



Entrust IDaaS Onboarding Professional Services Schedule

Service Overview

Entrust's Identity as a Service ("IDaaS") Onboarding Offering provides qualifying Customer with the Professional Services and expertise needed for Customer to integrate its Customer-controlled components with Entrust's IDaaS Offering (the "Onboarding Services").

The Agreement for Onboarding Services is made up of this Entrust IDaaS Onboarding Professional Services Schedule (the "Schedule"), the Entrust General Terms and Conditions available at <https://www.entrust.com/general-terms.pdf> ("General Terms"), and an applicable Order (as defined in the General Terms).

1. Definitions.

- 1.1. "Silver Onboarding Services" mean the Onboarding Services described in Stage 3 (Silver) below and includes up to sixteen (16) hours of Onboarding Services.
- 1.2. "Platinum Onboarding Services" mean the Onboarding Services described in Stage 3 (Platinum) below and includes up to sixty-four (64) hours of Onboarding Services.

2. Scope of Services.

- 2.1. Scope. The table below sets out the scope and stages of the Onboarding Services and the respective responsibilities of Entrust and Customer at each stage. These steps will be completed for each engagement. If additional work is determined to be required, this will be addressed as set out in Section 3.2 (Changes) below. Entrust will assign a project manager ("PM") who will have overall responsibility for ensuring delivery of the Onboarding Services to the Customer. The PM is the Customer's single point of contact with Entrust for the duration of the engagement, providing co-ordination of resources, tracking and closure of action items, and schedule, requirements, and financial management. Customer will assign a project manager to act as a single point of contact for Entrust, to ensure suitably qualified technical and business resources are available to fulfill the Customer's responsibilities at the required times indicated in the table below.

Stage 1: Kickoff meeting
<p>Entrust Responsibilities:</p> <ul style="list-style-type: none">• Assign a project manager• Schedule the kickoff meeting• Review IDaaS environment and authentication requirements.• Review of prerequisites to the configuration <p>Customer Responsibilities:</p> <ul style="list-style-type: none">• Assign a project manager• Engage and manage Customer resources, as identified in kickoff planning discussions, and ensure their attendance at kickoff meeting• Gather information requested during the kick-off meeting

Stage 2: Follow up to validate prerequisites are in place and schedule the solution deployment
<p>Entrust Responsibilities:</p> <ul style="list-style-type: none"> • Confirm completion of prerequisites as outlined during the kickoff call • Coordinate Entrust resources to assist with deployment activities • Schedule solution deployment activities with Customer <p>Customer Responsibilities:</p> <ul style="list-style-type: none"> • Complete pre-requisites as outlined during the kick-off call • Coordinate deployment with Customer technical points of contact(s) responsible for the IDaaS solution and environment • Plan and coordinate (in advance of scheduled deployment activities) for required service window(s) • Complete the initial and appropriate setup of the infrastructure, including hardware procurement, operating system installation and verification, non-Entrust software installation and configuration, client machines with network connectivity

Stage 3 (Silver): Deployment activities may include the following services (as applicable), subject to the hour limit set out in Section 1 above:		
Activity	Description	Prerequisite
Branding IDaaS interface	Assist Customer in applying branding to the IDaaS Web interface.	Customer to provide appropriate logo and color scheme
Set up Administrators and Fallback Administrators	Create IDaaS administrator accounts	Three (3) individuals identified by Customer as administrators, including First Name, Last Name, Email Address and Mobile Telephone Number
AD Sync / Setup	Walk the Customer through the installation and configuration of a single instance of Entrust Service Gateway ("ESG").	Customer must have downloaded the ESG software from their IDaaS instance.
		Customer must have supported virtual infrastructure available to host the ESG instance (e.g. VMWare or HyperV). AD administrator credentials available.
		Connectivity from ESG to AD available on Port 389 or 636
VPN / Radius Application	Configure ESG connection to a single VPN server using the RADIUS protocol	Requires ESG to be installed (see above). Firewall port open to allow Connectivity from VPN server to ESG. Administrator available to configure VPN server. Shared secret defined to secure connection.
Resource Rules	Walk through initial configuration of resource rules for a single application. Entrust will help the Customer to apply a resource rule to apply context analysis for access to an application.	If Customer does not have defined rule requirements, an example rule will be applied.

Desktop Login	Help the Customer install and configure one instance of the IDE desktop client (creation of one transform file and testing on 1-2 machines.)	Administrator available to configure Desktop Login (DCP) application in IDaaS
Admin Training / Handover	Overview of IDaaS administration interfaces and required processes to familiarize Customer administrator with IDaaS and allow them to manage Users, resources, and policies.	Customer operational administration staff available.

