COMPUWARE APM SUPPORT SERVICES GUIDE

When you partner with Compuware, you get the education, advice and direct support you need to maximize the benefits of your Compuware APM investment. We are committed to helping you solve today’s problems and build a performance testing foundation for the new generation of APM.

As a part of this commitment, it is our goal to improve your support experience by effectively managing and quickly resolving your technical inquiries.

The purpose of this document is to communicate the support options and processes to you and clearly set your service expectations.

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DISCLAIMER

Compuware reserves the right to amend this Compuware APM Support Services Guide at any time and with no notice.
COMPUWARE SUPPORT SERVICES OVERVIEW

Compuware APM offers two options for technical support components – “Standard” and “Premium.”

STANDARD SUPPORT

This level of support provides access to our highly technical Customer Support team, including phone and e-mail response Monday through Friday between 9am and 5pm local time, access to a web-based customer portal containing knowledgebase and case management resources, and initial inquiry response target based on the severity of the issue.

For dynaTrace Enterprise (“on premises”) customers, Standard Support maintenance also includes software fixes in the form of Service Packs.

PREMIUM SUPPORT

This level of support provides access to our highly technical Customer Support team, including phone and e-mail response 24x7x365, access to a web-based customer portal containing knowledgebase and case management resources, and prioritized initial inquiry response targets. In addition, Premium Support customers will also receive priority phone and case handling.

NOTE: For information about pricing related to these different support options, please consult your sales account manager.

SUPPORT COMPONENTS

<table>
<thead>
<tr>
<th></th>
<th>STANDARD</th>
<th>PREMIUM</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hours of Operation</strong></td>
<td>Monday – Friday (major holidays excluded); 9 - 5 Local Time</td>
<td>24 x 7 x 365</td>
</tr>
<tr>
<td><strong>Live Phone Support</strong></td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Web-based Customer Portal</strong></td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Initial Response Time SLA</strong></td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Priority Phone Queue</strong></td>
<td>-</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Priority Case Queue</strong></td>
<td>-</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Priority Script Support</strong></td>
<td>-</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Technical Account Manager</strong></td>
<td>-</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Quarterly Service Review</strong></td>
<td>-</td>
<td>Yes</td>
</tr>
</tbody>
</table>
SUPPORT COMPONENTS – GLOBAL LANGUAGES

<table>
<thead>
<tr>
<th>Languages</th>
<th>Compuware dynaTrace® Enterprise * (formerly On-Premises, Vantage, and dynaTrace)</th>
<th>Compuware APMaaS Platform (formerly Gomez)</th>
</tr>
</thead>
<tbody>
<tr>
<td>English, German, French, Spanish, Italian, Japanese, Mandarin Chinese, Korean, Portuguese</td>
<td>English, Mandarin Chinese</td>
<td></td>
</tr>
</tbody>
</table>

* Language support is offered through Compuware’s regional offices. Not all languages are available in all locations.

SUPPORT COMPONENT DEFINITIONS

CUSTOMER SUPPORT
Access to the Compuware Customer Service Representatives and Technical Support Engineers via e-mail, customer portal and telephone.

INITIAL RESPONSE TIME
The time in which customers will receive confirmation of receipt of an inquiry, including a case tracking number, and an expectation as to when a resolution or update should be expected.

PRIORITY PHONE QUEUE
When calling, Premium Support customers will be identified, and will be placed in a priority call queue allowing faster access to the technical team.

PRIORITY CASE QUEUE
Cases opened by Premium Support customers will receive priority over cases submitted by Enterprise customers submitted at the same time, and of similar severity.

COMPUWARE APM SUPPORT RESOURCES
The Compuware support team consists of seasoned technical professionals dedicated to helping you optimize your Compuware solutions.

COMPUWARE APM CUSTOMER SUPPORT TEAM
This team is your primary point of contact with Compuware for all technical support issues, and handles the management of your case inquiries within Compuware until your issue is resolved.

The Customer Support team consists of:

CUSTOMER SERVICE REPRESENTATIVES
Compuware solution experts who are able to answer questions regarding product use, service problems, data analysis, and more. CSR’s will manage and resolve or escalate your technical issues.

