



Trusted Advisor Program Worksheet

Executive Summary

This document is used to initiate a service request to F5 for Customers enrolled into the Trusted Advisor Program. This document shall provide F5 with detailed information about the activities the Customer is either needing assistance in performing or is wanting F5 to perform on their behalf.

The details outlined herein should summarize the service request, provide known details about the architecture and applications applicable for this service request. Please complete this document.

Trusted Advisor Program Identification Number

The Trusted Advisor Program Identification Number ("ID") is a number associated with your purchase of the Trusted Advisor Program. This identification number provides authorization to submit the service request and ensures the service request being submitted is associated with your account.

Trusted Advisor Program ID	
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Contact Details

During the service request, the Customer is anticipated to provide a single point of contact—Customer Relationship Manager. Please indicate the Service Requestor, Customer Relationship Manager and any additional contacts the F5 assigned resource will be in contact with during the service request.

Service Requestor	Phone (with Country Code)	Email

Customer Relationship Manager	Phone (with Country Code)	Email

Additional Contact(s)	Role	Phone (with Country Code)	Email



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Service Location

Please indicate below if the service is to be performed remotely, on-premises or both. To qualify for on-premises activities, the Customer must have available On-Premises passes.

- ☐ **Remote**
All of the service request is to be performed by an F5 assigned resource at an approved F5 facility. The F5 assigned resource will work with the Customer Relationship Manager and additional Customer contracts either via provided VPN connectivity or via web-based meeting.
- ☐ **On-premises**
All of the service request is to be performed by an F5 assigned resource at the Customer's designated facility. The F5 assigned resource will work with the Customer Relationship Manager and additional Customer contracts at the site indicated below.
- ☐ **Remote and On-premises**
The service request is to be performed by an F5 assigned resource partially at the Customer's designated facility and partially at an approved F5 facility.

If any portion of the service request is to be performed on-premises, please indicated the address the F5 resource should travel to meet the contacts for initiating the on-premises service request activities.

Site Location Details			
Company			
Division (if applicable)			
Address			
City		Zip / Postal Code	
Country		Region	



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Service Request Overview

This overview provides the details of the service request that includes information such as the Service Request Date, Service Request Details and Technology / Environment Details. This information will be utilized to analyze the service request and will be reviewed by the F5 expert. Please provide as much information as possible within the following sub-sections. If additional information is required, an F5 expert will contact you to clarify additional specifications.

Service Request Date

Please entered in the space below the first available date(s) to initiate the service request and the required completion date to meet the business objectives.

Requested Start Date	
Requested Completion Date	

Service Request Details

The following free-form space is to be utilized to provide the details of the service request and specific business and technical objectives that need to be covered during the service request. In the space below, please provide specifics about this service request.



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Technology and Environmental Overview

In the space below, please provide a high-level description of the infrastructure, F5 or competitive device information, device software versions and any additional information that can be useful for the F5 assigned resource. Please attach any diagrams, if available.



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F5 Internal Use Only

This section is intended as a space for F5 to document any notes taken during the service request and provide details of the service request to the F5 assigned resource and any additional F5 internal parties.

Service Request Review Notes:

Please provide notes about the service request that will aid the F5 assigned resource perform the service request. If feasible, provide breakdown of the pass estimates for the activities to be completed.



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Additional Details:

The following details are required to be completed by the F5 resource reviewing the service request.

Service Request Review Date:	
Service Request Reviewer:	
SARK Key:	
Estimated Express Pass Qty:	
Estimated Express Pass+ Passes Qty:	
Estimated On-Premises Passes Qty:	
Proposed Service Request Start Date:	