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Gatekeeper Remote Operational Managed Services Agreement

CONFIDENTIAL DOCUMENT

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Purpose

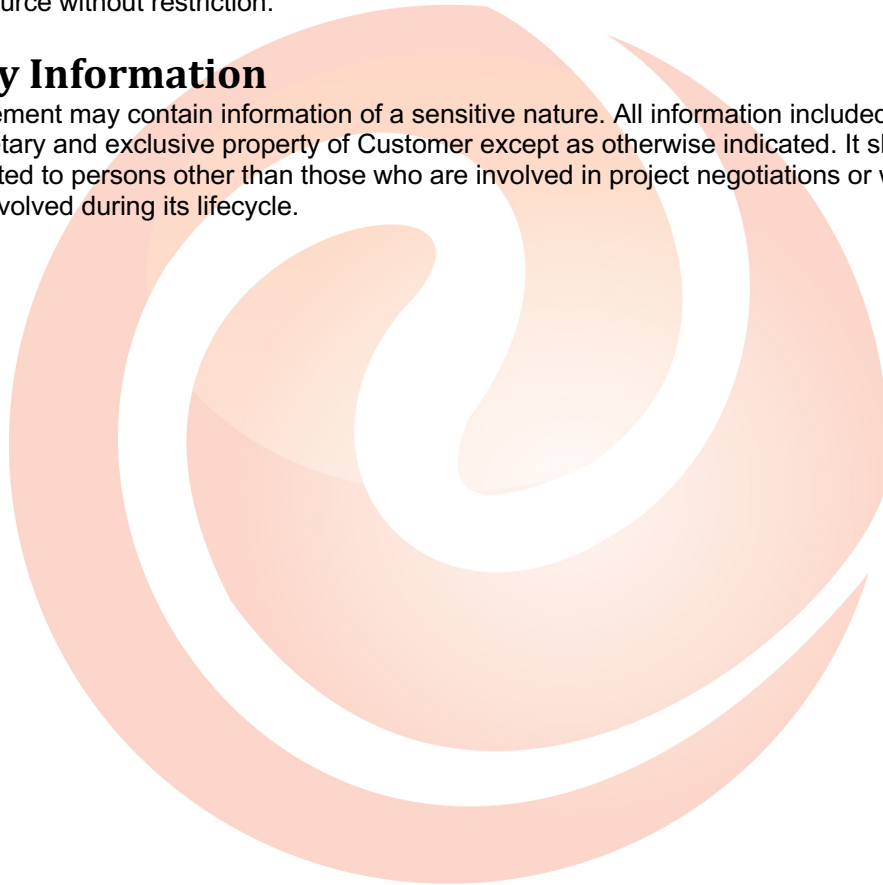
This Managed Services Agreement (“Agreement”), by and between the parties set forth herein, and describes the work product, specifications, deliverables, and payment schedule under which Force5 (“Vendor”), shall deliver its managed services you (“Customer”) specific to the Agreement Scope and Tasks defined herein. The Tasks to be Performed, Agreement Term and Costs will be document in the attached Order Letter.

Disclaimer

The information herein may not be disclosed outside of Customer and may not be duplicated, used or disclosed in whole or in part for any purpose other than for evaluation. This restriction does not limit the right of Customer to use information contained herein if it is obtained from another source without restriction.

Privacy Information

This Agreement may contain information of a sensitive nature. All information included herein is the proprietary and exclusive property of Customer except as otherwise indicated. It should not be distributed to persons other than those who are involved in project negotiations or who will become involved during its lifecycle.



Managed Services Overview

The individual functional components defined in this Agreement Scope section shall collectively be referred to as the “Solution Components” or the “Solution” throughout this document. The collective tasks described throughout this document shall be collectively referred to as the Gatekeeper Managed Services Agreement or “GMSA.”

Managed Services Scope

The scope for this Gatekeeper Managed Services Agreement (GMSA) is to provide remote operational support and administration of the Gatekeeper environment. Force 5 tailors its managed service offering to each customer's specific needs. Combining best practice support and expertise with personnel that is familiar with your environment to ensure success with your security and compliance investment. Post installation, the Gatekeeper Managed Service offering can be an important bridge ensuring system continuity and continued uptime.

Description of Services

Vendor will provide a team of experts to maintain Gatekeeper along with its supporting components. As outlined in the Task and Deliverables section, the Vendor will provide the services necessary to manage and maintain the existing Gatekeeper environments and its components.

Support Hours

All Tasks fall within the FORCE 5 **SUPPORT HOURS** which are Monday through Friday 8AM to 5 PM EST excluding Force 5 Holidays

Assumptions & Dependencies

The success of the Agreement is dependent upon all parties understanding and fulfilling their respective responsibilities. The responsibilities identified below are based on Vendor's understanding of the *Agreement Scope* as described in various meetings and conversations with Customer.

