



# WIND RIVER STUDIO OPERATOR SERVICES DEPLOYMENT AT SCALE

The Deployment at Scale services package focuses on deployment and orchestration of the solution in additional production sites.

## WHAT WE OFFER

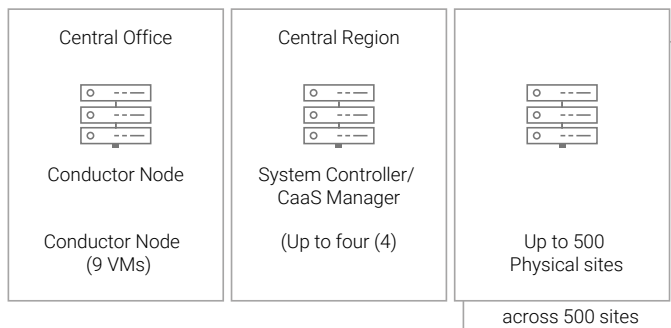
This package is limited to a duration of twelve (12) months. The duration can be renewed or extended via the Change Control Process for additional twelve (12)-month durations.

### 1 Deployment at Scale Support

Wind River® to assist Customer in the deployment of the Wind River Studio platform at scale. Wind River to coordinate with Customer-approved third parties by providing technical expertise to support Customer and application vendors during the deployment period/term. Examples of support activities include:

- Assistance with the planning and deployment of Wind River Studio at scale
  - System controller deployment (limit of four [4])
  - Subcloud site deployment (limit of 500 physical sites)
- Workload integration and verification of the application with Studio

#### Scale Environment



\* All Servers with same configuration  
 \* HW and RAN are pre-validated  
 \* Each site limited to 4 servers  
 \* Limit 1000 servers

### 2 Training for Operations

Wind River to provide Customer with training for the Customer operations team. This is in conjunction with and not a replacement to standard training provided by Wind River.

- Involve Customer team during all operational activities:
  - In case of (1) normal operation and (2) system failure occurring (training will include creation of MoP and work on FNI environment by Customer resources for updates and major version upgrades)

### 3 Consideration of Operational Procedures

Wind River to assist Customer in the operational deployment of the Wind River Studio solution. Taking into consideration the following:

- Planning and assistance with Wind River Studio patches and upgrades via Conductor
- Backup and restore operations
- Monitoring/logging operations
- Deployment reporting
  - Conductor discovery
  - Conductor cert dashboard
- Health check
  - Test and validation of subcloud deployments
  - Remediation of subcloud deployments

## 4

**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 (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 Wind River Studio Operator ecosystem
- Monitor technical case request progress
- Manage issue tracking, priority escalation, and overall issue resolution management

## 5

**System Design Updates**

Wind River to review and update the system design documents developed with the view of designing for scale deployment.

For example:

- Clarify production requirements
- Present configuration design specifications that account for the Customer software layers running on Wind River Studio (Orchestration, OSS, and BSS)
- Determine capacity design/expandability
  - System design at scale
- Review automation and analytics/monitoring procedure
  - Deployment automation at scale