

Exhibit
Specified Program Documentation ("SPD")
CA Performance Optimizer™ Deployment Package
Version 1.0

SECTION A: OVERVIEW

Under this SPD, CA will provide to Customer technical consulting with respect to the installation, configuration and use of CA Performance Optimizer™ software (the "Engagement") for the number of weeks specified in the applicable transaction document.

SECTION B: SERVICES SCOPE

1. ENGAGEMENT APPROACH

CA will work with Customer, as applicable, to: (i) assist with installing and configuring CA Performance Optimizer; (ii) provide options for integrating the use of CA Performance Optimizer into a Capacity Management practice, Performance Engineering practice, and/or phases of a Software Development Lifecycle, (iii) assist with scoping and planning modeling projects using CA Performance Optimizer; (iv) provide guidance for collecting data from development, test, and operational environments; (v) assist with modeling activities including data analysis, identifying baselines and profiles, model construction and validation, model refinement and calibration, defining and managing scenarios, results interpretation and reporting; (vi) assist with defining repeatable methods and automated templates, (vii) provide knowledge transfer to Customer with respect to the use of CA Performance Optimizer software, its capabilities, and modeling techniques.

2. GENERAL ENGAGEMENT TASKS

CA agrees to provide:

- Technical consulting services to augment Customer's internal staff with respect to CA Performance Optimizer for up to the number of weeks specified in the transaction document.
- A CA project manager to be Customer's single point of contact for scheduling CA resources and escalation of any issues related to this Engagement.
- A weekly status report summarizing the issues addressed and activities performed during the previous week.

SECTION C: ASSUMPTIONS and CUSTOMER RESPONSIBILITIES

In addition to applicable Out of Scope, Assumptions and Customer Responsibilities identified in the CA Services Policy and Terms or services agreement, the following Assumptions and Customer Responsibilities pertain to this Engagement. In the event of any conflicts or inconsistencies between this Section C and the CA Services Policy and Terms or services agreement, this Section C shall prevail.

1. ASSUMPTIONS

- a. Each week of Services will be scheduled during a mutually agreed upon period, on contiguous business days. Multiple weeks will be scheduled contiguously unless otherwise agreed to in writing by CA.
- b. CA and Customer project managers will coordinate the dates and location of work activities. When appropriate, work will be performed remotely at CA premises. Any required onsite work will be performed at one (1) Customer location.
- c. Customer personnel with applicable expertise and knowledge of Capacity Management, Performance Engineering, modeling, data collection or other task-related requirements will be available to assist CA as required.
- d. Customer acknowledges that the purpose of this Services Engagement is to augment Customer's internal staff. Customer is responsible for the management of the CA resource and the Services to which such resource is assigned. The management, performance and completion of the Services including project management, resource scheduling, task identification and assignment, Engagement results and completion are the

responsibility of Customer. Customer is solely responsible for the results and or outcome of this Engagement. CA makes no representation or warranty that the Services provided will provide any specific deliverable or results.

2. CUSTOMER RESPONSIBILITIES

- a. The effort and tasks performed during this Engagement are managed and driven by Customer's agenda. Prior to the start of the Engagement, Customer agrees to communicate to CA in writing with reasonable specificity the issues to be addressed and the Engagement objectives. Customer and CA will prepare an agenda and compile of list of daily, and weekly, activities, as applicable. Customer acknowledges and agrees that CA does not represent that all of the identified tasks will be addressed within the number of weeks specified in the transaction document.
- b. Provide access to the proper environments and to relevant business and technical documentation as required.
- c. At the conclusion of each week of Services, Customer agrees to sign CA's Completion Form, as provided by CA, and to transmit the signed form to CA within three (3) business days of CA's request.