This Agreement to perform the services identified herein are based on the following key assumptions. Deviations that arise will be managed through the procedure described in Appendix A, "Change Control Procedure," which is attached hereto and incorporated herein by reference.

1. The Vendor activities described in this Agreement will be performed remotely, except as otherwise agreed upon by the parties in writing.
2. A Vendor subcontractor may perform some of the Services. If a Vendor subcontractor assists, Vendor is solely responsible and liable for completion of the work described herein and compliance with the terms herein and coordinating any involvement and compliance of Vendor subcontractors who may be engaged to assist Vendor in accomplishing the work described herein.
3. The services will be provided to the current environment as outlined in Description of Services.
4. The nature of this Service requires that Force 5, Inc. team members access your company data or information. Your Company explicitly grants this access and uses this Data or Information to perform the Service. All Company Data and Information will be treated as Force 5 Confidential and will have the same protection offered in the Force 5 Mutual NDA (<https://force5.com/wp-content/uploads/2022/01/Mutual-NDA.pdf>).

Customer Responsibilities:

1. The Customer will provide any hardware or software required to maintain the infrastructure.
2. The Customer will be responsible for the backup and recovery of critical data based on the identification of the critical data backup requirements identified by Vendor. The Customer will provide end user support for all end user questions and activities.
3. The Customer will provide Vendor with virtual private network (VPN) access to the Customer's infrastructure for the purposes of installation, configuration, customization and support activities for a minimum of 4 Vendor employees.
4. The Customer will provide the Vendor team with SUDO access on servers running the Vendor-managed infrastructure components for the purpose of performing installation, configuration, customization and support activities.
5. The Customer will provide updates to relevant security policies, procedures, guidelines and standards that affect the supported infrastructure to Vendor.
6. New requirements and their corresponding code changes implemented in environments that are supported by Vendor shall be considered unstable and unsupported until the system behaves normally for two weeks.
7. Customer will promptly coordinate and schedule personnel to participate and assist in the timely execution of project tasks. Consistent and/or unusual delays in coordinating or scheduling Customer personnel will be addressed by the respective Project Managers in a manner consistent with the Project Change Control procedures.
8. Customer will provide the necessary workspace, telephone, user IDs, passwords, logons, LAN, WAN, Internet (high-speed preferred), CIP Certification, tokens and VPN network connections and any other task-based items necessary to complete and/or otherwise support the timely completion of project tasks outlined in this Agreement for a minimum of 4 Vendor employees..
9. Any hardware necessary to support the solution is in place, installed, configured, networked, tested, and verified before the Agreement will commence. These environmental components will be in what is reasonably considered "good working order" and remain in a functional, unaltered state for the duration of the Agreement. Any delays to Agreement

schedule as a result of infrastructure component availability or configuration modification will result in a Project Change Request ("PCR").

10. Modification of technical deliverables resulting from inconsistent environmental configurations is not in scope and may result in a PCR.
11. No coding or development is included in this Agreement.
12. Workspace cubicle or equivalent will be provided at an agreed to Customer building for one worker with Network connection that can be used to maintain the Gatekeeper systems.

Vendor and Customer responsibilities:

1. The Tasks and Deliverables set forth below may be modified and amended upon mutual written agreement of the parties based on changes in the scope (as defined in this Agreement). Should any requested changes represent a material modification to the overall scope of this Agreement, said changes shall be considered a Change Order and dealt with as such. Customer may, at its sole discretion, choose not to implement said Change Order. Under such circumstances, Vendor shall advise Customer of any impact this may have on the overall outcome of this Agreement.
2. Material changes to the overall Agreement Scope will be managed in accordance with the Change Control procedures detailed in *Agreement Change Control Procedure* section of this document.
3. Vendor will conduct post-implementation support tasks remotely unless onsite assistance is deemed necessary by both Customer and Vendor project management. Both parties must agree in writing to on-site necessity.
4. Post-implementation support specifically pertains to those versions of solution software deployed by Vendor within the same hardware environments utilized during the Master Installation Agreement. Any subsequent hardware, software and/or solution modifications or other changes need to be addressed according to the "Agreement Change Control" process.

Customer Actors

Vendor Sponsor

The Vendor Sponsor provides direction and control to Vendor support personnel and to provide a framework for planning, communications and reporting, procedural and contractual activity related to the Vendor's operational initiatives. Vendor will perform the following tasks throughout the duration of the Agreement:

1. Through Customer's Technical Lead, request Customer resources or assistance with reasonable notice.
2. Maintain project communications through the Customer's Technical Lead.
3. Establish documentation and procedural standards for project deliverables.
4. Conduct status meetings.
5. Work with the Customer's Technical Lead to administer the process defined in Appendix A, Project Change Control Procedures, as necessary.
6. Coordinate and manage the activities of Vendor project personnel.
7. Perform issue management and tracking.

