



FORGEROCK PACKAGED SERVICES DESCRIPTIONS

Packaged Services Definitions:

<p>Open Identity Stack High-level Architecture Workshop</p>	<p>The Architecture Workshop service is designed for a ForgeRock consultant to work with the customer to review Identity Relationship Management issues, requirements, use cases and to determine how best the Open Identity Stack (OIS) can be deployed to address said areas.</p> <p>The workshop will be conducted by a ForgeRock consultant(s) to ensure appropriate considerations have been taken into account.</p> <p><u>Objectives:</u></p> <ul style="list-style-type: none"> • To align the customer business and technical requirements with the product capabilities, • To provide the customer with a better understanding of the ForgeRock products architecture and configuration providing a basis for a future TO-BE architecture. • To work with the customer to determine what parts of OIS the customer requires and to formulate at a high level how said parts would be leveraged and deployed. • To map out the high level architecture of the project including both functional and non-functional aspects. • To verify potential issues and address technical questions around the OIS capabilities. • To determine the future services packages that will be required by the customer. <p><u>Deliverable:</u></p> <ul style="list-style-type: none"> • A resource on-site providing mentoring services • Optionally a summary report describing identified recommendations
<p>Open Identity Stack Product Configuration Workshop</p>	<p>The Configuration Workshop service is designed for a ForgeRock consultant to work with the customer to develop a detailed Open Identity Stack configuration that addresses the identified customer business, functional and non-functional requirements.</p> <p>The workshop will be conducted by a ForgeRock consultant(s) to ensure appropriate considerations have been taken in to account.</p> <p><u>Objectives:</u></p> <ul style="list-style-type: none"> • To review the high level objectives of the project including both functional and non-functional aspects. • To work with the customer to provide a proposed architectural design that is in line with best-practices and which potential risks have been considered and bounded appropriately. • To support the customer in undertaking a detailed design of the architecture; and • To determine the future services packages that will be required by the customer. <p><u>Deliverable:</u></p> <ul style="list-style-type: none"> • A resource on-site (or remote) providing mentoring services. • Optionally a summary report describing configuration recommendations

<p>Product Specialist Field Assistance</p>	<p>The Product Specialist Field Assistance service is designed to enable ForgeRock to provide product-specific resource on-site to assist with a proof-of-concept, system build, provide a better understanding of the ForgeRock products architecture and configuration, or other mentoring activities.</p> <p><u>Objectives:</u></p> <ul style="list-style-type: none"> • To review customers' existing technical and operational environment, architectural documents and deployment plans. • To provide guidance to deployment best-practices. • To provide mentoring to customer resources • To determine the future services packages that will be required by the customer. <p><u>Deliverable:</u></p> <ul style="list-style-type: none"> • A resource on-site (or remote) providing mentoring services. • Optionally a summary report describing identified recommendations.
<p>Supportability Review</p>	<p>The Supportability Review service provides a review of a current build or production system that will allow ForgeRock to evaluate whether the applied configuration is in line with ForgeRock expectations, and whether the set-up can be fully supported by ForgeRock under the Subscription Agreement.</p> <p>The workshop will be conducted by a ForgeRock consultant(s) working with the customer to identify potential support issues.</p> <p><u>Objective:</u></p> <ul style="list-style-type: none"> • To review customers' existing technical and operational environment, architectural documents, deployment plans and validate that the pre-production deployment meets the functional and non-functional requirements specified. • To conduct a run-book review, support process review, production deployment/hand-over process review. • To review the Open Identity Stack product deployment and configuration • To identify and optionally document issues that could arise with the system if it were to be placed in a live production environment. • To determine the future services packages that will be required by the customer. <p><u>Deliverable:</u></p> <ul style="list-style-type: none"> • A resource on-site providing mentoring services • Optionally a summary report describing identified recommendations
<p>On-site Operational Assistance, Mentoring and Support Co-ordination</p>	<p>The On-site Operational Assistance service is designed to enable ForgeRock to provide on-site operational assistance, mentoring and support co-ordination in a production environment. The focus is on providing assistance to the teams supporting production systems, and help to make sure there are appropriate processes in place to run systems smoothly, monitor them effectively and that pro-active advice is given to prevent issues from arising.</p> <p><u>Objectives:</u></p> <ul style="list-style-type: none"> • To review customers' existing technical and operational environment, architectural documents and implementation documentation. • To provide assistance with the operation of a live production system in accordance with best-practices. • To provide diagnosis of operational issues and on-hand support. • To determine the future services packages that will be required by the customer.