Stage 3 (Platinum): Deployment activities may include the following additional services (as applicable), subject to the hour limit set out in Section 1 (not cumulative with Silver hour limit):

Activity	Description	Prerequisite
Test site setup	Walk the Customer through the process of setting up a new IDaaS instance/tenant for the purpose of testing application integration, customization, or other aspects of IDaaS in a non-production environment.	Pre-requisites: Requires the Customer to subscribe to a multi-tier IDaaS subscription which will include an internal Test tenant.
Active Sync	Configure MFA authentication for ActiveSync devices. Assist with testing on up to 5 Customer devices.	Microsoft Exchange Server administrator available to apply IDaaS configuration
Active Directory Password Reset	Explain the process for password reset of User accounts. Configure message of the day with a link for password reset.	Customer must allow LDAPS connection to Active Directory, and appropriate ports open.
API Usage	Video conference (e.g. WebEx) to walk through the IDaaS REST API to explain how to provision and manage User accounts, and how to authenticate Users from custom applications. Gain understanding of Customer use case and provide existing sample code to illustrate how to implement use case using the IDaaS REST API. Up to 4 hours consulting included.	Development knowledge/experience Knowledge of REST interfaces
Mobile SDK Usage	Video conference (e.g. WebEx) to walk through the Mobile SDK to explain how to integrate authentication and transaction verification into custom mobile applications.	Development knowledge/experience
	Gain understanding of Customer use case and provide existing sample code to illustrate how to implement use case using Mobile SDK. Up to 4 hours consulting included.	Knowledge of developing on Mobile platforms (iOS and Android)
Azure AD Conditional Access	Configure Azure AD CA to integrate with IDaaS for O365 and other apps	Administrator with appropriate rights available to configure OIDC Azure AD CA to connect to IDaaS

Configure SAML Apps	Configure IDaaS connection to up to three (3) documented SAML applications.	Administrator available to configure SAML application(s) to connect to IDaaS
Open ID Connect (OIDC) App	Configure IDaaS connection to a single documented OIDC application	Administrator available to configure OIDC application to connect to IDaaS

3. Dependencies and Assumptions.

- 3.1. Customer acknowledges and agrees that performance of Onboarding Services by Entrust will be subject to the dependencies and assumptions noted below. All work is to be performed during regular business hours.
- 3.2. All work is to be performed remotely.
- 3.3. Entrust reserves the right to fulfill delivery of Onboarding Services using Entrust employed staff, contractors or sub-contractors with appropriate experience and skills.
- 3.4. Any Entrust products provided to or used by Customer in relation to the engagement shall be subject to the Entrust standard terms and conditions for such products (unless otherwise agreed to between Entrust and Customer).
- 3.5. All third party products/components shall be supported by Entrust integrations as set out in the current Entrust product related documentation.
- 3.6. Entrust personnel shall not be made available or placed on stand-by for non-Entrust tasks or tasks unrelated to the Onboarding Services.
- 3.7. All Onboarding Services must be completed within six (6) months of issuance of the relevant Order for the Onboarding Service, unless otherwise agreed in writing by Entrust.

4. Customer Obligations. Customer shall be responsible for the timely performance of its obligations under this Schedule, including the following obligations:

- 4.1. Provide Entrust with such information and materials as Entrust may reasonably require to perform the Onboarding Services and ensure that such information is complete and accurate in all material respects.
- 4.2. Obtain (before the date on which the Onboarding Services are to start being performed) and maintain all necessary licenses, permissions and consents which may be required for Entrust to provide the Onboarding Services.
- 4.3. Customer must maintain in place a current subscription for IDaaS and any associated Entrust software, including a current support plan.

Customer acknowledges that any delay on its part in the performance of its obligations may affect Entrust provision of the Onboarding Services.

5. Out of Scope. The following activities/tasks fall outside the scope of the Onboarding Services. Entrust does offer customized Professional Services and may be able to assist the Customer with some of the tasks below subject to a separate engagement under a separate statement of work:

- 5.1. Provision of any content for policy, procedural or operational documentation.
- 5.2. Formal project reporting (although informal status reporting will be provided).
- 5.3. Installation and configuration of Entrust software in any environments not specifically identified

during the kick-off meeting.

