

In the Open Systems Interconnection (OSI) reference model, the layer provides means for application processes residing in open systems to exchange information and that contains the application-oriented protocols by which these processes communicate.

Application Program

A collection of software components used to perform specific types of work on a computer, such as a program that does inventory control or payroll. application programming interface (API). A software interface that enables applications to communicate with each other. An API is the set of programming language constructs or statements that can be coded in an application program to obtain the specific functions and services provided by an underlying operating system or service program.

ASCII

American Standard Code for Information Interchange

Assembler

A computer program that converts assembler language instructions into binary machine language (object code).

Assembler language

A symbolic programming language that comprises instructions for basic computer operations which are structured according to the data formats, storage structures, and registers of the computer.

ATM

(1) Asynchronous Transfer Mode. (2) automatic teller machine

Automatic restart

A restart that takes place during the current run, that is, without resubmitting the job. An automatic restart can occur within a job step or at the beginning of a job step. Contrast with deferred restart. See checkpoint restart

Automatic restart management

A z/OS recovery function that improves the availability of batch jobs and started tasks. When a job fails, or the system on which it is running unexpectedly fails, z/OS can restart the job without operator intervention.

Advanced Configuration

A configuration of a feature not represented out of the box. This may include, complex forms, active links, filters, escalations, integrations, menus, reports, dashboards. The act of setting certain parameters within the BMC applications, which will enable the standard capabilities of each application module.

Automation Everywhere

Reference Autonomous Digital Enterprise

B

Backout

A request to remove all changes to resources since the last commit or backout or, for the first unit of recovery, since the beginning of the application. Backout is also called rollback or abort.

Batch

A group of records or data processing jobs brought together for processing or transmission. Pertaining to activity involving little or no user action. Contrast with interactive.

Batch job

A predefined group of processing actions submitted to the system to be performed with little or no interaction between the user and the system. Contrast with interactive job.

BI

Business Intelligence

Basic Installation

An application installation that makes the application available for future use but does not include population of data, application configuration, or integration configuration. An installed application would be considered functional but non-usable.

Best Practice Delivery Guides

Refers to the BMC Best Practices to support implementations, migrations, conversions and upgrades. An Implementation plan may provide detailed activities, including roles and responsibilities to support a project. The BMC lead will provide the related Best Practice template as part of the initiation and planning phase, as needed. Same as Runbooks and Implementation Plan

Blueprints

Templates, a single blueprint can describe one or multiple business services based on the same technical structure.

BMC Discovery Outposts

For detailed discovery of your data center or services in your public cloud, BMC Discovery uses an Outpost, which is installed on any suitable Windows computer in the target environment.

Business Application

Set of elements with the objective to perform one or many tasks for the business.

C

CCO or Contract Change Order (aka "Change Request")

A document used to revise the scope of a project outside of the project Statement of Work. A change request can add, supplement, clarify or delete implementation criteria from the original signed Statement of Work.

CLI

Command Line Interface

CMDB

Configuration Management Data Base

CoE

Centre of Excellence

COTS

Commercial Off the Shelf

CSAM

Customer Success Account Manager

CSM

Customer Success Manager

CSO

Chief Security Officer

CSS

Customer Success Specialist

Change Control

A procedure for inspection and re-approval of modifications to previously approved documents, deliverables, or scope associated with the project.

Change Management

Set of basic tools or structures intended to keep any change effort under control. The goal is to minimize the distractions and impacts of the change.

Client Gateway

A non-VPN solution, to securely connect to your BMC services when using certain integration methods.

Communication Plan

A chapter within the Project Management Plan that defines how the BMC Project Manager will communicate with the Customer project team and key stakeholders.

Construction Document

Summarizes the "as built" BMC solution implemented for the Customer per the defined business requirements. It will provide an overview of the Customer specific configurations, integration configurations and data migration activities of the components of the solution.

Critical Path

The sequence (or order) of key project tasks that have set start or end dates that cannot be delayed without delaying the overall project. The sequence of schedule activities determines the duration of the project.

D

DA

Delivery Automation

Data – Application

Optional data that can be loaded into the system. Examples include assignment routing, incident templates, and change approval mappings.

Data – Foundation

Foundation data is core data required to be loaded into a system for it to function. The types of data include Companies, Organizations, Sites and Location Structures, Support Organizations and Groups, People (includes group memberships, application permissions, and functional roles), Operational Services and Software Catalogues.

Data - Transaction

Transactional data refers to information captured while using the application examples are change, Problem and Incident records.

DBA

Digital Business Automation

DX

Digital Experience

Delivery Guide

An external document related to a technology or product that shares BMC best practices. During the initiation and planning phase, the BMC lead will leverage as needed to support and share best practice guidelines.

