GitLab

U.S. Government Support+

Comprehensive support tailored for government compliance and mission success

U.S. Government Support+ delivers comprehensive technical support and strategic guidance through specialized teams that meet stringent citizenship requirements and employ systems designed for data sovereignty and regulatory compliance.

Complementary Components:

US Government Support
- Provides expert technical resolution and guidance for operational challenges, ensuring continuous system performance while maintaining the highest security and compliance standards for sensitive government workloads.

Customer Success
- Delivers strategic enablement and mission-aligned guidance, accelerating compliance timelines, optimizing DevSecOps workflows, and ensuring your investment delivers measurable results that advance agency objectives and regulatory requirements.

What You Get:

Specialized government expertise
- Our dedicated US citizen engineers possess extensive experience in critical infrastructure environments and regulatory compliance, ensuring both technical excellence and secure handling of sensitive government data.

Enhanced security and sovereignty
- Robust data protection with strict sovereignty controls ensure sensitive information is accessible only to US citizens, with direct emergency escalation paths for critical situations.

Flexible compliant deployments
- Support for on-premise, AWS GovCloud, and certified cloud environments with unified service delivery that eliminates fragmentation while maintaining the highest compliance standards.

What This Means For You:

Mission-aligned success planning:
- Our Success team leverages deep government and federal compliance expertise to create success plans aligned with agency mission objectives, regulatory mandates, and ATO timelines — not just traditional software metrics.

Accelerated compliance implementation:
- Proactive guidance on FedRAMP Moderate, FIPS 140-2, and NIST frameworks, with specialized training on shift-left security practices and SBOM generation that significantly reduce compliance timelines.

Cross-domain DevSecOps enablement:
- Expert guidance for complex government scenarios including low-to-high side development and air-gapped environments, as well as integrated partnership with Professional Services and U.S. Government Support+ for unified service delivery.

U.S. Government Support+ Offering Details

SUPPORT SLAs

	Business hours Perfect for operations that can wait until Monday for non-critical issues (Plan 12×5).	24/7 Coverage For operations that need support around the clock (Plan 24×7).
● Emergency priority tickets Resp. time 30 min	Mon - Fri, 8am - 8pm ET	24/7
● High priority tickets Resp. time 4 hours	Mon - Fri, 8am - 8pm ET	24/7
● Medium priority tickets Resp. time 8 hours	Mon - Fri, 8am - 8pm ET	Mon - Fri, 8am - 8pm ET
● Low priority tickets Resp. time 24 hours	Mon - Fri, 8am - 8pm ET	Mon - Fri, 8am - 8pm ET
Customer success (Complementary)	Available with purchase of 400+ seats	Available with purchase of 200+ seats

Note: All response times are Service Level Agreements for first response.

CUSTOMER SUCCESS COMPONENTS

	Customer success Automatically included when you purchase the minimum seat commitment for your support plan.	
	Plan 12×5: Available with purchase of 400+ seats	Plan 24×7: Available with purchase of 200+ seats
Customer success		
Mutually agreed success plan	✅	
Product usage monitoring & insights	✅	
Risk assessment and mitigation planning	✅	
Engagement model	Named Customer Success Manager (CSM)*	
Progress cadence calls	Up to 2 per month	
Enablement workshops per quarter	1 From available catalog	
Executive ROI progress & impact review	1 per year	
Adoption Accelerators per annum	Not included. Contact sales for more information.	
Education discount		
Bundled exam vouchers	20 exam vouchers	
Education discounts	5%	

Note: *Named CSM (Customer Success Manager) assigned based on account size and requirements.

Deliverables

Specialized Government Expertise
Secure access to U.S. Government support engineers who possess extensive experience in critical infrastructure environments and regulatory compliance, ensuring both technical excellence and secure handling of sensitive government data when agencies encounter technical challenges.

Success Plan
A tailored roadmap that aligns GitLab adoption with your business goals. This living document defines clear milestones, metrics, and timelines to ensure successful implementation and measurable outcomes.

