Statement of Work - Managed Updates

Purpose: Pantheon's professional services team is being engaged by Subscriber to apply updates to the core and contrib modules/plugins of Drupal and WordPress. These updates are detected and validated to provide a model for the timely update of sites and apply visual regression testing.

A. Pantheon Scope. All terms not defined in this statement of work ("SOW") shall have the meaning ascribed to them in the Order Form. Subscriber and Pantheon hereby add the following activities to be performed by Pantheon pursuant to the Order Form ("Professional Services"):

1. Pantheon will update sites only as specified in the inclusion list and confirmed in writing by Pantheon through the kick-off meeting as set out in **Attachment A - "Sites within Scope"** to this SOW. Any sites not listed in Attachment A are excluded from the scope of this SOW.

2. Managed updates for sites specified in **Attachment A** shall consist of:

    a. Initial kick-off meeting as scheduled by Pantheon with Subscriber to confirm timeline, deliverables, project team, and project scope in the format set out in **Attachment B - "Project Requirements"** to this SOW;

    b. Performing initial updates and patches (patches applicable to Drupal 8 only) to the sites and applicable core and contrib modules listed in **Attachment A**;

    c. Updates shall be applied in accordance with Pantheon's development workflow tools;

    d. For any failures during testing process, provide the following: (i) prompt alerts of failure by email (ii) support identification of the root cause of error, (iii) recommendations around possible solutions to be decided by Subscriber, and (iv) designate an engagement manager to support Subscriber in the event of a failure to apply an update;

    e. Provide visual Regression testing of up to 20 urls;

    f. Apply updates to the git repository for any Pantheon efforts under this SOW;

    g. Monitor and provide security updates to applicable core and contrib modules within 3 business days of detection;

    h. Monitor and provide other updates in scope (as set out in Attachment B) within one week of their release.

B. Exclusions. Services are provided in accordance with Section A.2 above. The following activities are expressly excluded from Professional Services under this SOW:

1. Application issues that may arise from implementing the Services is out of scope; and

2. Any integration scope of services would require a separate custom development workflow (available separately as a service offering).

C. Subscriber Responsibilities. Subscriber shall actively participate in the following manner:

1. Provide the Pantheon team with timely updates regarding Attachments A and B hereto; and

2. At Subscriber's option, perform user acceptance testing with multidev during the 3 business day period before updates are deployed for the Services hereunder.

Attachment A - Sites within Scope

To be completed at the kick-off meeting by Pantheon

The sites specified below are within scope for purposes of this SOW:

Name	URL

Included core and contrib modules for updates

Applicable URLs for Visual regression test

Attachment B - Project Requirements

*To be completed at the kick-off meeting by Pantheon*

A. Pantheon Team. The Pantheon team for purposes of this SOW shall consist of the following initial staffing:

Initial Assignment	Role	Scope

B. Timeline. The estimated timeline for the Professional Services below is subject to Subscriber's availability and requirements for the Professional Services remaining unchanged from the kick-off meeting. Pantheon Professional Services shall not exceed the scope and timeline specified in this SOW without a subsequent signed written amendment and adjustment to the Fees.

