

ONESPAN AUTHENTICATION SERVER (OAS) RECURRING SECONDARY SERVER UPGRADE PACKAGE DETAILS

1) Project Parameters

Maximum Service Hours included in this Package	Ten (10) hours
Expected Project Duration	Twelve (12) Months
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) Authentication Server (Software or Hardware Appliance) is in good operation (no pending support tickets) and has a version number that is still officially supported by SUPPLIER (<https://www.vasco.com/support/product-support/product-life-cycle.html>)
- e) Services defined in this package are applicable to OneSpan Authentication Server or OneSpan Authentication Server Appliance
- f) Customer must have valid licenses for:
 - i) OneSpan Authentication Server
Or
 - ii) OneSpan Authentication Server Appliance
- g) Customer will establish sufficient access to use Supplier's current remote services capability.
- h) Customer has a previously installed and presently operational (no pending support tickets) OneSpan Authentication Server Software or OneSpan Authentication Server Appliance.
- i) DIGIPASS Gateway and User Self-Management Websites installation and configuration is not included but is available through a separate agreement.
- j) This package will automatically renew for successive period of twelve (12) months, unless the Customer notifies OneSpan in writing to terminate Services sixty (60) days prior to any annual renewal.

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.
 - iii) Review current server architecture and define OneSpan Authentication Server upgrade path.
- b) OneSpan Authentication Server Upgrade
 - i) Supplier will manage replication services as required to initiate the upgrade without impacting other operational OneSpan Authentication Servers in the Customer's system environment.
 - ii) Supplier will install any previous version of OneSpan Authentication Server necessary to meet the requirement to upgrade the Customer's existing and operational OneSpan Authentication Server to the latest version.
 - iii) Supplier will make copy of database from PRIMARY OneSpan Authentication Server and restore the database copy to the new SECONDARY OneSpan Authentication Server.
 - iv) Supplier will re-enable replication services as required to complete the upgrade.
- 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.

5) Project Deliverables

Deliverable #	Deliverable Description
0001	Test showing successful authentication of a test user after each release upgrade.

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) More than one (1) OneSpan Authentication Server employed as a secondary server in more than one (1) Environment.
- c) DIGIPASS Gateway and User Self-Management Websites installation and configuration.
- d) OneSpan Authentication Server training.
- e) Changes to the integration functionalities (i.e., activation of new DAWL, SAML, SMS)
- f) Operating System not supported by latest OneSpan Authentication Server.