OneSpan

ONESPAN AUTHENTICATION SERVER (OAS) USER AND ADMIN COMPETENCY DEVELOPMENT PACKAGE DETAILS

1) Project Parameters

Maximum Service Hours included in this Package	Twenty-eight (28) 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) 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) 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.

i) Customer personnel must be able to provide input regarding the current processes 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) OAS competency development instruction
   i) Supplier will conduct an OAS competency development instructional session with the Customer and deliver the materials used during the session.
      (1) OAS Administrator competency development instruction, aimed at Customer System Engineer
         (a) OAS Policies and settings, logging, maintenance and system settings
      (2) OAS User competency development instruction, aimed at Customer Application Manager
         (a) OAS User and DIGIPASS management

c) Supplier will provide engineering guidance via email and remote web sessions as necessary for a period of twenty (20) calendar days starting at the completion of the OAS Admin and User competency development training session in support of the Customer's efforts to manage the OneSpan Authentication Server.

5) Project Deliverables

Deliverable #	Deliverable Description
0001	Competency development instruction materials.
0002	20-Calendar days of Usage Guidance

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) Installation, configuration or upgrade of any OAS server

    c) Custom development by OneSpan

    d) Creation of custom training material or project documents (outside the ones mentioned as deliverables).

    e) Any Professional Services not expressly addressed in this Package.

    f) Operating System not supported by latest OneSpan Authentication Server.