Managed Updates Process Overview

Provided below is an overview of the process for managed updates:
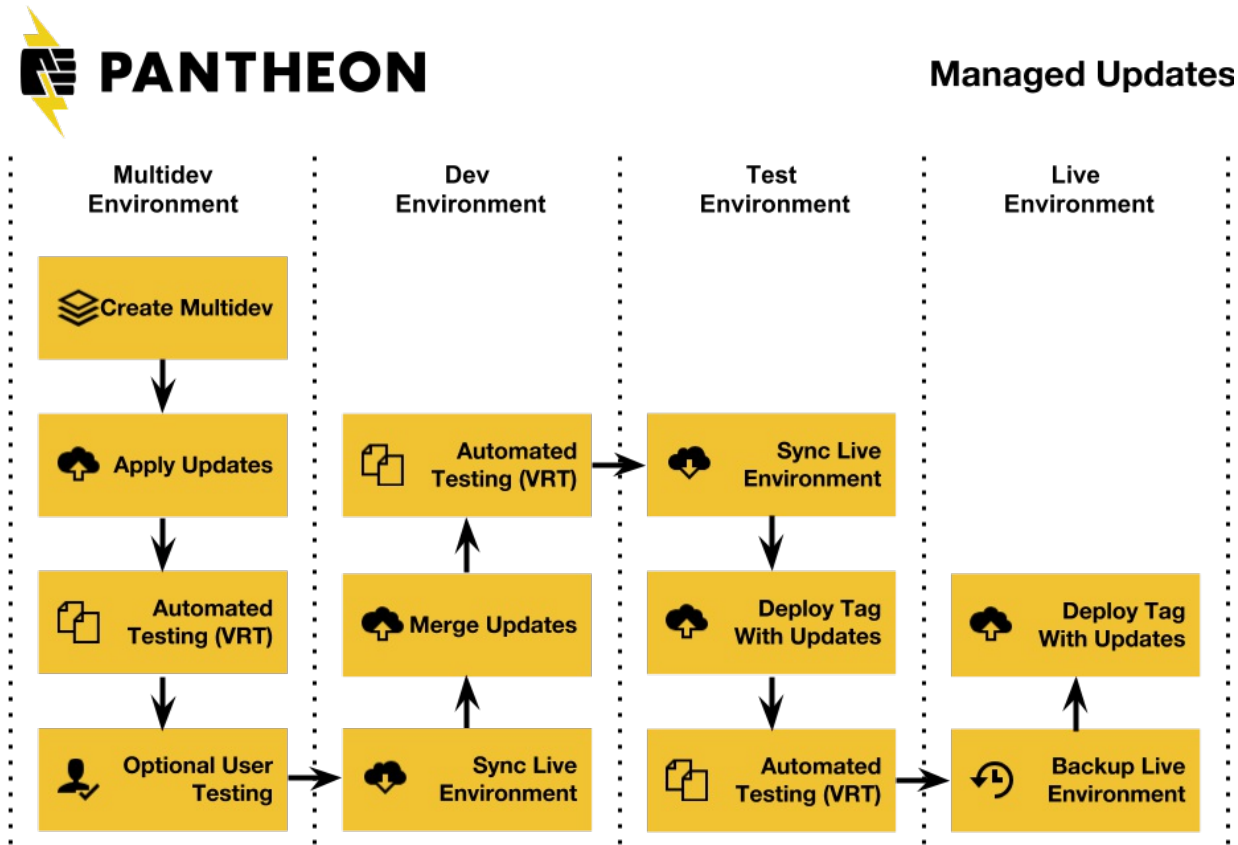
Process Overview	Owner (Pantheon vs. Subscriber)	Start Date and Duration*

*Timelines will be affected by additional complexities or availability of resources.

Subscriber understands that the Pantheon Team for this SOW has usual business hours and is available between Monday to Friday, 8am to 5pm EST. Outside of these hours, Subscriber may reach out to Pantheon's support team.

C. Adjustments to Project Scope. This SOW shall include the following adjustments to the Professional Services. Except as specifically set out below, Pantheon shall not be responsible for any additional activities except as set out in the standard Pantheon Professional Services SOW.

1. Solely with respect to the Services herein as they apply to Pantheon's custom upstream solution, such managed updates Services are provided as-is and on a good faith basis only. Subscriber acknowledges and agrees the Services in respect of custom upstream is currently under development.

D. Deliverables. Except as specifically set out below, this SOW does not include any specific Deliverables, which are defined as the tangible work product of the Professional Services performed by Pantheon on behalf of Subscriber under this SOW.

1. None, unless otherwise specified.

E. Any known issues or limitations. Pantheon and Subscriber have identified the following issues or limitations during the course of the kick-off meeting as specified below. Any other material issues or limitations shall result in a separate signed written SOW between the parties.