



Admissions Controller Service Offering

Description

This service offering will provide a dedicated Sysdig Professional Services resource to assist in implementing the Sysdig Admissions Controller in the customer's Kubernetes/OpenShift environment. If it is an on-premise implementation, this feature requires Sysdig Platform version 4.0 or higher.

Expected engagement time

This engagement typically requires two to three days of Professional Services per Sysdig backend.

Process we follow

1. Conduct scoping call

- A Sysdig Professional Services engineer will conduct this call in order to gather the requirements for the engagement.
- Recommendations will be provided along with best-practice guidance on necessary changes to the environment.

2. Perform deployment

- A Sysdig Professional Services engineer will work in tandem with your on-site engineer to guide them through the necessary steps to deploy the Admissions Controller.



3. Perform post deployment checks

- A Sysdig Professional Services engineer will ensure that the deployment was successful and verify full functionality.

4. Finally, Sysdig Professional Services will provide detailed documentation, in the form of an Engagement journal, that outlines the steps taken throughout the engagement, the configuration applied, and information about your environments.

Terms and Conditions

- Sysdig will provide the professional services purchased hereunder (“Services”) in accordance with these terms. Further, the Services are subject to the terms and conditions governing your use of Sysdig’s products and services. See your Order Form for more details.
- Services shall be scheduled in no fewer than four (4) hour increments.
- Services expire if not used within 12 calendar months of the effective date of the order.
- You must reimburse us for reasonable travel expenses if we jointly determine an onsite presence is required.
- We reserve the right, in our commercially reasonable discretion, to change or otherwise substitute resources during the course of the engagement.
- If Sysdig Professional Services assistance is needed to upgrade to the latest generally available (GA) version of the Sysdig backend, an Upgrade / Expansion Service Offering will need to be purchased separately.

