



Service Description

Splunk Professional Services

This Service Description is part of the Services Agreement (as defined in the [Services Guide](#)) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

1. Summary

The Splunk Professional Services provide You with access to a set of professional Services which are described below and which You can use on Your Splunk Product. Splunk Professional Services will be available to You for the duration of the Services Term. Splunk Professional Services will be available over the Services Term for up to the total quantity of Business Days or Credits purchased as detailed in the Quote.

- Splunk Professional Services include tasks and activities selected from the following Service options: **Value Acceleration and Optimization Services**
 - Provides You with the technical expertise to assist your business with realizing and/or optimizing the potential value of Splunk Products within your business. Please see the [Splunk Professional Services Catalog](#) for additional information.
- **General Consulting Services**
 - Provides You with domain-specific general consultation, as specified within a scope of work document, regarding how You can best leverage Splunk Products to solve unique and/or complex business problems.
- **Staff Augmentation Services**
 - Provides You with regular and recurring access to a technical resource with technical skills on a specific Splunk Product (e.g. Splunk Cloud). This resource will work on and assist others in your business, as nominated by You, with tasks that are aligned to their Splunk Product skillset, in accordance with Splunk recognized best practices.

2. Cisco Responsibilities

- Work with You at a Services kick-off meeting to specify and mutually agree on the tasks and activities chosen from the Service options noted above and which will be conducted during Your Splunk Professional Services engagement(s).
- Provide the list of tasks and general activities to be conducted during the engagement(s) to the Splunk Professional Services resource(s) who will work with You.
- On a quarterly basis, provide an updated review of progress and consumption against the mutually agreed upon Services and agree on the Services to be provided in the following quarter.
- Assign, supervise, and direct the individuals delivering this Service. Cisco may switch individuals at any time. Cisco is not obligated to make personnel changes to accommodate workload or work type

changes. Cisco will assess the experience and skills required to deliver the mutually agreed upon Services and assign personnel and resources to meet those requirements.

- Use commercially reasonable efforts to complete activities agreed to in the Services kick-off meeting and subsequent plans. However, Cisco does not guarantee that all activities will be successfully completed by the end of the Services Term. All Service delivery will stop and be considered complete on the last Business Day of the Services Term.

3. Customer Responsibilities

- Work with Cisco to identify and agree on the tasks and general activities within the scope of this Service Description.
- Request and schedule Services at least ninety (90) days before the end date of the Services Term.
- Provide reasonable network and system access to configure servers, install forwarders, configure source devices, read logs, access data and applications, and allow necessary inter-system communication is all made available to Cisco resources upon commencement of the Services.
- Ensure Customer resources with appropriate knowledge of requirements and resources are available during the performance of the Services.
- Ensure Customer resources with functional and domain knowledge are available for feedback and consultation during the performance of the Services.
- Remain responsible for all of Your compliance with industry standards.

4. Limitations

- Should onsite Services be delivered as part of the Splunk Professional Services, the cost for travel and expenses (if any) will be detailed in the Quote.
- Remote Services must be scheduled in consecutive eight (8) hour increments. Onsite Services must be scheduled in consecutive five (5) day increments.
- Splunk Professional Services will not be subject to approval or acceptance by You.
- Cisco Content: Any materials created or provided as part of the Services, including Deliverables, Document Deliverables, Scripts, or Software, are Cisco Content, as defined in the Services Agreement.
- Unless stated otherwise above, all prepaid Services must be consumed within the Services Term. At the end of the Services Term, any remaining prepaid Services will expire. No refunds will be provided for any remaining prepaid Services that are not consumed.

5. Data Processing Terms

- The Data Processing Terms apply as defined in the Services Agreement except as set forth below.
- The Information Security Exhibit, as defined in the Services Agreement and as referenced within the Data Processing Terms, is replaced with the [Splunk Professional Services Information Security Addendum](#) (“Splunk ISA”), which will apply to the Services.
- The notification obligations contained in the Incident Response Plan and Breach Notification section of the Splunk ISA will apply in lieu of any notification terms contained in the Data Processing Terms.
- Any provisions in the Data Processing Terms concerning the return, deletion and/or retrieval of Personal Data following termination of the Data Processing Terms is deleted and replaced with the Secure Disposal section of the Splunk ISA.
- The Privacy and Security section in the Services Agreement applies to the Services, except that the reference to the Information Security Exhibit is replaced with the Splunk ISA, and references in the Services Agreement to the Customer Content Data Brief and the Systems Information Data Brief do not apply to the Services.