

Expectations One-Pager

All commitments on one page, for GitLab and for your organization.

The commitment, both sides

GITLAB COMMITS TO	YOUR ORGANIZATION COMMITS TO
A weekly 30-minute working session with the product team, all six weeks	One 30-minute sync per week for six weeks, prescheduled at application
Hands-on enablement: setup support, starter prompts, and a test plan matched to your use cases	Three business use cases, defined at application, that you will validate
Responses to bugs and questions within one business day	Enabling Orbit during week 1 (GitLab.com), or partnering with GitLab engineering through deployment (Self-Managed and Dedicated)
Your validated gaps become prioritized issues with roadmap visibility	First queries within 7 days of enablement
Early access to new capabilities as they ship during the program	Honest, specific feedback, including what didn't work

The six weeks

WK 1 Kickoff and enablement	WK 2 First queries, starter prompts	WK 3 Use case 1 validation	WK 4 Use case 2 validation	WK 5 Use case 3 + roadmap review	WK 6 Joint readout
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What "done" looks like

- Each of your three use cases has a written verdict: proven, partially proven, or not proven, with the evidence.
- You have a readout you can share internally with your leadership.
- We have your feedback synthesized into prioritized product issues.

Practical details

- **Cost:** participation in the design partner program is free.

- **People:** name one or two engineers who will run the actual queries, and one point of contact for the weekly sync.
- **Status:** Orbit is in Beta. APIs may change during the program, and we will tell you when they do.
- **Deployment types:** GitLab.com partners self-enable in minutes. For Self-Managed and Dedicated partners, the program starts with deployment: GitLab engineers and your infrastructure team get Orbit running in your environment together.
- **Data and permissions:** query results respect each user's existing GitLab permissions. Indexing is enabled per top-level group and covers all projects within it.
- **If you stall:** if your team cannot engage for a stretch, tell us and we will pause or reschedule the program.