Deploy Phase

As part of the BMC Methodology, the Deploy phase is focused on the solution deployment & end user onboarding, aligned to customer journey.

Deployment Plan

Document used to define the steps for deployment that will take place for the BMC solution. It will provide an overview of the deployment activities, roles / responsibilities, and success criteria.

Digital Workplace Advanced – Complex Service

Up to 20 questions, up to 2 Out of the Box approval stages (can be chained or single approval), up to 3 fulfilment integrations with Change, Incident, or Work Order, up to 8 assignment routings, up to 4 Task templates and 1 group task template, up to 4 categorizations (operational and/or product), up to 3 application templates, up to 3 fulfilment templates, up to 1 Service Definition, up to 5 Levels, up to 1 Survey.

Digital Workplace Advanced – Simple Service

Up to 10 questions, up to 1 Out of the Box approval stage, up to 3 assignment routings, up to 2 categorizations (operational and/or product), up to 1 application template, up to 1 fulfilment template, up to 1 service definition, up to 3 levels, up to 1 survey.

Discovery Workshop

An initial working session between BMC/or Delivery Partner and Customer subject matter experts, sponsor(s) and stakeholders to collaborate and determine the high level current and future state business needs to support the project or program. This workshop is limited to one business day, unless otherwise stated in the SOW.

E

Echo-Back

The presentation of process and/or system functionality intended to achieve one or more business requirements.

Education Plan (Deliverable):

The Education Plan defines and details a plan to augment the Customers ability to sustain their solution. The plan may include, recommended education learning path, education scheduled, session(s), methods, and location(s) (i.e. WBT, on-site location) and recommended / scheduled attendees.

ELO

Enterprise License Order Contract document governing software licensing.

EMEA

Refers to to the regions of Europe, Middle East and Africa.

End Customer or Final Customer

The “End Customer” or “Final Customer” in an SOW is defined when the service will be provided to a third-party outside the responsible owner from a contract perspective. Also referred to at times as Final Customer.

Environmental Readiness Checklist

Refers to a document that provides customer with conditions required for BMC to engage and start.

Execute Phase

As part of the BMC Methodology, the Execute Phase is made of the 3 major activities, including Design, Build and Validate. Each phase will follow a governance approach to validate and transition of each milestone and its related deliverables.

F

FTE

Full time equivalent/Employee

Functional Testing

Test function of the software application against requirements.

Functional and Integration Testing (FIT)

Technical teams and Customer subject matter experts test the functional requirements by covering various paths through the application with appropriate inputs and actions to verify the system is performing against the expected results. This includes ensuring data exchange and proper operation with integrated systems.

G

GSD

Global Service Delivery

Gap Analysis (Deliverable)

Is the analysis of the process and requirements against the out the box functionality. Identifying the configuration required along with gaps which need to be addressed. This is an optional deliverable depending on scope and need.

Governance

Project governance is an oversight function aligned with the organization's governance model and that encompasses the project life cycle. Project governance provides the PM and project team with structure, processes, decision-making models, and tools for managing the project, while supporting and controlling the successful.

Governing Agreement

The “Governing Agreement” is the Agreement in place between BMC and the Statement of Work Customer. This could be (i) Master Services Agreement (MSA); (ii) Cloud Services Master Agreement (CSMA); (iii) Additional Terms for a Services Order Form or SOW; or (iv) a Customer Master Agreement.

Governance Framework

Outlines the organizational constructs that will be required to govern the capabilities to support the Program going forward. A few elements of a project governance framework include the project organization chart that identifies project roles; a process to identify, escalate, and resolve issues that arise during the project, and decision-making and escalation processes; and processes/procedures for the communication of information.

H

Helix Data Manager

A utility that helps the administrators to migrate data into a new system.

Helix Prescriptive Test Cases

A set of BMC HELIX pre-defined test cases for ITSM, BMC HELIX Digital Workplace, and Smart IT which can be modified to reflect changes due to Advanced Configurations.

I

Implementation

An implementation will consist of solution Design, Build, Validation, Deployment and Documentation making the solution fully functional and usable.

Implementation Plan

Refers to the BMC Best Practices to support implementations, migrations, conversions and upgrades. An Implementation plan may provide detailed activities, including roles and responsibilities to support a project. The BMC lead will provide the related Implementation Plan template as part of the initiation and planning phase, as needed. Same as Runbooks and Best Practice Delivery Guides

Infrastructure Workshop

A collaborative meeting between BMC/Partner and Customer to define infrastructure requirements and needs.

