# OneSpan

# ONESPAN CLOUD AUTHENTICATION (OCA) CUSTOM WORKFLOW PACKAGE DETAILS

## 1) Project Parameters

| | |
|---|---|
| **Maximum Service Hours included in this Package** | Eighteen (18) Hours |
| **Expected Project Duration** | Four (4) 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) This OneSpan Cloud Authentication (OCA) Custom Workflow Add-On Package ("Package") is to analyze and design up to five (5) custom workflows for integration with the OCA Solution. These five (5) custom workflows can include:
   i) Workflows not included with the OCA Starter Package
   ii) Reengineered workflows from an existing on-premise OneSpan Authentication Solution (OASF or OAS).
b) Customer must have purchased an OCA Starter Package or have an existing OCA solution in good operation (no pending support tickets).
c) Analysis and design is specific to server-side API integration with OCA.
d) Packaged Services are performed remotely and during standard business hours of the Supplier office providing the Service ("Service Hours"), unless otherwise agreed in writing.
e) Supplier can perform services outside of "Service Hours" at an additional expense through a separate agreement.
f) Customer must have valid licenses for OneSpan Cloud Authentication.
g) Customer will establish sufficient access to use Supplier's current remote services capability.
h) Any development or integration activities with the OCA solution API is to be performed by the Customer.
i) Customer personnel must be able to provide input regarding the current use cases, business flows and IT architecture for authentication, transaction approval, customer registration and the planned application architecture.

## 4) Services

a) Custom Workflow Analysis and Design
   i) Supplier will conduct an analysis and design session with the Customer to identify up to five (5) custom workflows to be integrated with the Customer's OCA solution.
   ii) Supplier will design and document the new OCA integrated workflow and deliver to the customer for integration with the Customer's OCA Solution.

## 5) Project Deliverables

| Deliverable # | Deliverable Description |
|---|---|
| 0001 | Documented design of up to five (5) custom workflows. |

## 6) Exclusions

a) Configuration of, or for, third party applications or hardware
b) Hardware security module extension
c) Software DIGIPASS provisioning
d) Audit report
e) DIGIPASS customization
f) Distribution and fulfilment services
g) Custom development
h) No new product feature development or customization (available in a separate agreement).
i) Mobile Security Suite (client-side) API competency development and engineering guidance (available in a separate agreement)
j) Mobile Authenticator Studio Base implementation, GUI configuration, and publishing (available in a separate agreement)
k) Creation of custom documentation
l) Creation of custom training materials
m) Translations
n) Direct configuration or programming of third-party or other applications/ hardware
o) Customized AWS data protection to allow relying parties to specify their own keys for encryption of data at rest.  Supplier can implement this through an optional Bring-Your-Own-Key (BYOK) package
p) Mobile or web banking application development
q) Changes to workflows/outbound APIs
r) New product feature development or customization (available in a separate agreement).
s) Authentication to IAA through Active Directory. expressly addressed in this Package.
t) Operating System not supported by latest OneSpan Authentication Server.