



SERVICE DESCRIPTION

Puppet Residency

Add a Puppet expert to your staff to focus on and accelerate your Puppet based initiatives

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Overview

The Puppet Residency provides the Customer with access to a Puppet expert to assist with its Puppet technology task(s) over a consistent, longer period to drive success. The Puppet Professional Services Engineer (i.e., the Puppet resident consultant) will work with the Customer five days per week for 12 consecutive weeks. Although there are no specific deliverables included, the Residency may be used for a variety of tasks.

Benefits from a dedicated Puppet resident consultant may include the following:

- **Improved Time to Value:** Engage with a Puppet expert to review your environment and identify potential opportunities to expedite the expansion of your existing node footprint to support business requirements.
- **Hands on Knowledge Transfer:** Work with a Puppet expert to improve operational management and maintenance practices for your Puppet infrastructure.
- **Puppet Expertise on Demand:** Engage with a Puppet expert to help you with questions and work one-on-one through any challenges that may be preventing your success.
- **Puppet Upgrade Evaluation:** Help minimize potential issues by having a Puppet expert spot check your environment prior to taking on upgrade activities to help you prepare.
- **Performance Troubleshooting:** Work closely with a Puppet expert to help identify and implement performance improvements.
- **Code Review and Best Practices:** Interact with a Puppet expert and identify opportunities to optimize patterns for developing Puppet code as well as enhance development practices (i.e., Hiera, roles/proles, classification, etc.)

Recommended for

- Customers using Puppet Code in Puppet Enterprise or Puppet Open Source for 6+ months
- Customers wanting an expert review of their existing Puppet code
- Customers wanting an expert recommendation on next steps to take based on this code review

Consulting Services Description

Puppet will provide 5 days (i.e., up to 8 hours per day) per week of remote Puppet Professional Services (or “Services”) for 12 consecutive weeks to assist Customer with its existing Puppet technology implementation as directed by the Customer. Residency activities may include:

- Upgrades
- Refactoring existing Puppet code
- Implementing Forge modules
- Assistance with module development
- Workflow consulting
- Performance tuning and troubleshooting

Key Assumptions

The following assumptions are reflected in the services, timeline, and estimated effort outlined in this service description:

1. All Services will be performed remotely using video conferencing software, such as Zoom.
2. The Residency is not intended to replace Puppet implementation services and is best suited for existing Puppet technology environments.

3. Customer's Puppet practitioner/SME must be available to work remotely with the Puppet consultant for the entirety of the engagement.
4. The Puppet Residency will be scheduled and delivered as 5 days/week for 12 consecutive weeks. At the time of scheduling, Puppet and Customer will mutually agree on the start date of the Residency. All scheduling is subject to Puppet's resource availability at the time of scheduling.
5. Services will be scheduled and delivered during Puppet's normal business hours Monday through Friday.
6. A Residency "day" is defined as up to a maximum of 8 hours of remote services. Any unused hours or days do not roll over and expire on the scheduled day of delivery.
7. Customer will provide prompt access to all systems and resources that Puppet will need to complete the work.
8. Services are conned to work that can be reasonably completed within the engagement's allocated hours. Such work may be incomplete and/or require further effort from the Customer to complete post-engagement.
9. All Residency services will be performed remotely. Any onsite time requires Puppet's prior approval and may be subject to additional fees and expenses.
10. Services will expire unless they are scheduled and delivered within twelve (12) months of purchase.