Customer Technical Lead(s)

The Customer Technical Lead or Leads facilitate and coordinate the customer's technical resources to support the Vendor in areas that fall outside the scope of the GMSA but are vital to the reliability and availability of Gatekeeper. (i.e. Network, Network Services, Firewall, Etc.)

1. Coordinate technical resources to perform tasks per the request of the Vendor Sponsor.
2. Communicate progress or potential roadblocks to Vendor Sponsor.
3. Meet with Vendor Team to support the operation of Gatekeeper maintenance, updates

- and scheduled down time.
4. Facilitate Customer change control process and assist with validating the “Agreement Change Control” process.

Customer Site Coordinator

Prior to the start of this *Agreement*, Customer will designate a person, called the Site Coordinator, to whom Vendor communications will be addressed and who has the authority to act for Customer in items related to a specific facility or group of facilities. The Site Coordinator's responsibilities include:

1. Serve as the interface between Vendor and all Customer personnel engaged in this Agreement.
2. Conduct status meetings with the Vendor Sponsor, administer Project Change Control.
3. Manage resolution of issues and escalate issues within the Customer, as necessary.
4. Obtain and provide information, data, decisions and approvals within ten (10) working days of Vendor request, unless both Vendor and Customer agree to an extended response time.

Change Control Procedure

Vendor and Customer recognize that changes to the scope and/or magnitude of the Agreement may be required. These proposed changes will be a result of new or adapted requirements and are to be presented in a manner which best represents the cost and benefit trade-offs necessary to implement the function. The following procedure will be followed for all change requests:

- A Change Request will be the vehicle for communicating change. The request must detail the change and identify the impact of the change on deliverables, milestone, timeframes and the cost.
- Both the Vendor and the Customer will review the change order and its impact and mutually agree upon its content, cost and delivery schedule. A proposed payment schedule (if applicable) shall be incorporated into the change request.
- The Customer Sponsor will be responsible for obtaining contract authorization and cost approval for all change requests.

Once authorized, all changes will be incorporated into the initial Agreement as a “Change Order”. Authorized representatives from Vendor and Customer must sign this Change Order. Once all signatures have been obtained, all work specified within the referenced Change Order will be performed.

See Exhibit B: Sample Agreement Change Request

Tasks and Deliverables

Note: The order in which Tasks appear (are numbered) does not necessarily reflect a chronological and/or linear sequence. Some Tasks can and will occur simultaneously

Task 1: Gatekeeper – Remote System Administration

The purpose of this activity is to provide services and support Gatekeeper infrastructure. Force 5 will provide administration during normal Force 5 **SUPPORT HOURS** M-F from 8am to 5 pm excluding Force 5 holidays.

Sub-Tasks:

- Perform manual or automated review of environment availability
- 1.1 Pro-Actively Monitor System Health
- 1.2 Make best efforts to resolve any system down/component down issues during **SUPPORT HOURS**.
- Configuration Management
- 1.3 Provide support for Site Coordinator
- 1.4 Perform configuration changes and content updates (Agreements, Policies, Training, etc....)
- 1.5 Remotely assist in equipment replacement and restoration using customers designated remote hands. All Hardware warranties and replacement of Field Replaceable Units (FRU) are provided by the FRU Manufacturer. Force 5 will work with the customer and the FRU manufacture to help coordinate in getting the unit replaced and configured.
- 1.6 Document issues and resolutions in a status report
- 1.7 Document the Gatekeeper architecture.

Task 2: Gatekeeper – Software Bundle Installation and Configuration

The purpose of this activity is to Maintain the Gatekeeper application and its prerequisites. This includes the installation of new releases of Gatekeeper, hot fixes, and patches.

Sub-Tasks:

- 2.1 Perform evaluation of potential bundle
- 2.2 Test Gatekeeper functionality with new bundle
- 2.3 Build package to be rolled out to servers, controllers and kiosks
- 2.4 Roll out
- 2.5 Perform production testing

Task 3: Kiosk and Controller Patch and Anti-Virus Management

Application vulnerabilities and the emergence of an exploit pose a threat to the availability of mission critical applications. Force 5 will work with Customer to employ a methodology for evaluating risk and installing required patches and definitions while minimizing system downtime.

