

Sumo Logic Professional Services

Content development Add-on

Overview

Sumo Logic's Professional Services Content Development Add-On package is designed for Customers seeking assistance with developing additional content on the Sumo Logic platform, such as searches, monitors, scheduled searches, dashboards, rules and action nodes, as set forth below. This package can be purchased standalone or in combination with other Sumo Logic Professional Services packages.

Activities

Sumo Logic shall assist Customer with the following configuration and deployment activities, using an iterative approach that leverages Sumo Logic's best practices and techniques:

Topic	Activities
Discovery and Design	<ul style="list-style-type: none">• Conduct discovery and design, with Customer providing targeted use cases.
Technical Onboarding	<ul style="list-style-type: none">• Sumo Logic shall configure up to a total of twenty (20) content items. Content items may include:<ul style="list-style-type: none">- Searches (logs, metrics, spans) within Customer's Sumo Logic platform environment.- Rules, tuning expressions or action nodes within Customer's Sumo Logic Cloud SIEM environment.• Customer shall validate and provide feedback on configured searches, rules, tuning expressions and action nodes.
Knowledge Transfer	<ul style="list-style-type: none">• Conduct knowledge transfer to review content delivered.

Assumptions

- Customer shall provide timely access to Customer personnel required for Sumo Logic to perform its obligations hereunder (including subject matter experts familiar with security, compliance, and operational requirements of Customer).
- In a timely manner, Customer shall provide targeted use cases.
- Integrations within Automation Service action nodes shall be limited to Cloud SIEM Certified Integrations.
- In a timely manner, Customer shall validate configured searches, rules, tuning expressions and action nodes.
- Sumo Logic shall not access and/or perform configuration work within Customer's non-Sumo Logic environments and/or systems.
- Design and/or configuration guidance for the collection of additional data sources is not in-scope. Customer is responsible for configuring and deploying any collectors for new data sources prior to the commencement of this engagement.
- Professional Services shall be performed on a remote basis.