TECHNICAL SUPPORT ENGINEERS
Compuware solution and web technology experts who provide basic to advanced scripting support, and assist work with the Customer Service Representatives to investigate complex data analysis, as well as advanced configuration and troubleshooting of the “on premises” software. TSE’s will manage and resolve or escalate your advanced technical issues.

REPORTING A PROBLEM
OPENING AND UPDATING SUPPORT CASES
Outlined below are a few steps you can take, when possible, to make your interaction with the Customer Support team more effective. The more detail that you can provide about an issue, the quicker the support team can troubleshoot and resolve the issue.

**IF YOU ARE CALLING ABOUT A NEW ISSUE, BE PREPARED TO:**

1. Provide your Account name and Compuware client/site #
2. Provide the results of any troubleshooting measures you may have already undertaken, or the steps which can be followed to reproduce the issue.
3. Provide as many other details about the issue as possible, including any co-existing issues that you may be experiencing with your application, or any recent updates or changes that may have been made to your application.
4. For the dynaTrace Enterprise ("on premises") software, provide version and build number for the software component experiencing the issue, as well as basic hardware specifications including operating system, version and patch level.

**IF YOU ARE CALLING TO PROVIDE OR REQUEST AN UPDATE FOR AN EXISTING CASE, BE PREPARED TO:**

1. Provide your previously assigned Compuware case number, preferably as part of the Subject line of the email.
2. Provide any additional details about your issue since you were last in contact with the Customer Support team.

<table>
<thead>
<tr>
<th>PRIORITY ASSIGNED</th>
<th>DESCRIPTION</th>
<th>RESPONSE TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td>Critical</td>
<td>1 business hour (*) / 30 min</td>
</tr>
<tr>
<td></td>
<td>Service or major on-premise product component has been stopped or so seriously impaired that it is unusable, and no alternative is available. This includes software or operating system restarts, data loss or corruption. Software cannot be installed or migrated to a new release.</td>
<td></td>
</tr>
<tr>
<td><strong>2</strong></td>
<td>Severe</td>
<td>4 business hours / 2 hours</td>
</tr>
<tr>
<td></td>
<td>Service is significantly impacted where 50% to 99% of all SaaS services are impacted. This includes problems accessing two or more solutions in the SaaS service or unavailability of one or more Private Agents. Obsolete, difficult to reproduce, infrequent crashes or hangs of the on-premises software. Explicitly documented major functionality is missing or not usable. Documentation issue that leads to a severe error, installation/migration failure or data corruption. No workaround or solution known at the time the case is logged.</td>
<td></td>
</tr>
<tr>
<td><strong>3</strong></td>
<td>Moderate</td>
<td>8 business hours / 4 hours</td>
</tr>
<tr>
<td></td>
<td>Service not functioning correctly, where less than 50% of all SaaS services are impacted. This includes scripting help for new and existing tests or unavailability of a single node. Situations in which the functionality of the on-premises software is slightly restricted but the product components are still functional. Data quality or access may be restricted. Reporting issues. Questions related to configuration or software installation. Some business impact. Priority 3 issues usually have workarounds.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Low</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>A feature of the service or on-premises software is not functioning correctly, but does not impact data quality or data access. This includes requests for general information and new feature requests.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A defect in very obscure product functionality. Misspelling in the documentation or in a product screen. Cosmetic problem.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8 hours</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* For dynaTrace Enterprise ("on-premises") software, Severity 1 response time requires verbal contact with a Compuware Representative when a case is opened.

**CASE MANAGEMENT**

A case will be opened for every technical inquiry made to the Customer Support team. It is our goal to resolve each case as quickly as possible to restore normal service operation and minimize the impact on our customer’s business operations. The case number will be communicated to the Customer to be used for tracking purposes.

**CASE DESCRIPTION**

When opening a case, Customers are expected to provide the Customer Service Representative with a description of the incident and confirmation of the SaaS service(s) or “on premises” software components affected. If a response is needed to meet a deadline, please indicate the target date/time in the case description. We will make best efforts to meet your needs.

