Service Definition for OutSystems Platform
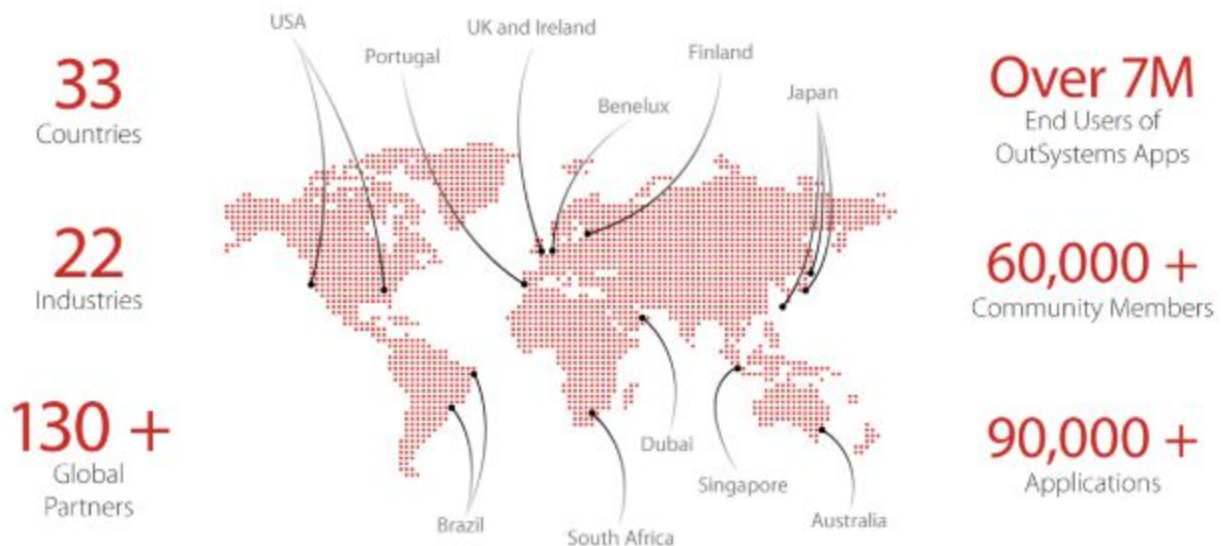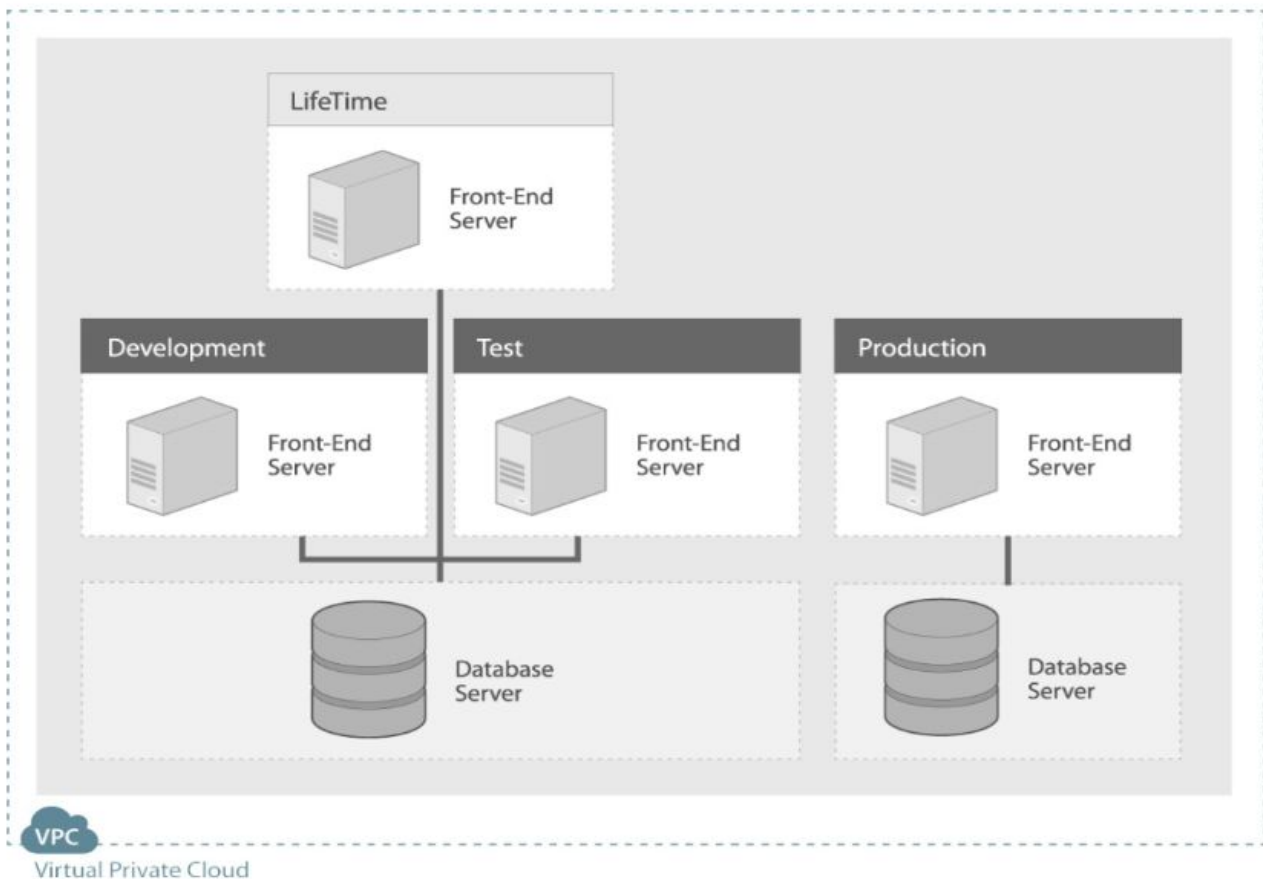
OutSystems Platform

Product overview

OutSystems® Platform is the enterprise Rapid Application Delivery (RAD) platform that makes it easy to develop apps once and deliver seamlessly across iOS, Android and Web - deeply integrated with existing cloud and on-premises databases and systems of record. It enables the rapid delivery and effortless change of large application portfolios and is available as a public cloud, private cloud and on-premises solution. Over 900 enterprise organizations in 33 countries across 22 industries use the Platform to deliver beautiful mobile and web apps in record time.