- 5.4. Provision, installation or configuration of Entrust or third party hardware, software (except as specifically set out herein), operating systems or supporting network components.
- 5.5. Development of custom code, including development or customization of any component or application.
- 5.6. Development and/or execution of a formal test plan.
- 5.7. Installation or configuration of a database or directory.
- 5.8. Detailed build or customized documentation (i.e. operations guides).
- 5.9. On-call/stand-by availability.
- 5.10. Travel or any work on Customer's premises.
- 5.11. All Professional Services not specifically identified in this Schedule.

6. **Acceptance and Changes.**

- 6.1. **Acceptance.** Any deliverable specified in this Schedule as requiring Customer sign-off or acceptance shall be considered complete and accepted when it has been provided and reviewed by the Customer in accordance with the specified timelines, or if no timelines are specified, within ten (10) business days, and Customer has not provided Entrust with a written notice of rejection. Customer may only reject a deliverable if it materially deviates from its specifications and the requirement in this Schedule. In the event of such a rejection Entrust shall correct the deviation and redeliver the deliverable. After redelivery pursuant to the previous sentence, the parties shall again follow the acceptance procedures set forth in this Section 6.1 (*Acceptance*). This Section, in conjunction with Customer's right to terminate for material breach where applicable, sets forth Customer's only remedy and Entrust's only liability for failure of a Deliverable.
- 6.2. **Changes.** The Onboarding Services represent a defined-scope package of Professional Services with a fixed price and are therefore not subject to a change management process. In the event that Customer requires additional Professional Services beyond the scope of this Schedule, including if any of Entrust's work to be revised or repeated due to Customer's failure or errors in performing its obligations, these additional Professional Services may be provided pursuant to a separate statement of work agreed by the parties. In the absence of any agreement on a separate statement of work, Entrust shall have no obligation to provide additional or modified Professional Services or deliverables.

7. **Fees.** Customer will pay Entrust the costs and fees for the Onboarding Services as set out in the applicable Order, which are payable in accordance with the Order and the General Terms.

8. **Warranty.** Entrust warrants that the Onboarding Services it provides as described in this Schedule shall be performed in a professional manner in keeping with reasonable industry standards.

9. **Term and Termination.**

- 9.1. **Term.** The Onboarding Services are sold on a one-time engagement basis. The Offering Term will commence on the date that the Order is accepted by Entrust and will continue in effect until the work identified in Stages 1 through 3 in Section 2.1 above is complete, or six months has elapsed, whichever occurs earlier.
- 9.2. **Customer Default.** If Entrust's performance of any of its obligations under this Schedule is prevented or delayed by any act or omission by the Customer or failure by the Customer to perform any relevant obligation ("Customer Default"):



- 9.2.1. without limiting or affecting any other right or remedy available to it, Entrust shall have the right to suspend performance of the Onboarding Services until the Customer remedies the Customer Default, and to rely on the Customer Default to relieve it from the performance of any of its obligations in each case to the extent the Customer Default prevents or delays the Entrust's performance of any of its obligations;
- 9.2.2. Entrust shall not be liable for any costs or losses sustained or incurred by the Customer to the extent such costs or losses arise from Customer's failure or delay to perform any of its obligations as set out herein; and,
- 9.2.3. the Customer shall reimburse Entrust for any costs or losses sustained or incurred by Entrust to the extent these arise from the Customer Default.
- 9.3. Cancellation/Rescheduling by Customer.
- 9.3.1. Requests by Customer to cancel or reschedule Onboarding Services engagement must be submitted in writing only via email to the assigned Entrust engagement manager, who is assigned when the engagement is scheduled. Requests by phone or voicemail will not be accepted by Entrust.
- 9.3.2. Remote service cancellation/rescheduling. If Customer cancels or reschedules a remote engagement within three (3) business days of the scheduled engagement start date, Entrust reserves the right to draw down Onboarding Services hours from the relevant hour limit as a result of the cancellation. Up to two rescheduling requests for remote Professional Services may be approved by Entrust pursuant to this Statement of Work. Subsequent requests will result in a draw down of Onboarding Services hours from the relevant hour limit for each such request. Rescheduled engagements dates shall be established by mutual agreement.
- 9.3.3. In the event Customer Onboarding Services hours are drawn down due to cancellation of a scheduled engagement as defined above, Customer shall be charged the value of eight (8) hours of Onboarding Services against the relevant hour limit.
- 9.4. Cancellation/Rescheduling By Entrust. In the event of an engagement cancellation by Entrust, Entrust shall extend the Offering Term by the duration of the delay caused by the engagement cancellation.