

Project Overview

Need to know if you are capitalizing on the best of Archer, and if not, how to get there? This service provides customers with a review of current use cases and applications to identify areas of improvement with expected benefits. Both business stakeholders and technical support staff participate in a process that will show the way to maximizing the best of Archer, ensuring long-term scalability and optimizing manageability. Special consideration is given to key next-steps in maturing a customer's risk management program.

Project Scope

Archer Experts Professional Services personnel will work closely with a Customer's staff to perform an assessment on their current Production implementation of their RSA Archer deployed solutions. No modifications will be applied to any of Customer's software.

The Archer Use-Case Optimization Assessment tasks may include some or all of the following:

Conduct a kickoff call, schedule logistics, workshops and interviews.

- ◆ Review RSA Archer core and/or on-demand applications and/or questionnaires.
- ◆ Provide working sessions with the end-user base and Customer support personnel to review the current design and supporting design decisions.
- ◆ Review and document the capabilities being exercised and those not in use.
- ◆ Perform a deep-dive investigation into the following configuration areas and determine if best practices have been exercised;

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|-----------------------------------|-----------------------|
| ◆ Content Placement | ◆ Data Driven Events |
| ◆ Data Feeds | ◆ Fields Descriptions |
| ◆ Field Use | ◆ Roles and Groups |
| ◆ Sections on Application Layouts | ◆ Custom Objects |
| ◆ Mail Merge | ◆ Documentation |

- ◆ Define and document assessment findings and provide recommendations on the go-forward actions a Customer should take to maximize the benefits offered by the RSA Archer solutions. This will include benefits and challenges to be experienced by upgrading to a more current version of the RSA Archer Use-Cases.
- ◆ Facilitate a final review with the Customer's key stakeholders.

An assigned Archer Experts Project Manager will provide overall engagement management of this project. During the project, status meetings will occur between the Archer Experts Project Manager and the Customer's Project Manager to review current progress, direction, documentation, findings, issues and recommendations.

DELIVERABLES

The following deliverables are provided in connection with this Service:

An Optimization Assessment that includes:

- ◆ Gap analysis of configured function against available core function.
- ◆ An on-demand application (ODA) utilization assessment.
- ◆ Assessment recommendations to maximize Archer's capabilities following best-practices.
- ◆ Assessment recommendations to maximize manageability of configured applications following best practices.
- ◆ Complexity rating by application, indicating go-forward consideration for maintenance, requests for new function, upgradability, etc.

The anticipated Service start date is within thirty (30) days or a mutually-agreed-upon start date after receipt and approval by Archer Experts of the Customer's purchase order for this Service.

- ◆ Subject to Customer satisfying the "Customer Responsibilities" specified above, Archer Experts estimates that it will complete the Services within forty-five (45) days after the actual service start date.
- ◆ Unless otherwise specified or agreed by Archer Experts, the Services are performed on consecutive days.

ARCHER EXPERTS RESOURCING

Archer Experts provides appropriate personnel to perform the Services specified in the "Project Scope" section. Only senior level Archer specialists will participate in the project. Some or all services may be delivered remotely.

PROJECT SCOPE CHANGES

Any additions or changes to the project scope must be mutually agreed upon by Archer Experts and the Customer in a separate Archer Experts *Statement of Work* detailing the proposed changes, the impact of the proposed change on pricing and schedule, and other relevant terms. Such changes include, but are not limited to:

- ◆ Any additional activities not listed in this Data Sheet
- ◆ Modification of the Customer's application software.
- ◆ Development of custom solutions including, without limitation, scripting.
- ◆ Any additional hardware configuration not listed in this Data Sheet.
- ◆ Any change to the hardware configuration listed in this Data Sheet.
- ◆ Multiple, basic installation services requiring Project Management services.
- ◆ Prolonged service duration.

CUSTOMER RESPONSIBILITIES

- ◆ Provide at least one (1) technical contact with system administration responsibilities and appropriate system/information access privileges.
- ◆ Identify an Executive Sponsor to facilitate staff cooperation and provide an executive liaison to Archer Experts.
- ◆ Reviewing and agreeing on engagement objectives.
- ◆ Ensure that all environment and operational requirements are met prior to commencement of the Services.
- ◆ Verify that the work site is prepared to perform the engagement services.
- ◆ Respond in a timely fashion to questions posed by Archer Experts regarding the project.
- ◆ Provide documents/diagrams detailing the existing specifications and architecture in a timely manner.
- ◆ Complete all planning and scheduling activities required by customer.
- ◆ Provide remote access capability (e.g., VPN access) into the Customer's environment to facilitate efficient off-site support by the Archer Experts Consultants and/or remote work.

FIXED BID SERVICE FEE AND INVOICING SCHEDULE

- ◆ The Services described in this Data Sheet are delivered during Archer Experts' normal business hours (M-F, excluding Archer Experts/local holidays).
- ◆ Invoices are issued upon Archer Experts' receipt and approval of the Customer's purchase order.
- ◆ Customer will provide a new or amended purchase order and shall pay additional amounts related to (i) performance of services outside Archer Experts' normal business hours or consecutive days, and (ii) reimbursement of travel-related expenses required to complete the service.
- ◆ Customer shall have twelve (12) months from the date of Archer Experts' invoice to use the Services described herein ("Service Period"). The Services shall automatically expire on the last day of the Service Period. Under no circumstances shall Customer be entitled to a credit or refund of any unused portion of the Services.

For more information contact:



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