**CASE SEVERITY AND INITIAL RESPONSE TIME**

Based on the case description and urgency, the Representative will assign a Severity level during case creation.

**CASE NOTIFICATION**

Customers can expect to receive notification that a case has been created. The notification will include the case number, for tracking purposes, the Customer Service Representative working on the case, a summary of the inquiry, and the Severity level that has been assigned.

**CASE HANDLING**

There are three tiers of assistance that may be utilized in order to resolve a case. Tier 1 is the first level of support, within the Customer Support team, where the majority of technical inquiries will be resolved. Tier 2 is the next level of support, within the Customer Support team, where cases that require extensive investigation will be resolved. Tier 3 is the final level, outside of the Customer Support team, where cases that require resources from the Network Operations Center or Development teams will be resolved.

Cases will be handled in the order of their Severity, and then in the order in which they were received. Each case will be investigated by Tier 1 and escalated to the next Tier as needed.

**CASE ASSIGNMENT**

After a case has been created, a Customer Service Representative will be assigned to investigate the inquiry based on availability and skill level. Representatives will research each case by searching the knowledgebase, online help, and past case resolutions. If further research is required, the Representative will troubleshoot the problem.

**CASE UPDATES**

At each stage in the investigation of a case, the Customer will be updated with information on what has been done to investigate the inquiry, what findings have been made, what further investigation needs to be done, and an estimated time to resolution or an agreed upon timeframe for the next status update. When an estimated time to resolution has been provided, the Customer will be updated again when the case has been resolved, the case is escalated to another Tier, or if a modification to the estimated time to resolution is required.
CASE RESOLUTION

A case will only be closed when the Customer has agreed that the inquiry is resolved. A resolution is typically one of the following: an answer to the Customer’s question; a suggestion on how to perform a particular task; an acceptable workaround to a product issue; a confirmation that an enhancement request has been opened or, for the on premises software, a software fix in the form of a patch or a service pack. A case can be reopened at any time if further investigation is required. Customers may receive a satisfaction survey when a case is closed. Please take a moment to provide feedback regarding the quality of your customer support experience.

CASE ESCALATION

A case will be escalated to the next tier of support depending upon the complexity of the investigation or the Severity assigned to the case. When a case escalation occurs, the Customer will be updated and the case will be handled according to the Case Handling process above. The Escalation Matrix below explains the time frame for escalations from one Tier or management level to the next.

CUSTOMER ESCALATIONS

Customers may request that a case be escalated if the subject of the request involves a system critical issue, an extremely complex problem, or an unreasonable amount of time has elapsed with no resolution. Customers may also escalate a case if they do not think the Severity of the case was set correctly. To escalate a case, the customer should call the Customer Support Team and ask to speak with the Support Team Lead or Manager. Please specify the Case #, and the reason for the escalation request. If not available immediately, the Team Lead or Manager will respond as soon as possible.

ESCALATION MATRIX

<table>
<thead>
<tr>
<th>ESCALATION STAGE</th>
<th>CRITICAL (P1)</th>
<th>SERIOUS (P2)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Premium</td>
<td>Standard</td>
</tr>
<tr>
<td>Stage 1: Tier 1 / Tier 2</td>
<td>30 minute initial response — updates twice a day</td>
<td>1 hour initial response — updates daily</td>
</tr>
<tr>
<td>Stage 2: Technical Account Manager</td>
<td>Immediate</td>
<td>N/A</td>
</tr>
<tr>
<td>Stage 3: Tier 3 (if applicable)</td>
<td>2 hours</td>
<td>4 business hours</td>
</tr>
<tr>
<td>Stage 4: Manager</td>
<td>2 hours</td>
<td>4 business hours</td>
</tr>
<tr>
<td>Stage 5: Director</td>
<td>4 hours</td>
<td>1 business day</td>
</tr>
<tr>
<td>Stage 6: VP</td>
<td>8 hours</td>
<td>2 business days</td>
</tr>
</tbody>
</table>
RESERVED MAINTENANCE WINDOWS

MINOR MAINTENANCE WINDOWS

Changes to Compuware’s APM SaaS Platform that have a very low risk of temporary performance degradation or similar negative impact for customers are considered Minor Maintenance and have Minor Maintenance Windows (see Table 1 below) associated with them.