OutSystems enables rapid development and change of standard .NET applications without locking customers into approach, platform or vendor via a visual model-based development paradigm. The Platform combines this with full application lifecycle management to accelerate not only the process of getting an application delivered, but also feedback capture and change control such that ongoing change and updates are effortless.

OutSystems Platform Cloud Services

Customers can deploy in the OutSystems public cloud, which runs on top of standard Amazon AWS, but isolates all infrastructure management, provisioning, metering, and billing in a simple to use solution, completely focused on increasing the productivity of application development and change, as well as automating the process of continuous integration and delivery (DevOps).

When run in the cloud, automated infrastructure provisioning, application scaling and usage metering augment OutSystems Platform. The distinct capabilities that differentiate the cloud offering from the on-premises offering are:

● Self-service provisioning, elastic scaling, configuration, monitoring and operation.
● Full cloud or hybrid configurations - e.g. your Dev and Test in the cloud, Production on-premises...or vice-versa - centrally managed in the cloud.
● Included VPN to your other data centers for easy and secure integration with existing systems.
● Daily production automated backups and on-demand restore.
● Continuous infrastructure monitoring and alerting.
● 99.9% service availability depending on HA configuration.
● Controlled access to some of the underlying middleware and other set of Amazon Web Services (AWS) ecosystem of services.
● Access to Cloud AppDev specialists to accelerate you at every step.
● Optimized for standard .NET stack.

Using OutSystems Platform your application development teams are immediately enabled and focused specifically on designing and managing applications and avoid losing time and effort managing the infrastructure that supports them. This extra layer of abstraction hides away all the unnecessary complexities of the infrastructure, while still giving you the required flexibility to deploy all kinds of mobile and web applications, and to easily integrate with other systems.

Reliable and secure

The OutSystems public cloud physical infrastructure is hosted and managed within Amazon's secure data centers and OutSystems follows all recommended operational best practices. Amazon continually manages risk and undergoes recurring assessments to ensure compliance with industry standards. Amazon's data center operations have been accredited under ISO 27001, SOC 1 and SOC 2/SSAE 16/ISAE 3402, PCI Level 1, FISMA, Moderate, Sarbanes-Oxley (SOX).

Applications built with OutSystems Platform benefit from an extra level of security – in the application code itself. For example there are many common threats (such as SQL injection) that exploit vulnerabilities in the way programs are written – OutSystems Platform generates standard .NET code in a way that explicitly prevents these types of threat. The Platform also benefits from extensive audits, and its quality assurance processes include periodic evaluations with the HP Fortify static code analyser.

Globally available

OutSystems Platform allows you to create, run and deploy your applications on a global infrastructure, physically distributed around the globe. When subscribing to OutSystems Platform you can choose which region you will be using.

The following regions are available:

- Americas – United States (North Virginia and Oregon)
- Europe / Middle East / Africa – Ireland, London (new) and Frankfurt (new)
- Asia Pacific – Australia, Singapore and Tokyo

OutSystems Universal Sentry Edition

Outsystems Universal Sentry provides:

SOC 2 Type II Compliant

Dedicated Security Office and CSIRT

CSIRT - Computer Security Incident Response Team

Proactive Monitoring and Support

Built-in Redundancy and Failover

Advanced Intrusion and Monitoring Software

Splunk SIEM and Trendmicro Endpoint security

Single Cloud Provider

OutSystems Sentry extended capabilities and features

Log review of security events with automated tools

Defense-in-depth techniques

Detection and timely response to network-based attacks associated with anomalous traffic patterns

Use of a next-generation firewall

Intrusion prevention Rules

Zero-day malware protection

Virtual patching (reduces need for emergency security patches)

1 year retention policy for all logs.

Automatic scans for changes in critical files, folders, and registries

Leverage global threat intelligence to look for known bad actors

Edition comparison

|	**Universal** Power your digital transformation!	**Universal with Sentry**
Application Capacity	As much as you need	As much as you need
User Capacity	Unlimited	Unlimited
Scalability	Unlimited	Unlimited
Environments	3+	3+
OutSystems Cloud	Dedicated to you and Managed by OutSystems	SOC 2 Type II Compliant Dedicated Security Office Proactive Monitoring Advanced Intrusion/Monitoring Software Built-In Redundancy/Failover
Deployment Options	On-premises/Private/ /Public/Hybrid Cloud	Public Cloud
Support	8x5 (24x7 available)	24x7

Standard Entry-Level Sentry Infrastructure

Licenses for 3x Environments:

- 2x non-production
- 1x production

+ Entry-Level Hardware

- Class2 Front-End Servers (4 virtual cores; 8GB memory)
- Class2 Database Servers (2 virtual cores; 8GB memory)
- Database Replica (standby)
- Management Server
- Load Balancer by default
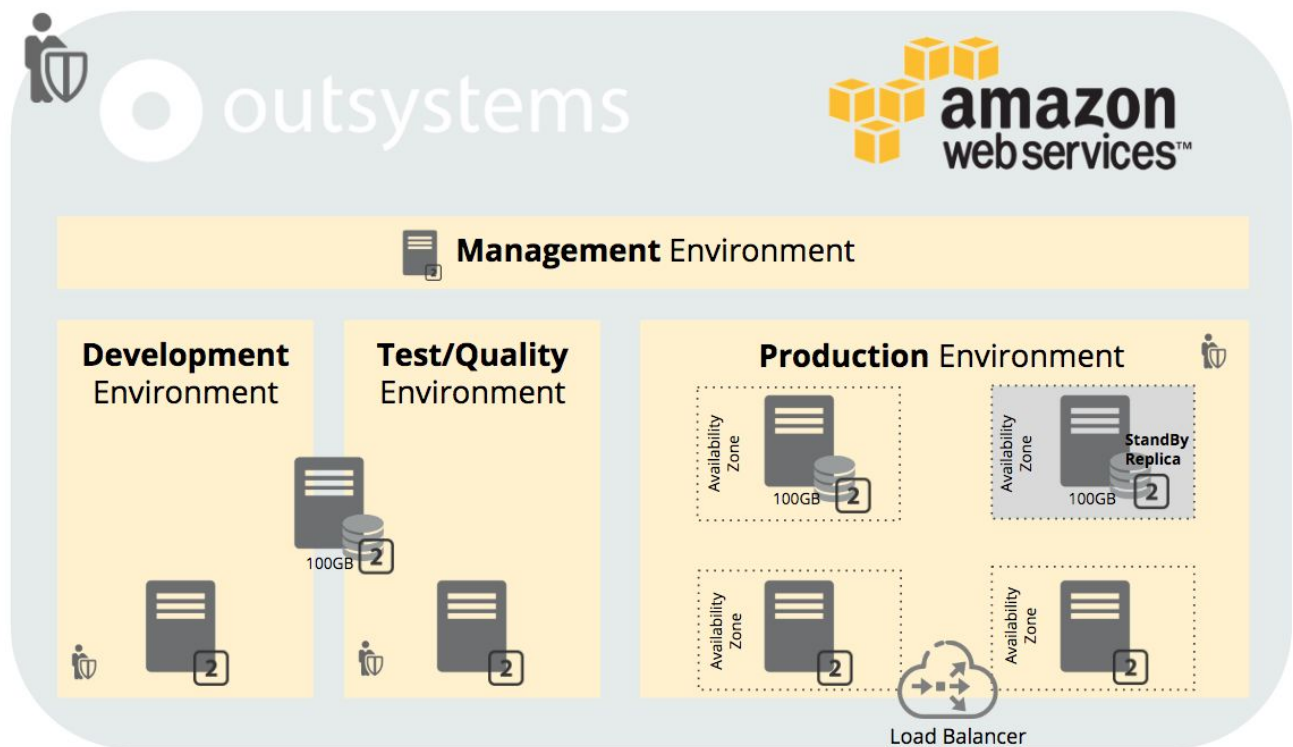
Base service and on-boarding

As soon as you subscribe to OutSystems Platform in the cloud, your infrastructure is automatically provisioned, configured and tuned for maximum performance. The complete infrastructure is ready for you to use within 2 hours of your subscription/order being finalized.

Your infrastructure can comprise any number of environments (dev, test, staging, pre-prod, prod, etc.) so you can accommodate your standard application lifecycle. OutSystems Platform allows you to visually manage and control the lifecycle in line with your governance policies.

The screen-shot below illustrates the visual, easy-to-use way you manage and control the application lifecycle across multiple environments.
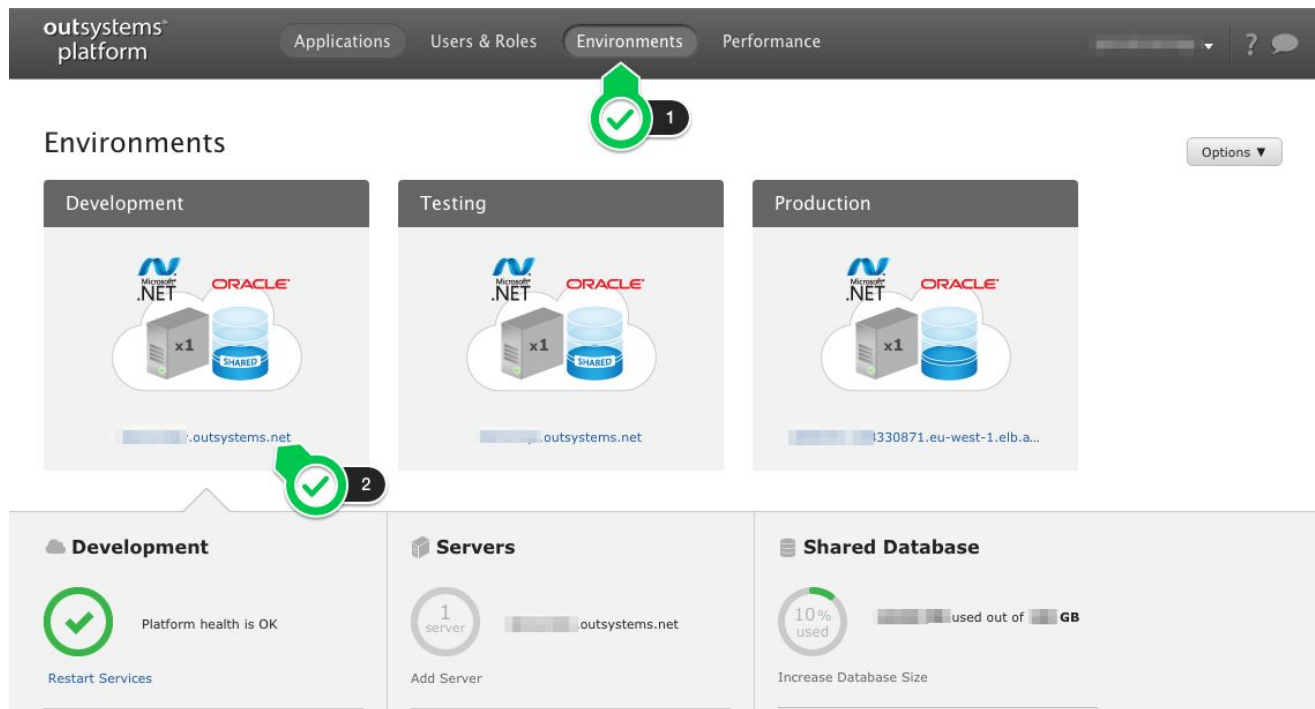
On-boarding and off-boarding

As soon as your subscription is complete, OutSystems Platform is ready to support your developments. The first step is to configure your team and their roles on each environment: the screen-shot below illustrates the visual, easy-to-use way you set up role-based access management so that you can quickly and precisely ensure that all types of users and their activities comply with your organisation's governance policies.

