

ONESPAN AUTHENTICATION SERVER (OAS) USER SELF-MANAGEMENT PORTAL ENGINEERING GUIDANCE PACKAGE DETAILS

1) Project Parameters

Maximum Service Hours included in this Package	Twenty-Four (24) hours
Expected Project Duration	Two (2) Weeks
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) User Self-Management Portal
- g) Customer must ensure that their implementation environment meets the minimum server requirements identified in the product documentation.
- h) Customer will establish sufficient access to use Supplier's current remote services capability.
- i) Customer has a previously installed and presently operational (no pending support tickets) current version of OneSpan Authentication Server / OneSpan Authentication Server Appliance or purchased OneSpan Base Installation Package.
- j) Customer personnel must be able to provide input regarding the current processes for authentication, transaction approval, Customer registration and the planned application architecture
- k) Tokens ordered and received by the customer.

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) Installation and Configuration of User Self-Management Portal and/or DIGIPASS Gateway
 - i) OneSpan will install and configure the OneSpan User Self-Management Portal for use with the Customer's ordered tokens.
 - ii) OneSpan will configure the Customer's OneSpan Authentication Servers to handle new clients utilizing OneSpan User Self-Management Portal.
 - iii) OneSpan will install and configure DIGIPASS Gateway to support the Customer's intended activation method to be implemented.
 - iv) OneSpan will demonstrate successfully functioning mobile token activation process through the User Self-Management Portal.

5) Project Deliverables

Deliverable #	Deliverable Description
0001	Verification of properly configured User Self-Management Portal.

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) Operating System not supported by latest OneSpan Authentication Server and User Self-Management Portal
- c) Custom development by OneSpan.
- d) Any Professional Services not expressly addressed in this Package.
- e) Operating System not supported by latest OneSpan Authentication Server.