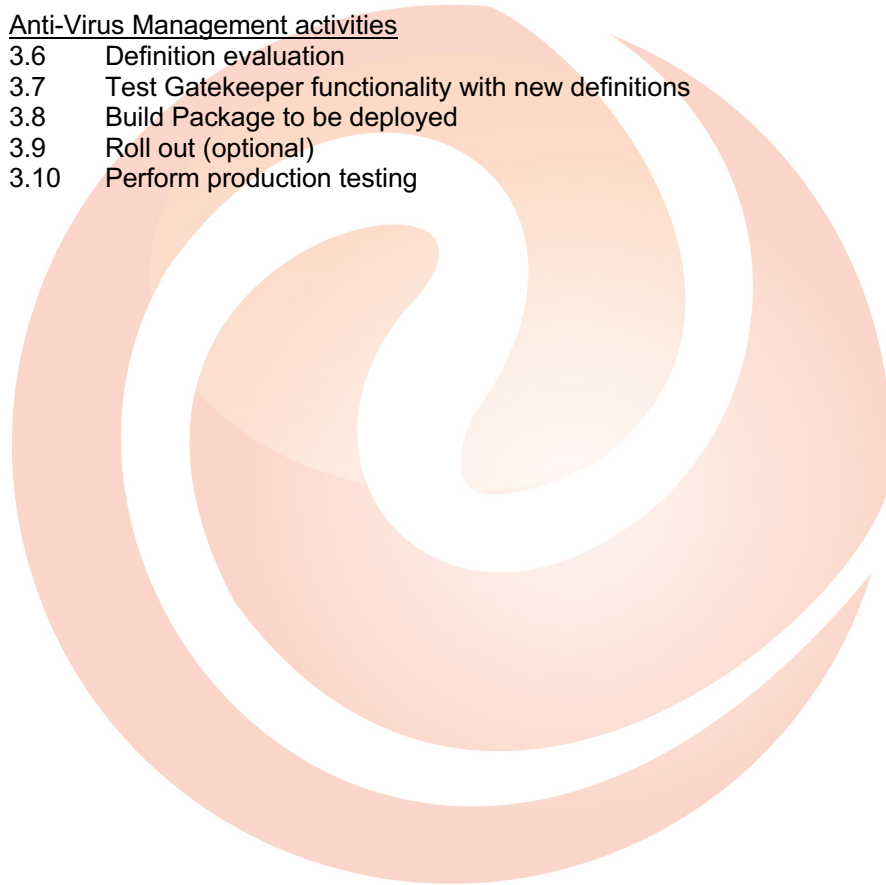
Sub-Tasks:

Patch Management activities

- 3.1 Patch evaluation and collection
- 3.2 Test Gatekeeper functionality with new patches
- 3.3 Build Package to be deployed
- 3.4 Roll out (optional)
- 3.5 Perform production testing

Anti-Virus Management activities

- 3.6 Definition evaluation
- 3.7 Test Gatekeeper functionality with new definitions
- 3.8 Build Package to be deployed
- 3.9 Roll out (optional)
- 3.10 Perform production testing



Agreement Schedule

This engagement offering is for the Agreement Term and begins on the execution of this agreement.

Agreement Schedule

The invoicing by Vendor for the Services and the payment of such invoices by Customer shall be done in accordance with the terms set forth in this Agreement. If the guidelines established by Customer are changed or altered by Customer after the Managed Services has begun, Vendor will, before continuing with the work, present a written price adjustment with an explanation of additional costs, if any, to Customer. Any such modifications in Agreement scope or cost must be approved in writing by Customer prior to commencement of the work as modified. Customer shall remit payment to Vendor with the first payment of due no later than fifteen (15) days or agreed upon terms after the execution of this Agreement.

Travel Expenses/ Other Expenses

Subject to the *Assumptions & Dependencies* contained herein, Customer shall be responsible for all of Vendor's reasonable out-of-pocket expenses expended by Vendor as approved in advance by Customer in writing in performance of the services described in this Agreement.

Exhibit A: Standard Operating Procedures

a. Purpose

- i. This document will focus on the processes and procedures for the Gatekeeper Managed Services Agreement (GMSA) being provided by Force5 (“Vendor”) to Customer. This document will serve as a written handbook on how the processes will be executed by both Vendor and Customer.

b. Scope

- i. This document encompasses definitions and standards, document control process, support process, problem management process, communications process, patch management process, and monitoring process for the components managed under GMSA.

2. Definitions & Standards

a. Actors

Actors	Company	Definitions
GMSA Admin Level 1	Force 5	Handles initial interaction with the Customer and facilitates prompt resolution leveraging support specialists and third-party support. The Admin carries out basic add, move change functions in the Customer environment. Participates in daily, weekly, and Quarterly activities to ensure a reliable Customer environment.
GMSA Support Specialist Level 2-3	Force 5	Owns Customer issues and works to provide timely resolution to open trouble tickets. Participates in daily, weekly, and Quarterly activities to ensure a reliable Customer environment.
GMSA Manger - Customer Escalation	Force 5	Tracks open Customer issues and approves changes to production environment. Operates in support of the Customer, Admin and Support Specialists. Responsible for the delivery of status updates and reporting at scheduled intervals.
Customer Authorized Participants	Customer	An authorized participant may be a designated group of individuals who is sponsoring the use of the solution (i.e. plant

		manager, compliance manager, etc.....)
Customer - Non-Authorized Participants	Customer	A user of the system that is not authorized to make decisions that would impact the production environment.
Customer Help Desk & Technical Lead(s)	Customer	Customer personnel who are responsible for supporting foundational components that solution runs on (Network, Firewall, Sysadmin, etc.....)
Third Party Vendor	3rd Party	Gatekeeper is made up of many components, both hardware and software, that are prerequisites of the solution. (i.e. Fingerprint scanner) Occasionally, it may be necessary to involve a third party to resolve an issue.