OutSystems also provides a set of free online training courses for developer education in the OutSystems Academy (http://www.outsystems.com/academy), and a set of paid-for training services (in class or onsite) to aid you in ramping up your development teams and operational processes.

To support the onboarding process, OutSystems provides a set of Acceleration services that will help you along every step of the way. They provide:

- Platform basics education
- Platform operations education
- Assist in fast technical autonomy
- Unblock development technical hurdles
- Maximize use of the Platform

For the onboarding and off-boarding (moving to another cloud provider, or to your own datacenter) a set of Migration Services are also available to support you in:

- Move application configuration to the cloud or to on-premises
- Configuration of hybrid scenarios
- Setting up processes for migrating complete systems to or from the cloud with no downtime

Discontinuation policies are provided for each version of the platform. If you ever choose to terminate your subscription, a full detachment process is documented and supported, allowing you to keep your data and standard application source code (.NET).

On-demand self-service

OutSystems Platform provides a centralized web console to allow customers to self-service manage their environment(s). This gives full control over OutSystems Platform architecture – for example it is possible to create or decommission environments automatically (e.g. launching a new pre-production environment), and it is possible to scale environments horizontally (e.g. launching a new production frontend, extending and managing the database, etc.).
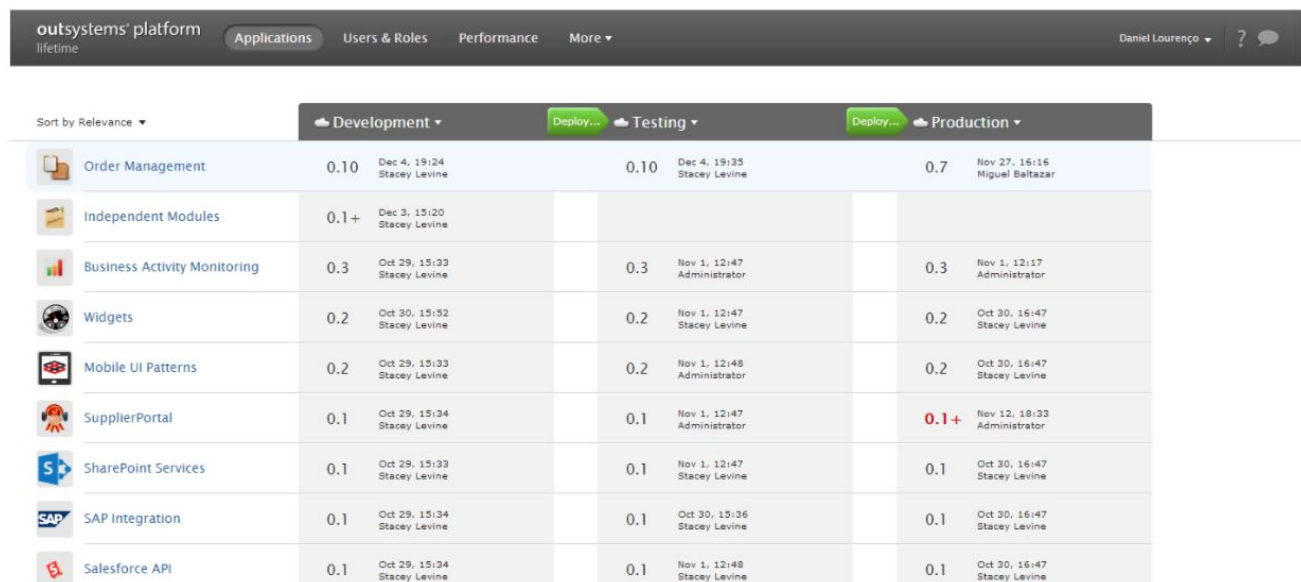
Resource pooling

Multi-tenancy is provided by the underlying IaaS service through virtual machines logically isolated from other tenants. A customer has an independent running OutSystems Platform infrastructure that sits on top of virtual resources from Amazon, and has their own isolated tenant, working as a virtual independent infrastructure. At the database level, the multi-tenancy is assured by having a set of single database instances shared across customers but logically separated from the perspective of OutSystems Platform.

This multi-tenancy model provides extra control over what can be done at the customer level and has been designed to optimize specific business cases.

A customer infrastructure can grow in new directions, such as scaling up or out without affecting any other customer. New VMs can be added as demand spikes or additional capacity can be added or removed with no impact on other customers.

Applications share this common isolated set of environments and are deployed independently of each other, even though they share the same resources. The entire application portfolio shares the same optimized infrastructure and scales evenly as new computing resources are added.

Developers are able to have their own development, testing and debugging sandbox on the shared virtual environment of OutSystems Platform, in order to develop, test and debug their version of the application without impacting the team. When their changes are ready, applications are deployed to a

shared development environment, in a fully automated continuous integration pipeline to which all developers have access.

Rapid elasticity

OutSystems Platform allows customers to rapidly scale their environments in a self-service model. Customers can scale their environment vertically and horizontally by managing the number of front-ends (horizontal scalability), number of environments and the capacity of their front-ends and database servers (vertical scalability).

These operations are automated and the entire provisioning (of both infrastructure and applications runtime) is transparent to the customer.

As an example of the level of automation: when a customer provisions frontend servers all applications are automatically deployed to it and the load-balancer sets are updated so that workloads are distributed across all available nodes – the most common way of scaling out applications.

