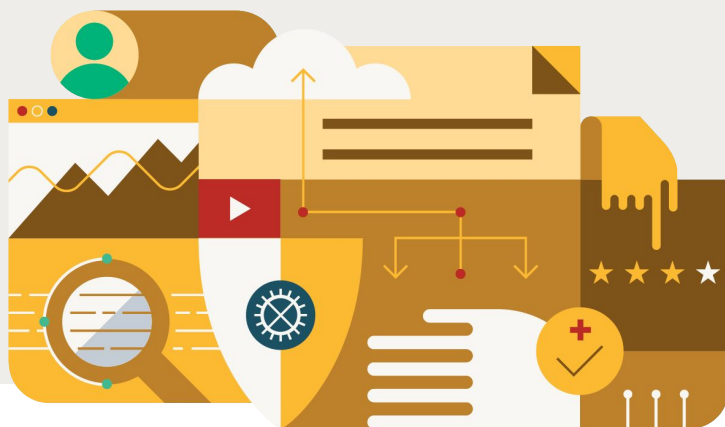# databricks

Delivery Solutions Architect (DSA) Subscription
Service Description

Delivery Solutions Architects (DSAs) are trusted technical advisors embedded within your organization, providing expert guidance that translates data and AI challenges into high-impact business value. They help you design, implement, and scale data and AI solutions with a focus on architecture, operational excellence, and team enablement.

DSAs empower you to unlock your data's full potential, leading to improved decision-making and end-user experiences, faster innovation, revenue growth, and operational excellence.

DSAs accelerate delivery by:

Designing secure, scalable architecture tailored to customer priorities and aligning to best practices, ensuring cost, performance, and compliance efficiency.

Aligning people, processes, and technology through targeted planning and enablement.

Establishing trusted advisor relationships, providing technical leadership and executive-level visibility across initiatives and identifying risks and opportunities.

Leveraging the broader ecosystem of Databricks experts for cohesive cross-functional delivery across internal, partner, and customer teams, to ensure aligned and effective delivery outcomes.

Service Tiers

SILVER
Up to 8 hours/week

For customers with a **single priority, single line of business,** or focused **pilot engagement** needing onboarding and solution planning

GOLD
Up to 16 hours/week

For customers with **multiple priorities** in a **single business unit,** needing acceleration, optimization, and cross-team coordination

PLATINUM
Up to 32 hours/week

For customers with **multi-line-of-business deployments, global delivery footprints,** or complex **governance and compliance needs**

*Any unused hours in a given Week are forfeited and do not carry over to future Weeks. During each annual Subscription period, the Delivery Solutions Architect may be unavailable for up to an aggregate of twenty (20) Days for personal time off (with reasonable advance notice, absent unforeseen urgencies).
Note: You may see the Delivery Solutions Architect Subscription (e.g. DSA Subscription) referred to as "Guided Success Subscription" or "GSS" in Databricks price lists, order forms, or other materials.

DSA Focus Areas
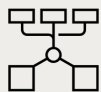
Delivery Leadership

Design and guide scalable architectures and solutions that deliver business value fast.

- Evaluate and design secure, scalable architectures using Databricks Well Architected Framework reference patterns and best practices tailored to your needs
- Provide workspace and environment setup guidance (CI/CD, Network, Security, access, clusters, integration, SLAs)
- Accelerate onboarding to Databricks, delivery planning, and ongoing architectural change
- Conduct technical design reviews to reduce risk and increase delivery quality

Key Activities & Deliverables:

- Best practice aligned onboarding & design guidance
- Account-level architecture alignment
- Implementation plan development
- Go-live planning & support

Platform Operational Excellence

Optimize performance, cost, and control to support operational excellence at enterprise scale.

- Guide administration and platform governance best practices (access, audit, Unity Catalog, data assets)
- Drive consistency and operational maturity across priority areas, leveraging repeatable frameworks
- Optimize performance and cost through health reviews, cost reporting, telemetry insights, and upgrade planning
- Establish platform standards and workflows that improve reliability, scale, compliance, and developer experience

Key Activities & Deliverables:

- Accelerated onboarding to Databricks
- Governance & access planning
- Cost & performance optimization guidance
- Platform standards & frameworks established
- Value-delivered summary

Success Acceleration

Empower teams and align delivery to business outcomes.

- Build champions and develop Centers of Excellence to sustain long-term success
- Align delivery to business value through structured planning and execution rhythms with partner, customer, and Databricks teams
- Identify and drive enablement opportunities to increase customer competency
- Serve as the primary point of contact to unblock delivery, track adoption, progress, and risks, and drive coordinated action across cross-functional teams

Key Activities & Deliverables:

- Customer kickoff & success planning
- Stakeholder meeting cadence & reviews
- Enablement strategy, tailored plan, and execution
- Maturity & progress tracking
- Discover optimization opportunities

Key Activities & Deliverables*

Eligible Technical Focus Areas may vary based on your purchased Subscription level. Specific activities performed will vary, depending on Customer-specific objectives.

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This Service Description (including its face pages) describes the scope of services, associated Customer requirements and related term, for the Databricks Delivery Solutions Architect subscription identified above (the "Service" or "Subscription"), and applies to the Service under Customer's accepted Service Order.

Prerequisites & Expectations

To ensure a successful engagement:

- Customers must maintain a Databricks Support plan (Business Level or higher)
- DSA activities are scoped by customer priorities and service tier
- DSAs do not deploy production systems or manage non–Databricks tools

Throughout the Subscription, Customer will assure that the following requirements are met, to enable the Services:

- Customer will make available appropriate Customer technical, business and domain experts with an understanding of Customer's business requirements for use of the Services. Such individuals need to be reasonably available to answer Databricks questions, and provide necessary context and implementation details, access to necessary environment, data and artifacts to successfully complete the project, as well as information (as relevant) on current data pipelines, data products, data sources, downstream systems, data consumers and their needs

Out of Scope

Work exceeding the allocation of time, or outside eligible Key Activities & Deliverables Focus Areas, included in Customer's Subscription level. Databricks does not validate Customer business requirements, deploy systems into production, perform data cleansing or solve inherent upstream data quality issues, user acceptance testing, or perform Customer change management, provisioning of any Workspaces, or configuration of/integration with non–Databricks solutions (e.g., products that integrate with Databricks as source or sync but not part of the Databricks platform itself, such as streaming sources, orchestration tooling)

Additional Definitions

- "Agreement" means your agreement with Databricks providing general terms for our Services
- "Week" means Monday–Friday, excluding local holidays based on Customer's Service location. (Customer's default Service location, for purposes of defining primary contact hours/location, is selected at time of Order)
- "Services Order" may be any of these mutually-accepted formats placed under your Agreement: an Order, Success Credit redemption request, written statement of work, or similar document
- "We", "us," or "our" means Databricks, Inc. or its Affiliates
- "You" or "your" means the Customer organization that placed the Services Order

Additional Terms

- Subscription benefits are generally provided remotely. If onsite engagement is Customer–requested and agreed, Customer is responsible for reasonable travel and living expenses of Databricks personnel
- DSA coordinates other resources as needed
- Databricks may update designated Databricks team member contact(s) from time to time
- Bronze Service Tier is available for select AMER accounts, providing access to a Databricks expert for up to 4 hours/week

For more information, contact your Databricks representative or Professional Services engagement lead.