b. **Components managed under GMSA**

Component	Patch Management	Pro-Active Monitoring	Specialist Review	Quarterly Reporting	Problem Management
Feeds	N/A	Vendor	Vendor	Vendor	Vendor
GK Servers	Vendor	Customer	Vendor	Vendor	Vendor
GK Controller	Vendor	Vendor	Vendor	Vendor	Vendor
GK ICD	Vendor	Vendor	Vendor	Vendor	Vendor

c. **Components not managed under GMSA**

Component	Patch Management	Pro-Active Monitoring	Specialist Review	Reporting	Problem Management
Network and Communications Infrastructure	Customer	Customer	Customer	Customer	Customer
System of Record Sources	Customer	Customer	Customer	Customer	Customer
LDAP	Customer	Customer	Customer	Customer	Customer
Customer Desktops and Applications	Customer	Customer	Customer	Customer	Customer

d. **Severity Levels**

Severity Level	Description
Urgent	Critical Impact/System Down: Business critical software component is inoperable or critical interface has failed. This indicates you are unable to use the program resulting in a critical impact on operations. This condition requires an immediate solution.
High	Significant business impact, this indicates the program is usable but limited.
Normal	This indicates the program is usable with less significant features (not critical to operations) unavailable, or, a configuration or functional question needs to be addressed.

e. **Service Levels**

Service Level	Description
Urgent	A Technical Specialist will be engaged on the issue within 60 minutes. Problem determination will continue uninterrupted until resolution. Uninterrupted may mean that there are gaps of time for trace and log review.
High	A Technical Specialist will be engaged on the issue within 4 hours. Problem determination will continue uninterrupted until resolution. Uninterrupted may mean that there are gaps of time for trace and log review.
Normal	A Technical Specialist will respond to the issue within 4 hours. The Customer problem owner and Technical Specialist will come to agreement on a time frame to respond to the problem or question.

f. **Documentation standards**

All documentation will be created and managed in Microsoft Office applications including Microsoft Word, Microsoft Excel, and Microsoft PowerPoint.

Documents will be named with a descriptive name-VERSION-DATE. For example, SOP_07142016.doc. Once a specific "descriptive name" has been chosen, the remaining revisions will retain the same descriptive name in order to retain revision history with clarity. If it is desired to change the "descriptive name" the document control process will be invoked, and, all historical document "descriptive name" will also be changed. The date will be reflective of the final document change edit date, thereby requiring no additional documentation changes before saving to the documentation repository.

3. Opening Support Tasks Process

a. **Objectives**

The support process is implemented to achieve the following objectives:

1. Guide persons involved to open, act upon, and close support issues
2. Identify who can initiate support issues
3. Ensure all support issues are tracked in the GMSA admin console

b. **Customer - Opening a Support Issue**

i. Collect the following key information about the question or problem:

1. As much as is known about the system or software where the question or problem is occurring
2. A primary contact person's name and role at Customer
3. A primary contact person's phone number
4. A description of the problem

ii. Email or Call the GMSA Support at **email**

SUPPORT@FORCE5SOLUTIONS.COM or
786.259.0084

iii. Attended Answering

1. The GMSA Admin will first ask the initiator to identify themselves and their relationship to Customer.
2. The GMSA Admin will ensure that the initiator can call (which is kept in sync with Authorized Participants worksheet)
 1. If the initiator is not allowed to open an issue, the specialist will end the call and ask the initiator to first obtain authorization. The GMSA Admin will then contact the Customer Helpdesk and advise that a support issue was requested but could not be opened.
 2. If the initiator can call, the GMSA Admin will then authenticate the caller.
 - i. If the person is authenticated, the caller and specialist will proceed to step "building the admin task"
 - ii. If the initiator is not authenticated, the GMSA Admin will give the initiator one more chance to authenticate. After that, the GMSA Admin will end the call and ask the initiator to see Customer personnel to seek out internal assistance. The GMSA Admin will then contact the Helpdesk and request that the primary owner is contacted.
3. The GMSA Admin will then ask if this is a new or existing problem.

iv. Unattended Answering (Reaching Voicemail) The call initiator should leave the information gathered in the first step on the voicemail.

