

The STORM platform supports flexible SLA commitments between 99.5% and 99.99% uptime based on architectural requirements; please note that enhanced availability tiers are associated with increased costs.

**Exclusions from Downtime Calculation**

The following scenarios **shall not count** toward downtime calculations:

<b>Exclusion Type</b>	<b>Description</b>	<b>Notice Required</b>
<b>Planned System Upgrades</b>	Scheduled maintenance, patches, and system updates	5 business days
<b>Emergency Maintenance</b>	Critical security patches or urgent fixes	As soon as practicable
<b>Force Majeure</b>	Events beyond reasonable control (natural disasters, etc.)	N/A
<b>Customer-Caused Outages</b>	Issues resulting from customer actions or configurations	N/A
<b>Third-Party Dependencies</b>	AWS service outages outside our direct control	N/A

**Activities and Deliverables**

<b>IDEMIA I&amp;S Responsibility</b>	<b>Customer Responsibility</b>
<b>Project Design Services</b>	
Draft all Design Documentation in the Solution Overview (Section 2) and provide to Customer for review, comment, and approval.	Participate in Requirements gathering to support development of Design Documentation. Provide information regarding current system performance and functionality. Review, provide feedback on, and approve the Project Design Documents by the scheduled deadline and in accordance with this Statement of Work.

IDEMIA I&S Responsibility	Customer Responsibility
	Issue Change Requests for any post contract changes required changes to the approved and agreed documents.
<b>Purchasing</b>	
<p>If applicable, procure any separately purchased hardware and third-party software listed on the BOM. Inventory the material. Stage the equipment as needed.</p>	<p>Obtain the Customer-provided hardware, if any, ensuring it meets the requirements specified in the approved Design Documentation.</p>
<b>Engineering Integration</b>	
<p>Set up Customer profile in the AWS GovCloud Add users, roles, and privileges Configure descriptors and test Test standard workflows. Develop, test, and implement the interfaces and required workflow changes on IDEMIA I&amp;S software side required for the system operation, as defined in the Interface Control Documents (ICDs). Provide simulators / test files for the IDEMIA I&amp;S software side to allow the Customer to test the external system interfaces prior to the on-site integration. Simulators will reflect functionality and will be used to simulate performance of the actual system. Configure and test STORM services, user interfaces, access rights, scanning and printout formats, and reports for IDEMIA I&amp;S software according to the contract Configure the data storage, backup, security, and user management for the items that are under IDEMIA I&amp;S responsibility. Load the software and converted / migrated data in the AWS GovCloud and perform integration testing of basic</p>	<p>Develop, test, and implement any required interfaces from the Customer systems to the new IDEMIA I&amp;S system as required by the ICD(s). Provide test files / simulators for the external systems to allow IDEMIA I&amp;S to perform testing prior to the on-site integration. Provide a test system for testing interfaces. Configure network (LAN / WAN) and security on customer premises according to the SDD, including all necessary Network Area Translation on the customer network. Update the firewall rules and open required ports according to the System Design Document (SDD). Provide resources for testing interfaces if any.</p>

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<p>functionality testing to verify the system is ready for further testing. Conduct a Qualification Test Readiness Review (QTRR).</p>	
<p><b>Site Preparation</b></p>	
<p>Perform site surveys as needed. With regards to equipment installed on customer's premises: Provide site preparation documentation identifying the power, network, air conditioning, space, cabling, access, security, and equipment layout requirements for system implementation.</p>	<p>Approve the scheduling of the IDEMIA I&amp;S software delivery. Identify the locations for each item procured. Provide a physical address, contact name, and contact phone number for each site. Provide access to the sites for site surveys by IDEMIA I&amp;S if necessary and assist in the surveys. Provide the required layout information on the sites as well as any known constraints. Review the site preparation documentation and confirm that there are no compliance issues. Prepare the sites and the interconnection of the sites according to the site preparation documentation. Customer is responsible for the local area and wide area networks and the connectivity to the AWS data center. Performance will be affected by network bandwidth. IDEMIA I&amp;S requires a minimum 10 Mbps dedicated network connection for each 500 DPI workstation. Customer is responsible for network connectivity with AWS and power reliability and availability of workstations and equipment deployed on customer's premises. Failure in these areas cannot be counted against IDEMIA I&amp;S' reliability and availability of contractual requirements. Provide a formal notice for IDEMIA I&amp;S indicating that the site preparation has been completed and validated, and the interconnection is operational before equipment is shipped to the sites.</p>

