

ONESPAN AUTHENTICATION SERVER (OAS) UPGRADE FOR LOW DIGIPASS COUNT PACKAGE DETAILS

(Maximum 7000 DIGIPASS)

1) Project Parameters

Maximum Service Hours included in this Package	Fourteen (14) hours
Expected Project Duration	Ten (10) Business Days
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) Customer must have valid licenses for:
 - i) OneSpan Authentication Server, or
 - ii) OneSpan Authentication Server Appliance
- e) Customer will establish sufficient access to use Supplier's current remote services capability.
- f) Customer has a previously installed and presently operational (no pending support tickets) OneSpan Authentication Server or OneSpan Authentication Server Appliance.
- g) Customer must ensure that their implementation environment meets the minimum server requirements identified in the Product Documentation.
- h) Customer's existing OneSpan Authentication Server or OneSpan Authentication Server Appliance setup must have:
 - i) A live DIGIPASS license count of less than 7,000.
 - ii) At maximum two (2) servers in the same OAS environment (an environment is defined as either Development, Test or Production).
- i) DIGIPASS Gateway and/or User Self-Management Websites installation, configuration or upgrade are not included in this Package, but is available through a separate agreement.

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 Professional 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 one (1) instance 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 upgrade at maximum one (1) new OneSpan Authentication Servers to the latest version
 - iv) Supplier will migrate data and configuration as applicable from the Customer's existing and operational OneSpan Authentication Server version to the OneSpan Authentication Server latest version.
- 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 on the upgraded server.

6) Exclusions

- a) Installation, configuration, backup or management of any third 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) DIGIPASS Gateway and User Self-Management Websites installation and configuration
- c) These services are not valid for an upgrade of an OneSpan Authentication Server or OneSpan Authentication Server Appliance holding more than 7,000 live DIGIPASS licenses.
- d) Upgrade of more than two (2) servers
- e) Upgrades in different OAS environments
- f) OAS User or admin training
- g) Custom OAS reporting
- h) Operating System not supported by latest OneSpan Authentication Server
- i) Any Professional Services not expressly addressed in this Package
- j) Work outside the Professional Service Day hours as defined in the Professional Services Schedule
- k) Professional Services within this Package scope that are not consumed within 12-months of the Contract Effective Date .