1. If this is an existing problem inquiry, the Task ID should also be left on the voicemail.
2. The systems will page the GMSA Admins assigned to support response (see communications failure process for manual process)
3. The GMSA Admin will retrieve the support message from the voice mailbox
4. The GMSA Admin will then ensure that the initiator can call (which is kept in sync with Authorized Participants worksheet)
 1. If the initiator is not allowed to open an issue, the GMSA Admin will then contact the Customer Helpdesk and advise that a support issue was requested could not be opened.
 2. *This to ensure that someone knows a support issue was opened that cannot be acted upon.*
 3. If the initiator can call, the GMSA Admin will then call the

initiator.

- i. If the initiator is not reached, the GMSA Admin will retry calling two more times at a time interval corresponding to less than 1/3 of the total service level. *For example, if the severity level is Urgent, the specialist will attempt to call two more times at intervals no greater than 5 minutes.*
 1. If the initiator is not reachable, the GMSA Admin will call the Customer Helpdesk and ask for the primary owner to be contacted.
5. When the GMSA Admin reaches the authorized caller, the GMSA Admin will indicate the nature of the call, and then request to authenticate the caller.
 1. If the initiator is authenticated, the initiator and GMSA Admin will proceed to step "building the admin task"
 2. If the initiator is not authenticated, the GMSA Admin will give the initiator one more chance to authenticate. The GMSA Admin will then contact the Customer Helpdesk and advise that a support issue was requested but could not be opened.

c. **Customer - Opening a Support Issue - Manual Backup Process**

If there is a situation where there is a system interruption and the customer is unable to contact the main GMSA support number as described in 3.b please use the back-up phone numbers below to contact support:

Phone the group distribution:

Phone 1:	Primary	(xxx) xxx-xxxx
Phone 2:	Secondary	(xxx) xxx-xxxx
Phone 3:	Tertiary	(xxx) xxx-xxxx

d. **Vendor - Engaging the Support Specialist**

The GMSA Admin now works to engage the support specialist

1. Refer to the Vendor Internal Active GMSA specialists' database.
2. Individually page each specialist and wait no longer than two minutes.
3. Move on to the next specialist
4. When a specialist responds, guide him or her to the console task

e. **Vendor - Communicating Status on the Admin Task**

As Urgent or High Severity issues are being worked to resolution, communication must occur hourly with the Customer Help Desk in accordance with Section 5 "Communications Process."

4. Problem Management Process

a. Objectives

1. Outline the Vendor process for acting upon the support task and engaging Third Party Support for Gatekeeper hardware and software solution components.
2. Outline the process for closing the support task.

b. Vendor - Begin Troubleshooting and Engage Third Party Support (If applicable)

1. The GMSA Support Specialist will login to the Admin Console to review the status and information of the task.
2. The GMSA Support Specialist will first determine if communication is required with the helpdesk based upon the task notes. If communication is required, please see "Communications Process." If the helpdesk is already aware, continue.
3. The GMSA Support Specialist will review the problem details and come up with a brief action plan which is to be distributed to Customer (Communications Process).
4. The GMSA Support Specialist will execute the plan and continue troubleshooting.
5. Urgent Severity:
 1. The GMSA Admin will immediately, if required, open a Third-Party Support ticket at corresponding severity (Urgent).
 - i. Dial Third Party
 1. Provide your name, and Customer Number
 2. Provide software and version information (if applicable)
 3. Provide a description of the problem
 4. Update the GMSA Admin Console notes to include the Vendor ticket number and expected callback time and number
 5. Notify the GMSA Support Specialist with the ticket information
 2. The GMSA Support Specialist will work with the GMSA Admin to communicate status hourly (Communications Process) If Customer would like status the standard call process can be used.
 3. If the action plan did not resolve the problem, the GMSA Support Specialist will begin detailed troubleshooting with Third Party Support.
 4. If problem resolution does not occur within the single shift of the GMSA Support Specialist assigned to the issue, the GMSA Support Specialist will transition the problem to another GMSA Support specialist so that problem resolution can continue uninterrupted until it is resolved.

6. High Severity:

1. The GMSA Support Specialist will work with the GMSA Admin to communicate status hourly (Communications Process)
 - i. If Customer would like status, the standard call process can be used.
2. After two hours of troubleshooting, the GMSA Support Specialist will direct the GMSA Admin to open a Third-Party Support ticket at corresponding severity (High), if required.
 - i. Dial Third Party Support
 1. Provide your name, and Customer Number
 2. Provide software and version information
 3. Provide a description of the problem
 4. Update the GMSA Admin Console notes to include the Vendor ticket number and expected callback time and number
 5. Notify the GMSA Support Specialist with the ticket information
3. The GMSA Support Specialist will work with the GMSA Admin to communicate status hourly (Communications Process)
 - i. If Customer would like status the standard call process can be used.
4. If the action plan did not resolve the problem, the GMSA Support Specialist will begin detailed troubleshooting with Vendor Software Support.
 - i. If problem resolution does not occur within the single shift of the GMSA Support Specialist assigned to the issue, the GMSA Support Specialist will transition the problem to another GMSA Support Specialist so that problem resolution can continue uninterrupted until it is resolved.