Integration Configuration

The installation and configuration of any BMC integration tool provided with the software to facilitate a task associated with connecting one or more systems to exchange data in either a uni- or bi-directional nature in a periodic/scheduled manner.

J

JCL

Job Control Language. Mainframe command language.

K

Knowledge Base (KB)

Centralized repository of information designed to provide answers to questions or solve problems related to a specific subject.

Known Errors

Refers to an identified issue with a known root cause and potential workaround. It is essentially a problem that has been diagnosed but not yet permanently fixed.

L

Logical partition (LPAR)

A subset of a single system that contains resources (processors, memory, and input/output devices). A logical partition operates as an independent system. If hardware requirements are met, multiple logical partitions can exist within a system. See logically partitioned (LPAR) mode.

M

MFT

Managed File Transfer

Mobilize Phase

As part of the BMC Methodology, the Mobilize phase focus is on accelerating time to value, ensuring alignment and understanding of the customer success plan, and to define schedules.

N

Non-standard Configurations

Configurations that do not follow the requirements as defined under the definition of Standard Configurations.

Non-standard Integrations

Integrations that do not follow the requirements as defined under the definition of Standard Integrations.

O

Out of the box (“OOTB”) Implementation

Out of the box is BMC-provided standard application functionality that will be usable after basic installation, foundation data population and application configuration has been completed.

P

PATROL Agents

The PATROL Agent product monitors a system according to the instructions provided by loaded PATROL Knowledge Modules (KMs).

Post Go-Live Assistance

BMC assistance and remediation of issues that may be experienced during the period immediately after going live into production.

Process Roles and Responsibilities

The description of each specific role and the related responsibilities as they relate to the specific process.

Project Communication Plan

See Communication Plan

Project Governance Framework

Project governance defines the framework of policies, roles, and processes that guide the successful implementation, ensuring alignment with project objectives and customer expectations. It provides structured oversight, risk management, and clear communication

Project Journal

A BMC tool used to manage project financials, forecasts, as well as a collection of logs/checklists and place to capture reference information about a project. Formerly known as the Project Management Playbook.

Project Plan (Deliverable)

A collaborative deliverable document to affirm the project scope, deliverables, methodology, approach, including the communication, project roles, and change procedures, as stated in the Statement of Work.

Project Status Report (Deliverable)

A document that describes the progress of a project within a specific time and compares it against the project plan. It is to be completed by the BMC Project Manager and submitted to the Customer Project Manager, Project Sponsor, and identified Stakeholders. It typically includes a project health dashboard, an overview of the project budget, progress by phase, major accomplishments, planned activities, live issues and risks, project resource schedules, contract change order statuses (if any).

Q

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R

RACI

Responsible, Accountable, Consultative and Informed. A RACI diagrams defining how each process and each specific procedure aligns to the roles in terms of who is Responsible for the actual work, who is Accountable for the outcome, who should be Consulted during the process or procedure, and who should be Informed before during or after the work.

RBAC Workshop (Role Based Access Control)

RBAC stands for Role-based Access Control. If applicable, a workshop will be led to define all roles and access requirements.

Regression Testing

Regression testing ensures that recent code changes have not adversely affected existing functionalities. It involves re-running previously completed tests to verify that the system continues to perform as expected after updates or modifications.

Release Plan

The first step when launching an agile project. It involves requirements gathering, developing use case examples, and filling the product backlog with large user stories / high-level requirements.

Requirements Traceability Matrix (RTM)(Gap Analysis)

The Requirements Traceability Matrix is a document that links requirements from gathering, through the validation process. The purpose of the Requirements Traceability Matrix is to ensure that all requirements defined for a system are in the test protocols. The RTM is usually developed in concurrence with the initial list of requirements and should be traced to the specific test step in the testing protocol in which they are tested.

Runbook

Refers to the BMC Best Practices to support implementations, migrations, conversions and upgrades. The runbook provides detailed activities, including roles and responsibilities to support the project. The BMC lead will provide the related Runbook as part of the initiation and planning phase, as needed. Same as Implementation Plans and Best Practice Delivery Guides

S

Scope

The extent or range of an implementation covered in the quoted cost of a Statement of Work. Scope determines how to implement the product and to what extent a customer can modify the software. If Scope is changed, the Project Manager requires a completed Change Request Form, signed by the Customer. (see Change Request)

Secure File Transfer Process (SFTP)

The protocol to securely transfer data between systems.

Service Request Management

Provides an online service catalogue where employees can view and request available services.

SIT Functional and Integration Testing

Technical teams and Customer subject matter experts test the functional requirements by covering various paths through the application with appropriate inputs and actions to verify the system is performing against the expected results. This includes ensuring data exchange and proper operation with integrated systems.