Backup and Disaster Recovery

All production data and application settings and source code are automatically backed up daily. These backups are maintained for 15 days. Consequently you can recover your systems to any point in time over the previous 15 days. A restore can be requested on OutSystems Platform console and will take effect with minimal impact on operations. A disaster recovery option can be implemented as a separate service.

Public, private and hybrid deployments

In addition to running in the public cloud, OutSystems Platform can be deployed on your own private cloud (or a standard datacenter), in which case some of the elasticity capabilities may be unavailable or require customization for each scenario (depending on the private cloud / datacenter automation capabilities).

A third valid alternative consists of mixing the public and private cloud models by doing a hybrid deployment. In a hybrid deployment you have some environments running in the public cloud and some running in your own private cloud - all of these connected through a Virtual Private Network and managed centrally in a single console.

Common scenarios for the hybrid cloud are:

- Non-production environments in the cloud, Production environment in your datacenter.
  - Gives you the ability to start your project immediately, but keep control over sensitive production data or underlying physical architecture and operations .
- Production in the cloud, Non-production environments in your datacenter.
  - You already have your own virtualization environment setup to support dev and test, but want to benefit from the cloud elasticity and/or high availability for deploying your applications.
- 2 Production environments, one in the cloud, another in your datacenter.
  - Public-facing applications deployed in the cloud production environment.

● Internal use apps deployed in your datacenter.

● Caching services for integrations with on-premises legacy apps, optimized to be used by the cloud apps

Service and performance management

Customers manage all application services plus monitor the running applications and infrastructure in a self-service mode, via a centralized management console. OutSystems Platform provides a wealth of information for auditing, monitoring, operation, and troubleshooting - error logs, analytic reports on application performance, and detailed performance logs are all provided in a self-service mode. The same applies to provisioning / scaling infrastructure or subscribing to optional services. The screenshot below illustrates the type of visual feedback given – in real time – about the performance of your applications.
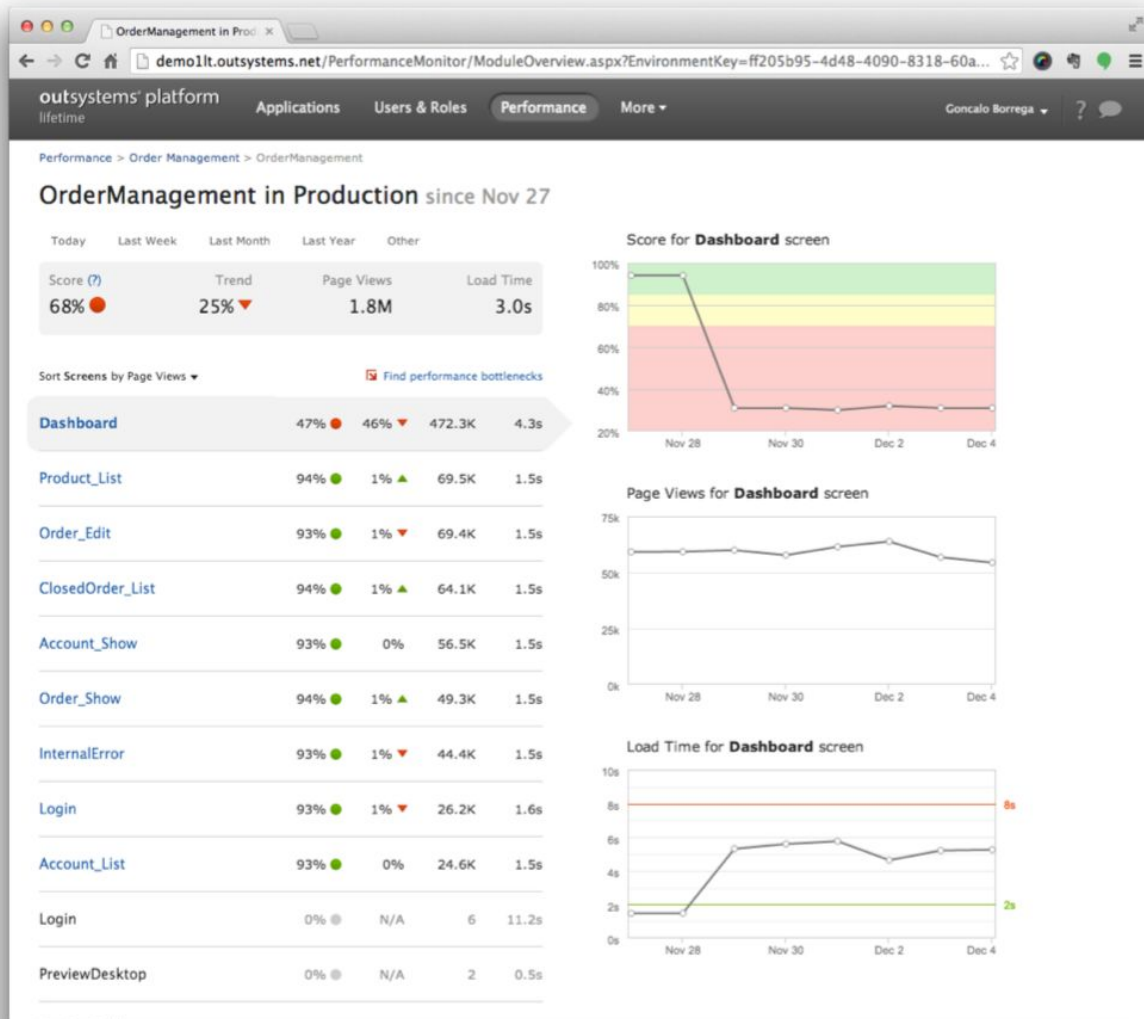
Subscription, billing and metering

OutSystems Platform monitors all the platform services being used. Computing power or services used apart from the standard configuration (subject to a pay-per-use variable fee) are provisioned on demand, monitored and billed on a yearly basis.

Most support can be done online, via the platform console or development tools. Product Support services are available (included in the Platform subscription) to aid with any Platform issue.