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	If the network is not functioning per specifications, Customer should address requests for correction within one day.
<b>Shipping and Delivery (only if applicable)</b>	
<p>Provide a schedule for shipping and delivery to each site.</p> <p>Securely crate or palletize all deliverables.</p> <p>Provide shipping manifests that identify all items, including serial numbers.</p> <p>Arrange for the secure shipping of all hardware, and third-party and IDEMIA I&amp;S software to the designated target sites.</p>	<p>Approve the schedule for shipment and delivery of software for each site.</p> <p>Provide ship authorization.</p> <p>Receive all material and immediately notify IDEMIA I&amp;S of any visible damage to shipping containers.</p>
<b>Deliverables: Hardware, Software, and Services</b>	
<p>The STORM software resides in the AWS GovCloud. Where IDEMIA I&amp;S is requested to deliver software, we will provide the following, to be owned and maintained by IDEMIA I&amp;S.</p> <p>Tenprint, Latent, and Admin Applications</p> <p>IDEMIA I&amp;S Professional Services, including:</p> <p>Technical Requirements</p> <p>Implementation Management</p> <p>Systems Engineering</p> <p>System Integration</p> <p>Installation and Test</p> <p>Sire Readiness Assessment (SRA)</p> <p>Training</p>	<p>In the future, should customer wish to purchase and maintain its own hardware, IDEMIA I&amp;S will define minimum specifications in the Requirements Definition Document.</p>
<b>Installation and On-Site Integration Testing</b>	
<p>Propose the site-by-site installation schedule in advance of delivery.</p> <p>Troubleshoot any installation issues.</p> <p>Run Site Readiness Assessment.</p> <p>Identify any open issues prior to Acceptance Testing.</p>	<p>Confirm the installation schedule in advance of delivery.</p> <p>Provide access to the sites for IDEMIA I&amp;S and IDEMIA I&amp;S sub-contractors as required.</p> <p>Provide the support for site and security issues.</p> <p>Ensure timely IT support availability for addressing network issues.</p>

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	<p>Arrange for access to test beds for interfaced systems (for example, the State ABIS).            Provide access to the site during standard business hours for all on-site work.            Customer's workstations must include antivirus software and be available for all virtual training and Site Readiness Assessment activities.</p>
<b>Site Readiness Assessment (SRA)</b>	
<p>Provide standard STORM Test Plan and Test Procedures for Customer to review.            Check for transition to the cloud readiness for current on-prem customers and interfaces with existing LiveScan equipment and the State.            Note any issues and their severity in the IDEMIA I&amp;S JIRA Ticket database and track the resolution.</p>	<p>Review the Test Plan and Test Procedures.            Attend the SRA and participate in the testing.            For each test scenario, either provide approval or note discrepancies.</p>
<b>Training Documentation</b>	
<p>Provide user manuals for IDEMIA I&amp;S applications.            Deliver the administrator manual(s) for the system.</p>	<p>Customer may make unlimited electronic copies for internal use.</p>
<b>Cutover</b>	
<p>Conduct a transition to production review            Work with Customer staff to place the system in production status.            Monitor system performance for a minimum of three days to ensure transactions are being processed properly.            Report issues to the Customer Support Center for production Support tracking.            Conduct a Go-Live Acceptance Review.            Provide a Go-Live Acceptance certificate.</p>	<p>Participate in transition planning and transition to production meetings.            Provide the staffing necessary to support production cutover.            Notify remote sites of any scheduled downtime and provide a procedure for reporting problems.            Coordinate communications with the managers of any interfaced systems to support the transition from test mode to live mode.            Participate in the Go-Live Acceptance Review.            Provide signature on the Go-Live Acceptance Certificate.</p>

<b>IDEMIA I&amp;S Responsibility</b>	<b>Customer Responsibility</b>
<b>System Operations Report</b>	
Provide capacity and throughput reporting capability.	Run system operations reports.
<b>LAN / WAN Administration and Supervision</b>	
N / A	Provide all LAN / WAN administration, supervision, and support.
<b>User Management</b>	
	Customer System administrators will be responsible for user management including: Creating users. Establishing and modifying user access rights. Enabling and disabling user accounts. Deactivating users.
<b>Help Desk</b>	
Provide Call Center support per your service agreement, including a 1-800 number and e-mail access. Record and track all service calls in our database. Address service issues according to contractual service level requirements.	N / A
<b>Delivery of Consumables</b>	
N / A	Customer is responsible for any consumables to maintain operations of local workstations (for example, ink cartridges, paper, etc.)
<b>System Monitoring</b>	
IDEMIA I&S will be responsible for monitoring, which includes: Services, interfaces, and databases. Detecting sudden activity peaks and scaling system dynamically to make sure transactions are processed according to service level agreement. Monitoring cloud services consumptions and alerting customer if usage exceeds expected levels. Notifications when an abnormal event is detected with regards to responsibilities outlined above.	Customer's System Administrator will be responsible for monitoring: In-process transactions Notifications when an abnormal event is detected with regards to in-process transactions
<b>System and Transaction Management</b>	

<b>IDEMIA I&amp;S Responsibility</b>	<b>Customer Responsibility</b>
<p>IDEMIA I&amp;S will manage key components of the system, including: Starting and stopping all services, interfaces, and databases of the system</p>	<p>Customer's System Administrator will be responsible for transactions management, including:            Stopping and re-starting all transactions in the system.            Enabling and purging transactions.            Changing transaction priority</p>
<b>Storage Space Monitoring</b>	
<p>Monitor storage usage, system capacity and throughput; to include taking the appropriate action.</p>	<p>N / A</p>
<b>Data Backup Management</b>	
<p>Perform daily / weekly backups of the system databases and verify the backups.            Responsible for making sure backup data is stored in a different geo-location than primary system.</p>	<p>N / A</p>