Executive ROI Progress & Impact Review
This is a performance review, demonstrating measurable ROI and business impact from your GitLab investment. Includes analysis of key metrics, achievements, and strategic recommendations for continued growth.

Progress Calls
Regular check-ins with your designated Customer Success Manager to track goals, resolve blockers, and share best practices. Ensures your team stays on track and maximizes platform capabilities.

Enablement Workshop
Hands-on training sessions from our catalog of Workshop content. Choose from topics like CI/CD pipelines, security practices, or DevOps workflows to build internal expertise and accelerate adoption.

Product Usage & Insight
Analysis of your GitLab usage patterns and metrics to identify optimization opportunities, boost productivity, and ensure you're getting maximum value from all purchased features.

Risk Assessment & Mitigation
Proactive review and assessment of your GitLab environment to identify potential technical risks, evaluate impact of upcoming changes, and provide recommendations to maintain system stability and performance.

Educational Benefits
Training discounts and certification vouchers to build your team's GitLab expertise. Includes discounts on all standard GitLab education offerings and annual certification exam vouchers to validate your team's knowledge and skills. Vouchers are valid for any GitLab certification exam during your subscription term.

In Scope

Multi-Instance Coverage
- One subscription covers multiple GitLab instances when managed as a unified organization with:
  - Single Success Plan
  - Consolidated progress calls
  - Unified service delivery
- Additional subscriptions required for separate plans or independent delivery.

Terms
- Customer may decline any service via written notice (email accepted)
- Declined services will not be carried forward or replaced
- All services subject to main agreement terms
- Service terms and pricing may change upon renewal

Out of Scope

Offering does not include
- Installation or configuration of GitLab solutions
- Customizations to GitLab software or related systems
- Installation or troubleshooting of third-party products or integrations
- Language modifications or unsupported language additions to GitLab software
- Education Discounts exclude any custom built training specific to individual requirements

Customer Success Manager (CSM)

Strategic advisors who drive GitLab adoption and success. They combine deep technical knowledge with understanding of your business goals to identify opportunities, remove obstacles,and maximize your investment value.

Severity 1 | Emergency

Your instance of GitLab is unavailable or completely unusable (30 Minutes). A GitLab server or cluster in production is not available, or is otherwise unusable. An emergency ticket can be filed and our On-Call Support Engineer will respond within 30 minutes. Example: GitLab showing 502 errors for all users. Or if GitLab is continuing; however, there is a serious impact on productivity. Example: CI Builds are erroring and not completing successfully, and the software release process is significantly affected.

Severity 2 | High

GitLab is Highly Degraded (4 hours) Significant Business Impact. Important GitLab features are unavailable or extremely slowed, with no acceptable workaround. Implementation or production use of GitLab is continuing; however, there is a serious impact on productivity. Example: CI Builds are erroring and not completing successfully, and the software release process is significantly affected.

Severity 3 | Normal

Something is preventing normal GitLab operation (8 hours) Some Business Impact. Important GitLab features are unavailable or somewhat slowed, but a workaround is available. GitLab use has a minor loss of operational functionality, regardless of the environment or usage. Example: A known bug impacts the use of GitLab, but a workaround is successfully being used as a temporary solution.

Severity 4 | Low

Questions or Clarifications around features or documentation or deployments (24 hours) Minimal or no Business Impact. Information, an enhancement, or documentation clarification is requested, but there is no impact on the operation of GitLab. Implementation or production use of GitLab is continuing and work is not impeded. Example: A question about enabling ElasticSearch.

Terms and Conditions

GitLab's U.S. Government Support+ offering is governed by the applicable terms and conditions governing Professional Services available at https://about.gitlab.com/terms/ or such other written agreement between GitLab and customer, in addition to any terms and conditions referenced on the applicable quote, order form, statement of work, or other mutually agreed ordering document through which customer purchases the U.S. Government Support+ Offering.