Online Trial

In order to fully understand the capabilities provided by OutSystems Platform, a trial process is available, that allows full experimentation with the Platform capabilities.

The trial is available by registering at www.outsystems.com

Support

https://success.outsystems.com/Support/Enterprise_Customers/OutSystems_Support/Support_Levels_and_Resources

	Enterprise Support	Extended Support***
Support Cases		
• Urgent or High Service Request Assistance	• 8x5**	• 24x7*
• Normal or Low Priority Service Request Assistance	• 8x5**	• 8x5**
• Number of Service Requests	• Unlimited	• Unlimited
Software Updates	Included	Included
Technical Library & Resources	Included	Included
Developer Community Forums	Included	Included

*24x7: means 24 hours per day, 7 days per week

**8x5: means 8 hours per day (within business hours), on business days.

***Extended: refers to the option available in the Platform Enterprise Edition Subscription for 24 x 7 Phone Support. If you are running 24 x 7 business critical applications delivered using OutSystems Platform we recommend 24 x 7 Phone Support. Customers with 24 x 7 Phone Support can contact the product support line at any time in the event of an urgent or critical problem.

Contacting OutSystems Product Support

https://success.outsystems.com/Support/Enterprise_Customers/OutSystems_Support/01_Contact_OutSystems_technical_support

OutSystems Product Support service can be reached by e-mail at support@outsystems.com or, according to the contracted Support Level, via phone at:

Web Support	Phone Support

Contact Details

- [Open a ticket](#) (requires login)
- [Check the status of a ticket](#)

Contact Details

- USA & Canada: +1 888 707 2657
- Netherlands: +31 800 090 0076
- United Kingdom: +44 800 029 3220
- Portugal: +351 800 780 555
- Singapore: +65 3158 6008
- UAE: +971 4 424 5020
- Finland: +358 800 912950
- South Africa: +27 21 300 9877
- Japan: +81 368 635 398
- Australia: +61 (0)3 8400 4230
- Brazil: +55 11 3958 7478

Availability

Enterprise Support

Monday to Friday during OutSystems business hours excluding January 1st and December 25th.1

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Extended Support

Add-on to Enterprise Support, for Urgent or High issues. Available 24/7, all days of the year.

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Use our online ticketing system (https://www.outsystems.com/goto/submit-support-case) to submit a ticket or check the status of an existing one.

Contact the Customer Support team by phone if you have a high or urgent issue, like not being able to access your PaaS. The calls are answered on a first-come-first-serve basis. Our team will give you a ticket number for referencing your specific issue on subsequent updates.

Product Support response times

https://success.outsystems.com/Support/Enterprise_Customers/OutSystems_Support/02_Support_ticket_severity_levels

OutSystems response times and severity issue description are set out below:

Severity Level	Description	Standard	Premium	Premium + 24x7
Urgent	Only available for production environments. Represents a complete loss of service or a significant feature that is completely unavailable, and no workaround exists. Does not include development issues or problems in staging environments.	4 business hours	2 business hours	2 hours
High	Available for all environments. Represents a partial loss of service with severe impact to the business and no workaround exists.	8 business hours	4 business hours	4 hours
Normal	Minor loss of service. The result is an inconvenience, which may require a temporary workaround.	2 business days	2 business days	2 business days
Low	No loss of service. The result does not prevent operation of the software.	5 business days	5 business days	5 business days

Training Services

Training classes can be delivery in-house, in a public announced class, or a virtual classroom.

You have chosen OutSystems Platform as the Rapid Application Delivery (RAD) solution for your enterprise mobile and web applications. Making the right technical choices during a project or managing your production installation requires talent, seniority and the right insight and knowledge to assure the best performance for your applications.

OutSystems Professional Services help you realize business value from your IT transformation. We uncover and exploit the unique opportunities made possible by OutSystems products, technology and solutions. Not only do we evaluate the technical and business requirements of IT transformation, but also address the people, process and control of both implementation and operation.

Note: Some of our services are provided for a fixed price, others include customized deliverables and are provided on a time-and-materials basis.

Developer Bootcamp

Attendees will learn how to use OutSystems Platform to its fullest advantage for building high-quality enterprise web apps in this 5-day hands-on training course. In short, attendees will:

- Learn how to use the core features of OutSystems Platform
- Experience team based development
- Get all your questions answered by an Expert
- Complete the Apprentice or Associate Developer certification

Attendees

- Web application development team members who are new to OutSystems Platform and need help putting the pieces together so they can be productive on their next project
- Architects who need to better understand how OutSystems Platform delivers web applications
- Project managers who will be leading an OutSystems Platform Project

Attendees Pre-Requisites & Duration

- Online Developer Course level 1 and level 2 *(available free in the OutSystems Academy)*
- 5 days

Some of the topics covered are:

- OutSystems Platform Architecture
- Application Life Cycle
- Using Scaffolding to create Web Applications
- Creating List, Edit and Show Web Pages
- Database modeling with OutSystems Platform
- Validating user inputs Debugging Web Applications
- Filtering data on Web Pages
- Understanding the Logic behind Web Pages Importing and Exporting data using Excel
- Authenticating users and securing your Web Applications
- Designing Web Pages with AJAX
- Version Control with OutSystems Platform Writing Custom SQL
- Merging work and collaboration

- Sending emails
- Create reusable logic Development
- Best Practices
- Create and Consume Web-Services
- Querying the Database Reporting with charts Using static data

Advanced Developer Bootcamp

This Bootcamp has been designed to teach you advanced OutSystems Platform topics. Learn how to use OutSystems Platform to its full advantage, building high-quality performing and scalable enterprise web apps in this 5-day hands-on training course:

- Boost your architectural skills
- Get familiar with development patterns and best practices
- Learn how to handle performance and scalability
- Take a deep dive into the most typical integration scenarios
- We distilled the knowledge and experience of our Expert Consultants to create the content of this course. You'll come away from this course with advanced skills and hands-on experience on OutSystems Platform.

Who should attend?