7. Normal Severity:

1. The GMSA Support Specialist will work with the GMSA Admin to communicate an action plan to the initiator.
2. The GMSA Support Specialist will analyze the request to determine if it is a project vs. a support issue, per the terms outlined in the Service Description.
 - i. If the request is a project, an estimate of the time necessary presented in "not exceed" format will be sent to the initiator and the Project Change Control approver with the total hours estimated for the task and await a response from the approver.
 - ii. If the request is a standard support task the GMSA Support specialist will begin troubleshooting
3. The GMSA Support Specialist will work with the GMSA Admin to engage Vendor Software support if required.

4. If Third Party support is engaged, the ticket number will be added to the GMSA Admin console in the notes field.
5. The status of the item will be tracked and communicated to the initiator upon completion, and in the regular status meeting.

5. Communications Process

a. Objectives

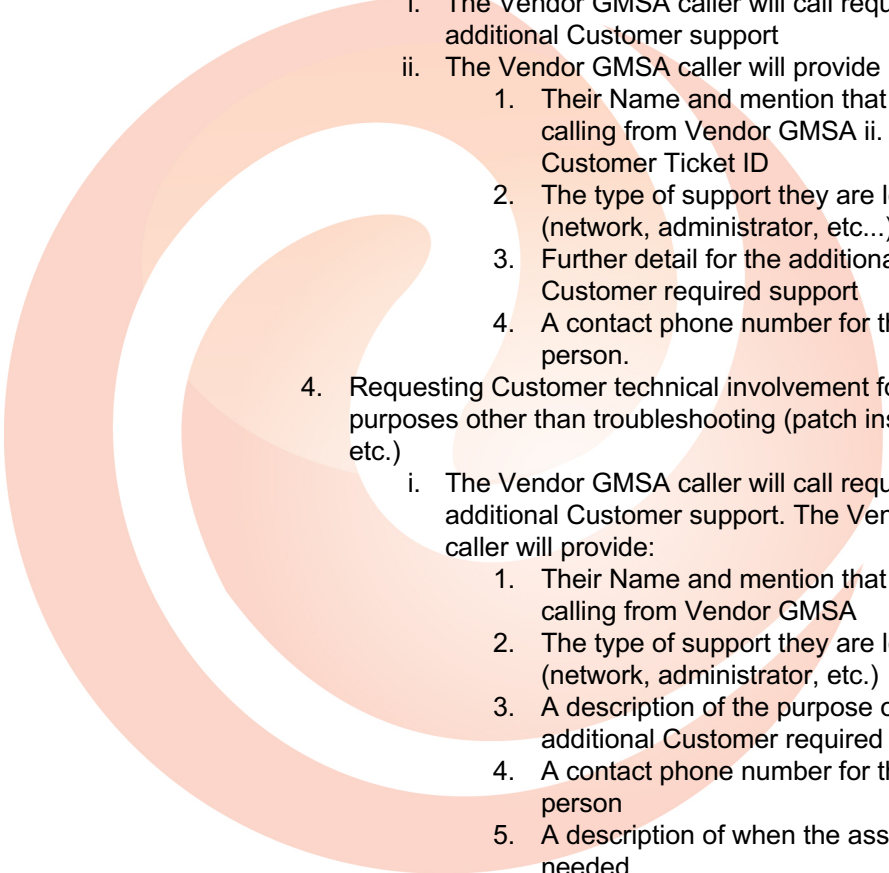
1. Provide guidance on how and when Vendor and Customer will communicate with each other
2. Provide one focal point in the Standard Operating Procedures for communications

b. Communicating to Customer Help Desk

Newly Vendor GMSA discovered issues and status communication on existing problem resolution status will be communicated to Customer's help desk.

Additional support assistance including Root or Administrator access, networking support, or other assistance from Customer IT personnel will be requested through Customer's Help Desk.

