

ONESPAN CLOUD AUTHENTICATION (OCA) STARTER PACKAGE DETAILS

1) Project Parameters

Maximum Service Hours included in this Package	Sixty-Two (62)
Expected Project Duration	Three (3) 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) This OneSpan Cloud Authentication Starter Package (the "Package") governs Supplier's provision of Professional Services aimed at introducing and enabling Customer to implement the OneSpan Cloud Authentication (OCA). This Package only includes a pre-defined set of workflows, and the use case and functionality of this Package is fixed. If Customer's requirements exceed those agreed to in this Package, Customer may enter into a Tailored Services SOW (as defined in the PS Schedule) with Supplier instead of this Package.
- b) The scope of this package covers one (1) complete project life cycle including:
 - i) OCA Solution walkthrough
 - ii) Competency development
 - iii) Implementation of predefined workflows, test support, and deployment of the OCA solution in one (1) Customer environment.
- c) The prescribed workflows of this Package may include, but shall not exceed the following workflows:
 - i) Integrated Administrative Services Workflows
 - (1) Create User
 - (2) Assign authenticator
 - (3) Deactivate/unassign authenticator
 - (4) Reset User password
 - ii) Integrated User Self-Management Services Workflows
 - (1) Token activation
 - (2) Self-Registration (activation)
 - (3) Forgot password
 - iii) Authentication and Signing Workflows
 - (1) Authentication / multi factor authentication challenge
 - (2) Transaction signing
 - (3) Signature
 - iv) Integrated User Self-Management Services Workflows will be implemented with one (1) or more of the following:
 - (1) Online (specific to Mobile Security Suite ("MSS") tokens only) or offline (specific to hardware, Mobile Authenticator Studio ("MAS"), and MSS tokens) functionality
 - (2) Push (specific to MSS and MAS)
 - (3) Cronto Code
- d) Offline Cronto functionality is only applicable for hardware tokens that can support it.
- e) Competency development and engineering guidance is specific to server-side API integration with OCA.
- f) Packaged Services are performed remotely and during standard business hours of the Supplier office providing the Service ("Service Hours"), unless otherwise agreed in writing.
- g) Supplier can perform services outside of "Service Hours" at an additional expense through a separate agreement.
- h) Customer must have valid licenses for OneSpan Cloud Authentication
- i) Customer must ensure that its implementation environment meets the minimum server requirements identified in the Product Documentation.
- j) Customer will establish sufficient access to use Supplier's current remote services capability.
- k) Any development or integration activities with the OCA solution API is to be performed by the Customer.
- l) 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) 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) OCA Solution Walkthrough Session
 - i) Supplier will conduct OCA solution walkthrough session covering:
 - (1) Overall solution introduction
 - (2) Architecture template walkthrough
 - (3) Predefined event flows for Customer integration
 - (4) Cloud environment onboarding
 - (5) Supplier will deliver the OCA solution walkthrough documentation.
- c) OCA Environment Setup and Configuration
 - i) Supplier will:
 - (1) provide assistance to the Customer in generating security certificates necessary to gain access to the OCA STAGING and PROD environments.
 - (2) work with the Customer to ensure that they can access and administer their new testing ("STAGING") and production ("PROD") cloud environments.
- d) OCA Competency Development instruction
 - i) Supplier will provide a walkthrough of the OneSpan Community Portal OCA Sandbox / Development ("DEV") environment configuration and support.
 - ii) Supplier will provide OCA WebAdmin competency development instruction to the Customer including:
 - (1) User management
 - (2) Token management
 - (3) Basic troubleshooting
 - iii) Supplier will provide OCA API Integration competency development instruction to the Customer.
- e) Engineering Guidance During Integration
 - i) Supplier will provide engineering guidance in support of the Customer's efforts to integrate with the OCA API for a period of forty-five (45)-calendar days from the completion of the OCA API Integration competency development instruction activity.
- f) Engineering Guidance during STAGING
 - i) Supplier will provide engineering guidance in support of the Customer's efforts to test with the OCA API for a period of fifteen (15)-calendar days from the completion of the Engineering Guidance During Integration activity.
- g) Go-Live Support
 - i) Supplier will provide engineering guidance to the Customer for a period of five (5) Calendar days in support of the Customer's effort to move their solution into PROD.

5) Project Deliverables

Deliverable #	Deliverable Description
0001	OCA Solution walkthrough documentation.
0002	Onboard two (2) OCA cloud environments (Staging and PROD)
0003	Competency development instruction materials
0004	Verification showing successful processing of the workflows chosen to be implemented by the Customer from the list of prescribed workflows in section 3.b. of this agreement

6) Exclusions

- a) Configuration of, or for, third party applications or hardware
- b) Products installed on premise
- c) Data migration to OCA from existing multi factor authentication solution (available in a separate agreement)
- d) New Product feature development or customization (available in a separate agreement)
- e) Hardware security module extension
- f) Software DIGIPASS provisioning
- g) Audit report
- h) DIGIPASS customization
- i) Distribution and fulfilment services
- j) Custom development
- k) Mobile Security Suite (client-side) API competency development and engineering guidance (available in a separate agreement)
- l) Mobile Authenticator Studio Base implementation, GUI configuration, and publishing (available in a separate agreement)
- m) Creation of custom Documentation
- n) Creation of custom training materials
- o) Translations
- p) Direct configuration or programming of third-party or other applications/ hardware
- q) Customized AWS data protection to allow relying parties to specify their own keys for encryption of data at rest.
- r) Mobile or web banking application development
- s) Changes to workflows/outbound APIs
- t) Data migration from OneSpan Authentication Server Framework (OASF) or OneSpan Authentication Server (OAS) to OneSpan Cloud Authentication (OCA) (available in a separate agreement).
- u) Authentication to IAA through Active Directory. expressly addressed in this Package.
- v) Operating System not supported by latest OneSpan Authentication Server.