- OutSystems Platform Developers and former Developer Bootcamp attendees that already know OutSystems Platform and want to deepen their skills and knowledge
- Architects who need to better understand how OutSystems Platform delivers web applications

Attendees Pre-requisites and Duration

- Developer Bootcamp
- 5 days

Some of the topics covered:

- **Solution Architecture –** understand the concepts of the 4-layer architecture design, see examples of its usage and experience using it.
- **Integration Patterns –** learn how to integrate with other systems using OutSystems Platform through web services and extensions developed with Integration Studio.
- **Advanced Development Patterns –** discuss advanced development patterns including multi-language, multi-tenancy, multi-catalog, email and business process technology.
- **Advanced User Interfaces –** learn to leverage advanced UI patterns, including wizards, inline editing, widgets, etc. Learn how to create new rich web controls that can be easily reused.
- **Performance and Scalability –** learn how to identify performance and scalability problems and how to overcome them.
- **Testing and Deployment –** see how to test your code and understand the deployment mechanisms in OutSystems Platform.

Support Engineer Bootcamp

The Support Engineer Bootcamp was designed to teach you all the details of OutSystems Platform architecture, maintenance, troubleshooting and management:

- Master OutSystems Platform architecture

- Experience advanced troubleshooting and monitoring techniques
- Create robust OutSystems Platform infrastructures
- Tune your installation for performance and scalability

What will you learn?

You will learn the architecture of OutSystems Platform, its main components and how to troubleshoot and tune the platform. Through a series of guided instruction, hands-on exercises and simulations, you'll be learning the secrets of troubleshooting, monitoring and tuning your installation for performance. This course is taught by one of our own Technical Support Engineers who will share valuable field experience.

Who should attend?

- Support, operations and infrastructure team members responsible for day to day monitoring and management of OutSystems Platform infrastructure
- Seasoned OutSystems Platform Developers wanting to deepen their technical skills in topics such as platform architecture and troubleshooting

Duration

- 5 days

Some of the topics covered

- OutSystems Platform Fundamentals
- OutSystems Platform Licensing
- Managing OutSystems Applications
- Managing References and Integrations Factory Management
- Security Management Process Management
- Logging and Reporting
- Getting Support
- Platform Architecture Overview
- Installing and Configuring the Platform Platform Internals
- Troubleshooting the Platform and Applications

On Boarding Services

Success Program Guided

Link:
https://success.outsystems.com/@api/deki/files/9547/20180207_GuidedSuccessProgram_v1.pdf?revision=1

From delivering your first OutSystems project to adopting low-code across your organization, the Guided Success Program helps you achieve your business goals. Benefit from a variety of services that include an experienced OutSystems Customer Success Manager, who works closely with you to develop an actionable success plan for your OutSystems investment, and support, guidance, and best practices to address your business priorities.

Scope of the Program

The Guided Success Program scope varies according to your needs and where you are in your adoption of OutSystems. The following is a list of the typical activities included for the first year of your subscription.

- Unlimited answers to developer how-to questions via OutSystems support portal.

A CSM who provides a success plan, technical enablement plan, technical support advocacy, and expert guidance that includes:

- Platform onboarding
- Business metrics tracking
- Quarterly business reviews and reporting
- Reference architecture design
- Best practices and architectural reviews
- One-on-one sessions with OutSystems subject matter experts
- Premium technical support service level

After the first year, several of these activities would be replaced to cater to the evolving needs of the teams and the organization.

Technical Assurance Services (5 days)

With the Technical Assurance Services Pack, OutSystems' Expert Consultants will proactively work with you to guide both your team and your implementation partners towards project success by ensuring a highly transparent, healthy and predictable implementation.

Setting up your Initial Reference Architecture and Practices

As you acquire the platform and your team starts creating new applications, you will need to setup initial reference architecture as well as assure your team follows platform, development and operations best practices. This service can help you during this initial setup on:

- Initial Overall Architecture Definition
  - Application portfolio evaluation
  - Initial needs on base components
  - Propagate best practices on development and operations
  - Specific situations related with application integration and authentications
- Initial Application Definition
  - Define application architecture to be implemented
  - Report on findings and recommendations
- Usability Assessment
  - Validate basic usability concepts to ensure user adoption
  - Implement application changes that improve the user experience on your applications
  - Report on findings and recommendations

Platform Architecture and Operations Hands-on and Advice

Advice on managing and running your own platform environment to reduce operational risk, minimize wasted resources and maximize efficiency. Some of possible areas to cover depending on your specific needs and challenges are:

- Evaluate your architecture dependencies and promote and recommend paths to reduce component dependency and maintenance impact
- Recommend a delivery model for a multi-project environments
- Evaluate your operational risk and recommend specific areas to reduce risk
- Evaluate and recommend specific business continuity measurements such as best practices, tools and processes for release management, version control, configuration management, environment staging and configuration.

You can also request an OutSystems Expert Consultant to research and answer your specific technical issues that can certainly derail your project timeline if they are not addressed rapidly and with authority.

Application and Infrastructure Performance Hands-On and Advice

You are able to work with OutSystems Expert Consultants to create code, configurations and practices that lead to high performance applications. Building highly scalable applications results from a combination of a highly tuned infrastructure with high performance code.

