WIND RIVER STUDIO SERVICES
PRODUCTION READINESS PACKAGE

The Production Readiness services package focuses on getting the solution validated in the Customer's lab for field deployments and helps with the production-level design, integration, test, and support of Wind River® Studio operator capabilities and integrated components in a lab environment.

WHAT WE OFFER

This package can be limited to a duration of fourteen (14) weeks. The duration can be extended via the Change Control Process.

1 System Requirement Definition

Wind River to review use cases and technical requirements provided by Customer for:

- Customer's telco cloud architecture
- Central cluster
- Regional cluster
- Far edge cluster
- Reference distributed cloud
- Capacity management
- Performance
- Operations management
- Automation/orchestration/analytics/monitoring

2 System Design

Wind River to review Customer's HLD for hardware, site architecture, site planning information, and applications as defined by Customer to collaborate in the definition of the following:

- Clarify production requirements
- Present configuration design specifications that account for the Customer's software layers running on Studio (orchestration, OSS, and BSS)
- Capacity design/expandability
- Automation and analytics/monitoring procedure

3 Installation Assistance in Customer Lab

Wind River to assist Customer in the installation of the Studio platform at a Customer location based on Customer providing:

- A detailed view of lab assets (IP plan, IT access)
- Lab availability
- Lab that mirrors the expected FNI setup (hardware, software, application, etc.)
- Availability of all workload vendors to provide support

Lab Environment

* Limit up to 12 servers total
* All are in same location
* All servers with same configuration
* HW and RAN are pre-validated

Central Office	Central Region	DU Site (Far Edge)
One Conductor Node	System Controller/ CaaS Manager	Sub-clouds (Simplex or Duplex)
(Virtual Machine)	Limit Two (2)	Limit Four (4)

4 Customer Application Integration Assistance

Wind River to review third-party (hardware and application) vendor CaaS requirements, integration points, system requirements, use cases, and testing requirements to collaborate on the definition of the following:

- Establish development assistance structure with third parties (5G UPF vendor, CNF vendors, HW vendor, orchestrator vendor)
- Validation/integration support for 5G UPF or vRAN vendor, hardware vendor in Customer lab
- Customer IT tools
- Automation, orchestration, analytics integration

5 Support Creation of Various Procedure Documents

Wind River to work with the selected third-party (hardware and application) vendors to collaborate on the development of the deployment documents including design, methods of procedures (MoPs) to assist Customer in the following:

- Present generic procedures
- Comments/feedbacks on procedures created by Customer

6 Knowledge Transfer

Wind River to transfer knowledge to the Customer's engineering team. This is in conjunction with and not a replacement of standard training provided by Wind River:

- Involve Customer team during all lab activities
- Transfer knowledge, to include creation of MoP and work on lab environment by Customer resources
- Transfer knowledge to the Customer's engineering team, in conjunction with and not as a replacement for standard training provided by Wind River
- Involve Customer team during integration activities
- Knowledge transfer will include working with Customer engineers during the integration process

7 Lab Validation Support at Customer Lab

Wind River to assist Customer in the validation of the CaaS platform at a Customer lab location. Wind River to provide technical expertise to support Customer and application vendors in the onboarding of the applications as led by the application vendor. Examples of validation activities include:

- Examine lab validation
- Provide support during lab validation
- Analyze root cause when problems occur
- Provide resolution assistance
- Knowledge transfer will include working with Customer engineers during the integration process

8 Comprehensive Test Support

Wind River to assist Customer in the testing of the CaaS platform at a Customer lab location prior to FNI. Wind River to provide technical expertise to support Customer and application vendors in the testing of the CaaS platform and the applications (as led by the application vendor). Examples of testing activities include:

- Participate and assist in comprehensive testing
- Review test items, including the following:
  - Checking the stability of virtualization infrastructure
  - Isolating problems with upper application layers
- Planning
- Support during application deployment
- Comments/feedbacks on procedures created by Customer

9 Program Management

Wind River to assign a program manager who will oversee and coordinate all Wind River activities throughout the project lifecycle. Examples of tasks to be performed are:

- Participate in regular meetings
- Support Q&A related to virtualization infrastructure
- Serve as single point of contact for program progress and escalations
- Oversee operational interactions with the various Wind River teams (such as Engineering, Support, Professional Services, etc.)
- Coordinate activities with counterparts at Customer
- Facilitate conference calls, status updates, and reviews
- Coordinate Wind River interaction/follow-up with approved third parties within the Studio ecosystem
- Monitor technical case request progress
- Manage issue tracking, priority escalation, and overall issue resolution management

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