1. Vendor GMSA Admin or Specialist will email SUPPORT@FORCE5SOLUTIONS.COM or call 786.259.0084 or a Backup Number.
 1. New problem discovered by Vendor GMSA
 - i. The Vendor GMSA caller will request that a new Customer Help Desk ticket is opened for this problem
 - ii. The Vendor GMSA caller will provide
 1. Their Name and mention that they are calling from Vendor GMSA along with Admin Console Task ID
 2. Affected User Population (On a High Severity Issue, it is likely that all users are affected.)
 3. Problem Description
 4. Action Plan for Resolution
 - iii. The Vendor GMSA caller will receive the Customer Help Desk Ticket Number and add it to the notes in the Vendor GMSA Admin Console.
 - iv. Customer Help Desk will broadcast the message to the Customer Bulletin Broadcast Address
 2. Status updates to Customer Helpdesk
 - i. The Vendor GMSA caller will request that an update is made to an existing Customer Help Desk ticket is opened for this problem
 - ii. The Vendor GMSA caller will provide
 1. Their Name and mention that they are calling from Vendor GMSA
 2. The Customer Ticket ID

- 
3. Status Update on the Problem
 4. If Third Party Support is involved, a Vendor Software Support ticket number will be provided for the records.
 5. An Updated Action Plan for Resolution
 - iii. The Vendor GMSA caller will receive the Customer Help Desk Ticket Number and add it to the notes in the Vendor GMSA Admin Console.
 - iv. Customer Help Desk will broadcast the updated message to the bulletin broadcast address
 3. Requesting additional Customer technical involvement in the troubleshooting process
 - i. The Vendor GMSA caller will call requesting additional Customer support
 - ii. The Vendor GMSA caller will provide
 1. Their Name and mention that they are calling from Vendor GMSA
 - ii. The Customer Ticket ID
 2. The type of support they are looking for (network, administrator, etc...)
 3. Further detail for the additional Customer required support
 4. A contact phone number for the support person.
 4. Requesting Customer technical involvement for purposes other than troubleshooting (patch installation, etc.)
 - i. The Vendor GMSA caller will call requesting additional Customer support. The Vendor GMSA caller will provide:
 1. Their Name and mention that they are calling from Vendor GMSA
 2. The type of support they are looking for (network, administrator, etc.)
 3. A description of the purpose of the additional Customer required support
 4. A contact phone number for the support person
 5. A description of when the assistance is needed.

6. Patch Management Process

a. **Objectives**

1. Outline the brief steps taken to install and test patches before submitting to change control.

b. **Patch Review**

1. During Vulnerability Patch Announcements step of the security review process, patches may be detected by a GMSA Admin which will be escalated to the GMSA Manager.
2. The GMSA Manager will assign a GMSA Support Specialist to

the patch review.

3. The GMSA Support Specialist assigned will perform the following steps:
 - i. Determine if pre-requisites are required, if not, organize the prerequisites that are missing
 - ii. Estimate components of the solution that may be impacted by the solution
 - iii. Estimate the time to perform the installation in the test environment
 - iv. Estimate the rollback plan and effort to rollback
4. The GMSA Manager and an GMSA Support Specialist will bring items from step 2 to discuss in the GMSA Team meeting, to compare patch installation requirements with Vendor on site development efforts and test environment configurations
 - i. Any modifications to the existing data gathered will be made with contribution from the Vendor On Site Team
5. The GMSA Manager and GMSA Support Specialist will bring the entire findings to the GMSA status meeting for review and go-ahead from Customer. If Customer approves, continue to Patch test to install and test patches before submitting to change control.

c. Patch Test

1. GMSA Admin and Customer will coordinate a time for the GMSA team to install and test the patch(es) on a subset of the environment
 - i. If GMSA needs Customer assistance the Customer Help Desk process will be invoked
2. GMSA Team will regression test the environment with the existing test plan to ensure that the patch(es) are functional.
3. GMSA Team will share the test results with Customer for review and acceptance
4. The results will be brought back to the GMSA meeting for suggestion of implementation and Customer approval
5. Assuming Customer approves, the Change Control Process will be invoked, for remaining production environment.

Exhibit B: Sample ACR Document

Agreement Change Request
[Type Project Name Here]

Reference ID: #[Type Change Order ID here]

Change Order: Executed [Type Date Here]

Statement of Work: Executed [Type Date Here]

Agreement to Perform Consulting Services: Executed [Type Date Here]

Pursuant to the Agreement labeled [Type Agreement Name here] executed on [Type Agreement ExecDate here], this document represents an official "Change Order" detailing the modifications to scope and pricing resulting from the delivery of professional services required by authorized representatives of [Type Customer name here].

Upon execution by both parties and consistent with the Terms and Conditions of the Statement of Work, this "Change Order" shall be affixed as a permanent Addendum to said Statement of Work.

I. Modified or Additional Agreement Scope

[Insert required information here]

II. Modified or Additional Assumptions & Dependencies

[Insert required information here]

III. Modified or Additional Deliverables

[Insert required information here]

IV. Modified or Additional Tasks

[Insert required information here]

V. Modified Agreement Schedule

[Insert required information here]

VI. Pricing

[Insert pricing information here]