PLATINUM PLUS SUPPORT SUPPLEMENT

This Platinum Plus Support Supplement describes supplemental Support and Maintenance Services that are available for purchase as Platinum Plus Support to SailPoint customers who are currently entitled to Premium Support as part of SaaS Support and/or Software Support available for SailPoint Applications (all as defined and described in the *SailPoint Support Policy - SailPoint Applications* available as part of Associated Documentation under the Customer Agreements link on the SailPoint website at www.sailpoint.com/legal). At time of purchase, the Order end date for a Customer's entitlement to Platinum Plus Support must align with the end date for the Customer's current SaaS Support and/or Software Support entitlement, as applicable. With the purchase of Platinum Plus Support, the Customer will be entitled to these enhanced, supplemental Support and Maintenance Services:

Supplemental Support and Maintenance Services	Description	
Extended support coverage	SailPoint will provide supplemental follow-the-sun support available as follows:	
	Severity 1 issues:	**Severity 2** issues:
	twenty-four (24) hours a day, seven (7) days a week	twenty-four (24) hours a day, five (5) days a week (Monday thru Friday)
Designated Senior Support Team	SailPoint will provide direct access to designated resources who are assigned to support Customer.	
Technical Account Manager	SailPoint will provide a Technical Account Manager will be identified to manage priority situations.	
Issue prioritization	Support will include a higher level of issue and escalation prioritization.	
Maintenance review	SailPoint will review Customer environment on a quarterly basis to help ensure relevant patches are applied.	
Regular case reviews	SailPoint will conduct case reviews to identify trends and preventative measures.	
Root cause analysis (RCA)	When requested by Customer, SailPoint will provide RCA documentation for Severity 1 and Severity 2 issues. RCA may not always be possible in situations where critical artifacts are removed or reproducible steps are not available. *RCA documentation* includes the following: • Incident Number • Date and Time of Incident • Summary of Incident • Identified Root Cause • Corrective Action	
Expert Services Assistance	Expert services assistance is included for investigation of performance issues, configurations, and partner-written rules making for a more seamless Customer experience. *Exclusions*: Expert services assistance does not include Professional Services remediation and implementation work, which Custoåmer may purchase separately from this offering if desired, and requires a separate, mutually executed statement of work.	

Supplemental Support and Maintenance Services	Description
Identity CheckUP	SailPoint will provide one Identity CheckUP during the paid up Support Term for a single environment. SailPoint will engage in the following tasks as applicable to Customer's environment and current implementation during the Identity CheckUP: • Review the overall IT environment (servers, databases, etc.) • Review the configured Applications on the IdentityIQ system (for Software Support) • Review Aggregation Schedules and Refresh Times • Review Identity Attribute Definition and Source Configuration • Review UIConfig objects (Identity attributes in tables, menus, etc.) • Review Email server configuration • Review SSO and Pass-Through authentication configuration • Review defined Certifications in the system • Review HR feed and Manager Hierarchy items • Review LCM and/or Provisioning Configurations • Review Exported XML artifacts and source control • Review account correlation, un-correlated accounts • Review Ticketing Integration Configuration settings • Review Role Configuration and Role Mining Results • Review Identity Refresh Task Separation • Review load balancer configuration and SSL setups • Review Performance management • Identity CheckUP Deliverables • Customer-Specific Identity CheckUP Report