CAMET Enterprise-Plus Support Plan

For Subscriber groups with 20 or more users, Galois offers large-scale Enterprise Licensing. Enterprise Licensing includes access to all CAMET tools, and tailored support for tools in the CAMET Base Pack: SysML-to-AADL Bridge Tool, FASTAR™ Compositional Schedulability Analysis Tool, RMF (Risk Management Framework) Tool, MADS (Multiple Analysis for Domain Separation) and MILS (Multiple Independent Levels of Security) Tool. Pricing for the Enterprise Plus Support is on an annual basis.

Pricing

20+ licenses – $200K/year

These are the base costs, taxes and fees may apply. Galois reserves the right to change the price or terms of the Enterprise Support Plan at any time. For current subscribers, any price or term changes will take effect at the time of renewal.

Table 1 CAMET Subscription and Enterprise Support Features

Feature	CAMET Individual Subscription	Enterprise Plus Subscription
Use all CAMET Tools	One License Holder	License Holders with Floating Licenses (qty 20-49 or 50+ per level of subscription)
Submit issue reports	Via CAMET issue tracker	Via CAMET issue tracker
Tool support via phone or teleconference	No	Yes for covered tools (Base Pack)
Issue report response	No guaranteed response or fix	Includes one business day acknowledgement, priority triage, and routine bug fixes and enhancements for covered tools
Tool Maintenance	No guarantee of tool maintenance	Proactive maintenance for covered tools
Tool introduction briefings, quarterly tool support meetings	No	Yes
Supported Onboarding	No	Yes
Virtual Instructor-Led Training Included	No	Yes (One per license per year)

Enterprise Support Coverage and Terms: Enterprise Support, summarized in Table 1, is on an annual basis and includes:

Single business day acknowledgement of reported issues (bug reports, workflow questions, etc.) on the covered tool (e.g., SysML to AADL Bridge). License Holders can submit issues or support requests via the issue ticketing system on the CAMET site. The CAMET Administrator will triage each request. Note that this is not a guarantee of bug fixes or enhancements in a specific period of time.

- Enterprise Support issue reports will receive priority in triage and ongoing communication (email, phone, or video conference) on issue response plan and progress. Advanced notification to Galois of expected periods of heavy tool usage will help minimize response time. Tool specific training is available separately.

- Galois will evaluate new feature requests for feasibility and cost; those that can be managed on the effort level of routine bug fixes and enhancements will be included as part of the Enterprise Support plan for covered tools. If a new feature request is beyond the scope of the Enterprise Support plan, Galois will determine requirements and deliver a bid for work.

- Proactive maintenance of the selected tool(s), such as updates to maintain compatibility with selected third-party tools, will be provided.

- Kickoff and, thereafter, Semi-Annual support check-in discussions (to clarify tool versions, roadmap, usage questions, etc.) with License Holders (e.g., via virtual meeting). The Kickoff will include a session to introduce all tools in the Base Pack.

Floating Licenses: Enterprise Support allows Floating Licenses for any number of colleagues (Users) that are managed by up to five License Holders, as shown in Figure 1.
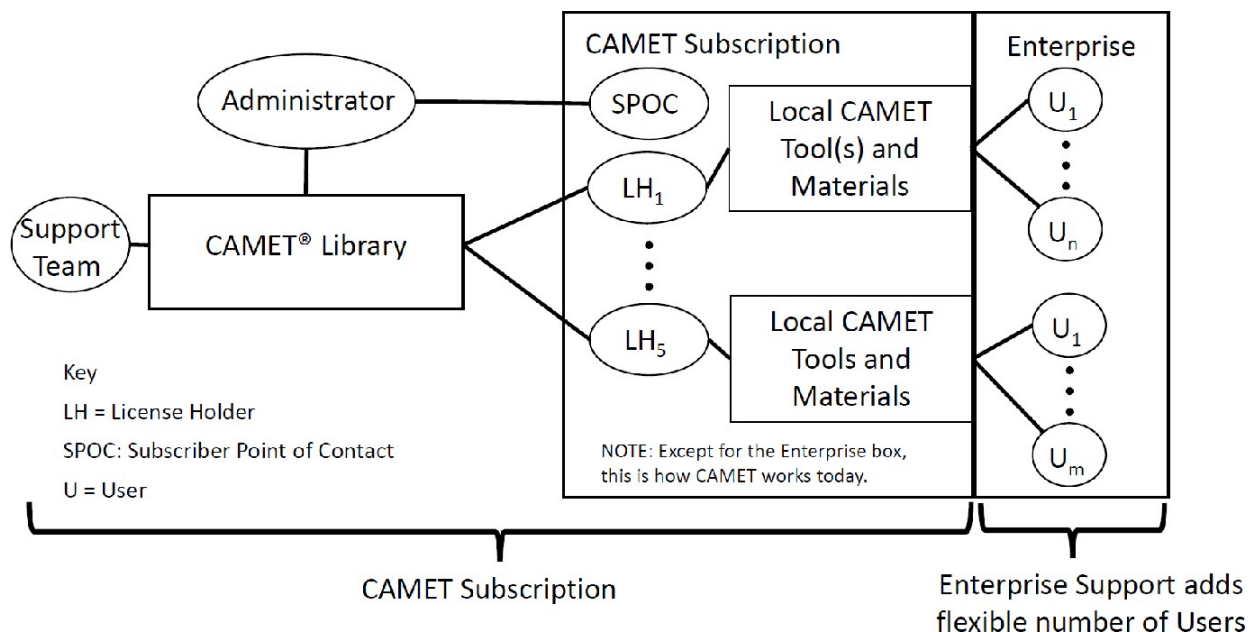

Figure 1. Diagram of CAMET access structure showing added Users managed by License Holders with Enterprise Support

Definitions

Administrator – The Galois employee that is the primary point of contact for managing access to the CAMET® web site and tool repository and triaging issue tickets.

Enterprise Support – Prioritized support services for CAMET tools such as direct support, bug fixes, maintenance, and enhancements. Support covers specific CAMET tools.

Floating License – A Floating License is a CAMET license that enables colleagues of the License Holder (see "Users" below) to use the CAMET tools downloaded and managed by the License Holder.

License Holder – The Subscription's CAMET licenses are associated with License Holders, each of whom has access to the CAMET site and is allowed to download, install, use the CAMET tools and other materials and file issue tickets under terms of the Subscription.

Subscriber – The organization that purchases one or more Subscriptions.

Subscription – A subscription provides access to the CAMET site to the License Holders for a defined period of time. A Subscriber may purchase one or more Subscriptions. A Subscription may be renewed. Subscriptions cover all tools and materials on the CAMET site. Purchasing Enterprise Support provide a Floating License to each License Holder.

Subscription Point of Contact (or SPOC) – The Subscriber's point of contact for a Subscription. One individual can be the SPOC for multiple Subscriptions and Subscriptions can have different SPOCs. The SPOC is responsible for managing the Subscription's assigned License Holders. The SPOC can also be a License Holder. The licenses are assigned to License Holders by the Subscription Point of Contact (SPOC) by notifying the Administrator. Re-assigning a license from one License Holder to another requires the SPOC to notify the Administrator via email.

Support Team – The group of Galois Labs employees tasked with developing, extending, and maintaining CAMET tools and materials.

User – A person permitted to use CAMET tools and other materials downloaded by a License Holder. The License Holder is responsible for managing users' access to the downloaded CAMET tools and other materials. With a Floating License, a non-License Holder User does not have direct access to the CAMET site or issue reporting system.