Resident Solution Architect
Premium Program

FT RSA for 1YR + 12 Project Weeks

The Team

With a Resident Solution Architect package, you will collaborate with a skilled and trusted team of HashiCorp staff lead by the Resident Solution Architect, ("RSA") who will leverage a Services Project Manager (PM), and an Implementation Services Engineer (ISE) to accelerate your adoption of HashiCorp’s solutions with project deliverables throughout the term of the residency.

Methodology

HashiCorp’s Resident Solution Architect program will initially onboard the RSA into your organization to understand and discover how to apply the program consultations and project workstreams over the term of engagement. The RSA will work continuously with the customer to refine the delivery roadmap based on goals and objectives of the customer.

A set of resources (PM, and ISE) for sprint-based projects, at the direction of the RSA, with customer teams to establish lasting HashiCorp adoption and maturation using HashiCorp’s Residency Methodology of design and delivery built upon a foundation of architectural and implementation expertise.

RSA Consultative Track - 12 Month Engagement

- Technical guidance related to implementation and adoption of HashiCorp software to customer teams
- Assist with customer environment specific documentation, architecture or workflow diagrams and HashiCorp product specific examples
- Identity solution patterns, gaps, limits, and adoption barriers and drive feedback to both customer and internal teams
- Foster a Center of Excellence, cultivating a Train-the-Trainer model to build localized institutional knowledge and domain expertise
- Serve as a domain expert with access to HashiCorp’s internal expertise and technical leadership
- Engage with customer personnel to schedule and scope HashiCorp project work that involves Implementation Services Engineer

RSA Project Workstreams

<table>
<thead>
<tr>
<th>Week 1*</th>
<th>Week 2</th>
<th>Future Weeks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical planning Days 1-2</td>
<td>Workstream cont. Day 5-9</td>
<td>Workstream Close Day 10</td>
</tr>
<tr>
<td>Workstreams begin Days 3-4</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Deliverables

At the completion of the workstream engagements throughout the term, Project Delivery Document detailing the customer specific installation, configuration, and adoption of the product will be provided. The HashiCorp journey continues with our Customer Support team.

Upon completion of the Resident Solution Architect Program, the Customer team is expected to have gained the knowledge and skills required to continue maintaining the solution architectures and implementations established during the program term.

Project Governance

The Resident Solution Architecture Program - Premium package includes 12 months of Dedicated RSA services and 12 weeks of delivery services during the term. Each Implementation Sprint scheduled over a full calendar week and project scheduled agreed to prior to Sprint 1 beginning.

In addition, all prerequisites determined by the RSA consults, must be completed prior to any delivery Sprint beginning.

*Up to two (2) weeks between sprints can be accommodated as needed.