

ONESPAN AUTHENTICATION SERVER (OAS) BASE INSTALLATION PACKAGE DETAILS

1) Project Parameters

Maximum Service Hours included in this Package	Twelve (12) hours
Expected Project Duration	Fifteen (15) Business Days
Location of Professional Services	Remote

2) Governing Terms

The Professional Services are delivered pursuant to the Master Terms available for review at www.onespan.com/master-terms, including the Professional Services Schedule at <https://www.onespan.com/professional-services> (the "PS Schedule"), unless Customer has previously executed a written agreement for the sale of the Services, in which case such agreement shall control (the "Contract"). Terms not defined herein shall have the meaning given them in the Contract.

3) Assumptions and Pre-requisites

- a) Packaged Services are performed remotely and during standard business hours of the Supplier office providing the Service ("Service Hours"), unless otherwise agreed in writing.
- b) Supplier can perform services outside of "Service Hours" at an additional expense through a separate agreement.
- c) Services can be provided on-site at Customer's location subject to an additional travel and lodging expense billed separately.
- d) Services defined in this package are applicable to OneSpan Authentication Server or OneSpan Authentication Server Appliance
- e) Customer must have valid licenses for:
 - i) OneSpan Authentication Server
 - Or
 - ii) OneSpan Authentication Server Appliance
- f) Customer must ensure that their implementation environment meets the minimum server requirements identified in the product documentation.
- g) Customer will establish sufficient access to use Supplier's current remote services capability.
- h) RADIUS authentication only.
- i) Covers the installation of one (1) OneSpan Authentication Server configured as a Primary server used for authentication.
- j) DIGIPASS Gateway and User Self-Management Websites installation and configuration is not included but is available through a separate agreement.

4) Services

- a) Project kickoff conference call
 - i) Supplier will conduct a project kickoff call to set objectives and explain project phases and scope.
 - ii) Supplier will work with the Customer to see that all prerequisites and requirements conditional for the provisioning of the Services, are fulfilled.
- b) Authentication Server installation and configuration
 - i) Supplier will install and configure one (1) primary server instance of the Authentication Server on a supported platform in the Customer's system environment.
- c) Authentication Server operational verification testing
 - i) Supplier will perform verification tests on the installed and configured Authentication Server to verify that is functioning properly including:
 - (1) Creation of test user and custom policy
 - (2) Test user authentication
- d) Authentication Server Administration Competency Development
 - i) Reporting functionalities available in OneSpan Authentication Server
 - ii) Basic troubleshooting for OneSpan Authentication Server
 - iii) Supplier will provide Authentication Server administration instruction covering the following topics:
 - (1) User and DIGIPAS Administration
 - (2) Creating a user
 - (3) Adding DIGIPASS authenticator
 - (4) Assigning DIGIPASS authenticator
 - (5) Creating a client
 - (6) Assigning and editing a policy
 - (7) Audit view
- e) OneSpan Authentication Server configuration

- i) Import DIGIPASS records ("DPX-File")
- ii) Create 1 (one) test user
- iii) Create custom policy
- iv) Create RADIUS client.

5) Project Deliverables

Deliverable #	Deliverable Description
0001	Test showing successful authentication of a test user.

6) Exclusions

- a) Installation, configuration, backup or management of any 3rd party software or hardware (such as operating systems, databases, network settings, backup systems, monitoring solution, Active Directory or other Windows Services, load balancers, server hardware, firewall)
- b) DIGIPASS Gateway and User Self-Management Websites installation and configuration
- c) More than one server
- d) SOAP Integration support.
- e) Any Professional Services not expressly addressed in this Package.
- f) Professional Services within this Package scope, beyond the 12-month timespan.