Service Notifications of Minor Maintenance Windows, which have any risk of negative customer impact will be posted within a Service Advisory to the Compuware APM SaaS Platform Support Page at least two business days prior to the planned maintenance window. Service Notifications will not be posted for Minor Maintenance Windows which have no risk of customer impact.

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday</td>
<td>12:00 PM – 4:00 PM UTC (8:00 AM to 12:00 PM Eastern) and 12:00 AM – 4:00 AM UTC (8:00 PM to 12:00 AM Eastern)</td>
</tr>
<tr>
<td>Thursday</td>
<td>12:00 PM – 4:00 PM UTC (8:00 AM to 12:00 PM Eastern) and 12:00 AM – 4:00 AM UTC (8:00 PM to 12:00 AM Eastern)</td>
</tr>
</tbody>
</table>

MAJOR MAINTENANCE WINDOWS

Changes to the Compuware APM SaaS Platform that are expected to have a negative customer impact in terms of system performance or availability are considered Major Maintenance. Service Notifications of scheduled Major Maintenance Windows will be posted in a Service Advisory to the Support Page of the Compuware APM SaaS Platform at least five business days prior to the planned maintenance window. If Major Maintenance is expected to result in an interruption of customers’ portal access or real-time alerting, the Service Advisory will also be sent via email to all Admin and Primary users.

Note that while the system may be offline during the maintenance window, customer data will not be lost. Once the system is available, your data may be latent for a period of time.

Occasionally, Compuware may require a larger Major Maintenance Window in which to, for example, upgrade the Compuware APMaaS Platform to the next release. Compuware reserves the right to use one weekend per quarter for this type of work (noted as “Special” in Table 2 below). When Compuware schedules Major Maintenance for a weekend (in the Special category), Compuware will post a Service Advisory and send an email to all Admin and Primary users 10 business days in advance to notify customers of the pending Maintenance Window.

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wednesday</td>
<td>12:00 AM – 4:00 AM UTC (8:00 PM to 12:00 AM Eastern)</td>
</tr>
<tr>
<td>Special</td>
<td>Friday 10:00 PM to Sunday 8:00 PM UTC (Friday 6:00 PM to Sunday 4:00 PM Eastern)</td>
</tr>
</tbody>
</table>

EMERGENCY MAINTENANCE WINDOWS

Changes that are required in order to prevent an interruption in the performance or availability of the Compuware SaaS Platform are considered Emergency Maintenance and are performed on an as needed basis with approval from the Compuware Senior Operations Management team. Notification of a pending Emergency Maintenance Window will be posted in a Service Advisory to the Support Page of the Compuware APM SaaS Platform as soon as the change has been approved. If Emergency Maintenance is
expected to result in an interruption of portal access or real-time alerting, the Service Advisory will also be sent via email to all Admin and Primary users.

**SERVICE LEVEL AGREEMENT CALCULATIONS**

**APMaaS Portal Availability Testing Methodology**

For the purpose of establishing and measuring Compuware SLA compliance for Portal Availability, Compuware regularly executes test transactions and measures success as an average percentage of uptime each calendar month. The transaction will conduct the following tests:

- Navigates to and executes a login to the Services (http://www.gomeznetworks.com/login.asp)
- Navigates to the start page of the Services (http://www.gomeznetworks.com/start/home.asp)
- Executes a logout from the Services (http://www.gomeznetworks.com/closeSession.asp)

The test transactions utilize the Synthetic Monitoring - Backbone solution to monitor the Availability of Services from SLA Nodes. Availability is measured from ten (10) SLA Nodes with a frequency of two (2) measurements each hour, per node for the test transaction. To determine if the Services are Available, the individual tests must complete or fail. The percentage that Services are determined not available, is calculated utilizing the following equation:

\[
\frac{\text{Number of Successful Tests}}{\text{Number of Successful Tests} + \text{Number of Failed Tests}}
\]

**APMaaS Portal Average Response Time Testing Methodology**

For the purpose of establishing and measuring Compuware SLA compliance for Portal Average Response Time, Compuware regularly executes test transactions and measures average response time each calendar month. The transaction will conduct the following tests:

- Navigates to and executes a login to the Services (http://www.gomeznetworks.com/login.asp)
- Navigates to the start page of the Services (http://www.gomeznetworks.com/start/home.asp)
- Executes a logout from the Services (http://www.gomeznetworks.com/closeSession.asp)

The synthetic transactions utilize the Synthetic Monitoring - Backbone solution to monitor the Average Response Time of Services from SLA Nodes. Average Response time is measured from ten (10) SLA Nodes with a frequency of two (2) measurements each hour, per node. To determine the Services Average Response Time, the tests must complete or fail. The Average Response Time of the Services is calculated as:

\[
\frac{\text{Total response time from all successful tests}}{\text{number of successful tests}}
\]

During scheduled maintenance windows, SLA compliance testing for availability and response time will not be conducted.

**APMaaS Real User Monitoring for Web and Mobile Availability Testing Methodology**

For the purpose of establishing and measuring Compuware SLA compliance for Real User Monitoring for Web and Mobile Availability, the Compuware orchestration layer queries and measures all contributing instances in regular intervals. To assess if a given environment is available, the following components are queried for their status:

- Performance Warehouse (database)
- AWS RDS service
- dynaTrace Server
- AWS EC2 service
- AWS system and instance status
- AWS EBS

For a component to be considered as performing correctly, the following criteria must be met:

**Performance Warehouse**

dynaTrace Server responds within 50 seconds with the information that the Performance Warehouse is connected. Note that for security reasons the database is queried indirectly, via the dynaTrace Server.

**Amazon Web Services Relational Database Service (RDS)**

The queried service returns information that the database is available. The result of this query is not taken into account if RDS API is not responding.
**dynaTrace Server**
The queried server responds within 50 seconds with the HTTP 200 OK code (request successful).

**Amazon Web Services Elastic Compute Cloud (EC2)**
The queried Amazon Web Services EC2 service is running.

**Amazon Web Services system and instance status**
The Amazon Web Services EC2 service returns status OK for both the system and the instance.

**Amazon Web Services Elastic Block Store (EBS)**
The Amazon Web Services EC2 service responds with the information that the Elastic Block Store volume is in use.

Based on the results of all the queries, the environment is considered available or not as follows:

- **Available**: All components meet the above criteria.
- **Unavailable**: One or more components do not meet the above criteria.

**UNPLANNED MAINTENANCE**
Compuware has implemented a strict Change Control process in order to reduce to occurrences of unplanned maintenance. On occasion, however, Compuware may experience an event-driven interruption in the performance or availability of our solutions/services. The Compuware Network Operations Center and Quality of Service teams have extensive monitoring in place to identify these interruptions quickly, in an effort to minimize the impact of such events. If unplanned maintenance occurs, Compuware will post a Service Advisory to the Support Page of the Compuware APMaaS Platform as soon as the event is identified. The Service Advisory will be updated as the event is investigated and/or resolved. If the unplanned maintenance results in an interruption in portal access or real-time alerting, the Service Advisory will also be sent via email to all Admin and Primary users.
CONTACT INFORMATION

For the most up to date listing of global phone numbers and email addresses, please visit:

http://go.compuware.com

ABOUT COMPUWARE APM

Compuware APM is the industry's leading solution for optimizing the performance of web, non-web, mobile, streaming and cloud applications. Driven by end-user experience, Compuware APM provides the market's only unified APM coverage across the entire application delivery chain - from the edge of the Internet through the cloud to the data center. Compuware APM helps customers deliver proactive problem resolution for greater customer satisfaction, accelerate time-to-market for new application functionality and reduce application management costs through smarter analytics.

Compuware Corporation, the technology performance company, provides software, experts and best practices to ensure technology works well and delivers value. Compuware solutions make the world's most important technologies perform at their best for leading organizations worldwide, including 46 of the top 50 Fortune 500 companies and 12 of the top 20 most visited U.S. web sites. Learn more at: compuware.com.

Compuware Corporation World Wide Headquarters – One Campus Martius – Detroit, MI 48226-5099
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