- Application architecture to attain highly scalable applications capable of handling a high number of simultaneous users and transactions Platform and stack configuration for high performance applications

User Experience Design Hands-On and Advice

Modern applications cannot live without a highly usable, simple, robust and beautiful user experience involving interfaces that work as the user expects, that can be as simple as our everyday internet applications. Creating great applications for the Enterprise is a fundamental success factor today. OutSystems Experts can help you design great user experiences by:

- Design and review highly beautiful UI prototypes with advanced platform visual elements
- Perform user activity research and help you build your application information architecture
- Implementing advanced UX components that lead to highly usable interfaces for your end users
- Designing mobile application that can work across devices leverage built-in phone capabilities such as GPS, location, directory and others

Solution Design Hands-On and Advice

When building applications with OutSystems you and your team can face several situations that are either new to you or present themselves as complex problems to address. OutSystems Expert Consultants are able to help you and advise your team on key areas that impact your success:

- Administration and security advice are fundamentals for securing your application and data
- Addressing complex integrations with existing software or cloud services
- Best use of specific platform functions such as Business Process Technology (BPT) to help you design processes that work, are easy to maintain and change
- Our consultants will assess the quality of your project through the application development and delivery life cycle in order to avoid business user dissatisfaction and potential project failures

Development Services

OutSystems Agile Development Teams Services provides customers with the capability to design, build, integrate, test and deploy business applications. This service provides you and your organization development capability to develop your own stream of projects. Development capacity is performed mostly remote and is organized around three basic configurations: Transform Team, Deliver Team and Change Teams. Teams can be ordered based on a minimum configuration and duration according to the selected team, can be extended with additional periods of 2 weeks and also be extended with additional developers.

Transform Team (2 weeks)

The **Transform Team** is a comprehensive service to build, maintain or evolve applications of any size or complexity, mostly fit to larger and more complex applications delivery. In addition to development resources, OutSystems provides a project management and business analysis capability to oversee the project and engage with the project stakeholders. The Engagement Manager oversees the allocation of development resources, while tracking and communicating it to the End-Customer.

The **Transform Team** does most of the project for the End-Customer, and is ideal for situations when starting with OutSystems Platform technology or when the End-Customer has limited internal bandwidth for the project. The Transform Team works closely with the End-Customer stakeholders and/or project management to help them realize the benefits of the OutSystems Platform to its full extent.

The **Transform Team** is a contiguous engagement comprised of: Engagement Manager (1 FTE), Delivery Manager (1 FTE), Developer (2 FTE). Additional Developers can be added to the Transform Team to the maximum of four (4) under the management of one (1) single full-time Delivery Manager. The minimum initial engagement period is of 6 weeks, and can be extended for additional periods of 2 weeks.

This team is a capacity-based service that provides End-Customers with the ability to build, maintain or evolve application(s) based on the End-Customer's prioritization and need during the Performance Period. The Performance Period is defined as the period of time between the Start Date and End Date of a specific delivery.

End-Customer acknowledges that:

- Transform Team services are not intended to perform to any specific set of requirements or deadlines unless otherwise agreed upfront.
- The End-Customer is responsible for defining direction, priorities, features, requirements, etc. necessary to perform desired activities, under an agile methodology;
- At the end of the Performance Period, all in-process work will be deemed complete and no additional effort will be put forth by OutSystems toward any agreed upon features, requirements, etc.

Per the project team definitions:

- A Full-time Equivalent, "FTE", is defined as staff working eight (8) hours per Business Day during the Performance Period.
- A Business Day is defined to occur Monday to Friday and do not include public holidays and weekends (Saturday and Sunday). OutSystems staff shall not be required to work outside of the defined hours for a Business Day unless previously agreed to in writing by OutSystems.

- Fractional FTEs (e.g. "0.4 FTE") are not expected to work for that fraction of hours each Business Day, but rather, this is meant to reflect the total time to be worked during the Performance Period.
- OutSystems will report hours worked to the End-Customer via a mutually agreed-upon method at mutually agreed-upon time intervals.
- At the end of the Performance Period, OutSystems will not be held accountable for any refund of Fees should End-Customer not use all staff hours available during the Performance Period.

Deliver Team (2 weeks)

The **Deliver Team** is a comprehensive service to build, maintain or evolve applications, mostly fit for small to mid sized applications delivery. In addition to development resources, OutSystems provides an engagement manager to oversee the project and engage with the End-Customer project management and analysis teams. The Engagement Manager oversees the allocation of development resources; tracks progress, and communicate it to the End-Customer.

The **Deliver Team** works alongside the End-Customer. The End-Customer manages and owns the project, and is responsible for the business analysis and assuring that the project targets business objectives. OutSystems provides technical analysis and design in a consultative, collaborative fashion.

The **Deliver Team** is a contiguous engagement comprised of: Engagement Manager (0.5 FTE), Delivery Manager (1 FTE), Developer (1 FTE). Additional Developers can be added to the Deliver Team to the maximum of four (4) under the management of one (1) single full-time Delivery Manager. The minimum initial engagement period is of 6 weeks, and can be extended for additional periods of 2 weeks.

This team is a capacity-based service that provides End-Customers with the ability to build, maintain or evolve application(s) based on the End-Customers prioritization and need during the Performance Period. The Performance Period is defined as the period of time between the Start Date and End Date of a specific delivery.

End-Customer acknowledges that:

- Team Services are not intended to perform to any specific set of requirements or deadlines unless otherwise agreed upfront.
- The End-Customer is responsible for defining direction, priorities, features, requirements, etc. necessary to perform desired activities.
- At the end of the Performance Period, all in-process work will be deemed complete and no additional effort will be put forth by OutSystems toward any agreed-upon features, requirements, etc.

Per the project team definitions:

- A Full-time Equivalent, "FTE", is defined as staff working eight (8) hours per Business Day during the Performance Period.
- A Business Day is defined to occur Monday to Friday and do not include public holidays and weekends (Saturday and Sunday). OutSystems staff shall not be required to work outside of the defined hours for a Business Day unless previously agreed to in writing by OutSystems.
- Fractional FTEs (e.g. "0.4 FTE"), are not expected to work for that fraction of hours each Business Day, but rather, this is meant to reflect the total time to be worked during the Performance Period.

- OutSystems will report hours worked to the End-Customer via a mutually agreed-upon method at mutually agreed-upon time intervals.
- At the end of the Performance Period, OutSystems will not be held accountable for any refund of Fees should End-Customer not use all staff hours available during the Performance Period.

Additional Developer (2 weeks, T&M)

The Additional Agile Developer provides you with the option to have an additional developer to be added to any of the Agile Development Teams available, for a minimum period of 2 weeks.