SMB

Small / Medium-sized Business

Standard Configurations

For purposes of this migration offering, BMC's definition of "Standard Configurations" are those configurations, advanced configurations, and configurations that follow BMC Operations recommended best practices.

Standard Integrations

BMC provides a flexible model for data integrations to and from its BMC services. Integrations may be configured using any approved communication method or adapter.

Soaking Period

Testing a system with a typical production load, over a continuous availability period, to validate system behaviour under production use.

Solution Design Document (Deliverable)

The Solution Design Document summarizes the discussions and decisions made concerning the customer-specific installation and configurations of the solution. This document defines how the requirements will be addressed. It may contain any or all the following items: Installation information, Application configuration information, Data configuration/migration information, Integration configuration information, reporting information, Server environments, Access locations, Expected user loads, Performance expectations, Ticket counts, Integrations, Hardware, Database review, Network review.

Solution Quality Review (SQR)

Solution design review to assure quality in the Solution Design Document and "Go / No-Go" criteria (Solution Acceptance Criteria).

Sprint

A Sprint is a regular, repeatable work cycle during which work is completed and made ready for review. A Sprint is typically less than 30 days. Also can be referred to as Waves vs Sprints

Sprint Planning

The purpose of the Sprint Planning Meeting is for the project team to review, discuss, and negotiate which construction requirements can be addressed in the next Sprint. The BMC and Customer teams work together to select the amount of work they feel they can implement completely. This may be in the form of documentation, incremental software functionality, and test results.

Sprint Story Board

The purpose of the Sprint Story Board is to hold all the User Stories for upcoming Sprints. The Sprint Story Board should be highly visible to everyone participating in the project and Stakeholders who have a vested interest in the project output.

Stakeholder Change Impact Analysis

Identify stakeholders, determine impact of change on stakeholders and level of impact stakeholders will have on proposed program changes. Determine current and desired stakeholder enrolment levels throughout the course of the transformation.

I

Task

Tasks are distinct actions required to support the completion of the activity. Tasks provide a deeper level of detail to explain the execution of their parent activity. Tasks can have multiple owners who support the defined Activity owner. In some cases, Tasks need further definition and support by Sub-tasks.

Technical Data Structure

See data

Technical Integrations

A description of each specific integration with other supporting systems necessary to meet the requirements and identified via the gap analysis (Each of these should be justified and approved based on the business value against the potential cost with the client sponsors). Once approved, integrations details belong in the Solution Design Document.

Test Case or Script

A Test Case is the systematic process used to execute a specific test scenario. A Test Case would provide details such as which menu items to select, what data to enter, and which views to open. The final step of a Test Case should reflect the anticipated and project test result.

Test Plan (Deliverable)

The test plan defines the schedule of when testing will take place, and the resources requirements needed to deliver.

Transformation Marketing and Communication Plan

Outlines the communication types, means, and audiences required to enable the desired level of stakeholder enrolment throughout the organizational transformation.

U

User Acceptance Testing (UAT)

The final testing stage for this Migration project before Helix ITSM is released to end-users. It is a crucial step in the Project lifecycle to ensure that Helix ITSM application meets the business requirements and user needs.

Unified Data Management (UDM)

A process where a range of disparate data sources are consolidated to create a single source of data, stored within a data warehouse.

User Story

In software development and product management, a User Story is an informal, natural language description of one or more features of a software system.

Unit Testing:

A procedure to validate that the individual units of each application are functioning properly.

V

Validate (Execute Phase)

The fifth phase of the methodology. The primary goal of the Validate phase is to execute system and business process testing on the constructed solution to determine if the technical design meets the signed-off acceptance and test criteria.

Value Proposition

A promise of value to be delivered and acknowledged and a belief from the Customer that value will be delivered and experienced.

W

Wave

An alternate name for a Sprint, an Agile project management methodology. See Sprint for additional details.

Workaround

A procedure or process to temporarily address a known issue.

Work Breakdown Structure

Project Schedule - A hierarchical decomposition of the total scope of work to be carried out by the project team to accomplish the project objectives and create the required deliverables.

Work Instructions

Role-based procedures enabling IT staff to carry out their process related duties utilizing BMC technology.

Work Orders

Used to manage and track non-incident tasks that need to be completed within an organization.

Work Queues

The purpose of the Work Queue is to hold all the User Stories and detailed tasks for current Sprint. The Work Queue should be divided into five columns: User Stories, Tasks Available, Tasks in Progress, Tasks on Hold, Complete. The Sprint Work Queue should be highly visible to everyone participating in the project and Stakeholders who have a vested interest in the project output.

X

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Y

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Z

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