	<p><u>Deliverable:</u></p> <ul style="list-style-type: none"> • A resource on-site providing mentoring services • Optionally a summary report describing findings and recommendations
<p>On-site Troubleshooting/ Diagnostic Assistance</p>	<p>The On-site Troubleshooting service is designed to provide rapid on-site technical support. ForgeRock will provide a technical consultant at the customer premises for a pre-determined duration to undertake diagnosis and fault analysis and work with the customer in taking appropriate actions to identify and resolve a critical fault with a live production system.</p> <p><u>Objectives:</u></p> <ul style="list-style-type: none"> • To review customers' existing technical and operational environment, architectural documents and implementation documentation. • To undertake diagnosis and fault analysis of a live production system in accordance with best-practices to attempt to resolve a critical fault. • To determine the future services packages that will be required by the customer. <p><u>Deliverable:</u></p> <ul style="list-style-type: none"> • A resource on-site providing diagnostic mentoring and assistance • Optionally a summary report describing findings and recommendations
<p>Performance Analysis</p>	<p>The Performance Analysis service is designed to provide an on-site specialist to assess the performance of an Open Identity Stack implementation and provide a detailed analysis of actual performance against expectations.</p> <p><u>Objectives:</u></p> <ul style="list-style-type: none"> • To review customers' existing technical and operational environment and architectural documents. • To conduct a review of system performance and assess it in accordance with expected performance. • To identify and optionally document issues that could assist in improving system performance. • To determine the future services packages that will be required by the customer. <p><u>Deliverable:</u></p> <ul style="list-style-type: none"> • A resource on-site providing diagnostic mentoring and assistance • Optionally a summary report describing findings and recommendations
<p>On-site Production Go Live Support</p>	<p>The On-site Production Go Live Support service is designed to provide a dedicated ForgeRock resource on-site and remote support resources during the transition of an implementation to production.</p> <p>This package offers a level of service that goes above and beyond ForgeRock's Gold Support with dedicated support resources available in addition to on-site resources. ForgeRock will provide one on-site consulting engineer and a dedicated remote follow the sun resource to support the production implementation, reducing implementation risk.</p> <p>The service is only available for a fixed period of time, three or five consecutive days over weekdays and weekends as required.</p> <p>The on-site consultant will provide advice and guidance when moving the ForgeRock components to production making sure there are appropriate documented implementation plans in place for a successful implementation. The on-site consultant will assist in the monitoring of the implementation, provide proactive recommendations and quickly engage with ForgeRock product engineering as needed when issues arise.</p>

	<p>Objectives:</p> <ul style="list-style-type: none"> • To provide on-site expert engineer • To provide remote follow the sun dedicated support • To review customers' existing technical and operational environment, architectural documents • To review customers implementation plan. • To provide recommendations for production systems in accordance with best practices. • To assist in the diagnosis of operational issues. <p>Deliverable:</p> <ul style="list-style-type: none"> • On-site resource for either 3 or 5 days • Dedicated remote support engineer for either 3 or 5 days as needed • Dedicated remote support engineer as needed during the package service. • Technical Engagement Manager support for escalations.
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Standard Services - Delivery Schedule according to package size:

Description	3 Day Package	5 Day Package
Preparation and pre-on-site meetings	1 Day	1 Day
Minimum number of days on-site	1 Day	3 Days
Report writing, presentation and follow-up	1 Day	1 Day