

Statement of Work

31. 08. 2021

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Implementation plan of the Safetica services Delivery

Introduction

Project Objectives

- Installation of the Safetica software across the organization according to an order
- Set up the configuration based on consultations / Security Audit to reach the increase of the data security in a company

Scope of project

According to Appendix A: Settings plan

Acceptance

- During the work at the customer's headquarters of signing a protocol about the presence of technician and customer personnel; or
- As part of acceptance criteria evaluation procedure full acceptance protocol will be signed by customer and supplier representatives; or
- By allowing the customer to dispose of delivered product.

Project Schedule

Project Start

MM/DD/YYYY

Project Phases	Estimated Duration
1. Installation	2 weeks since order
2. Monitoring Period	2-4 weeks since phase 1 acceptance
3. Security Audit	Approximately 1 week since phase 2 acceptance
4. Training	(part of other phases)
5. Configuration	4-8 weeks since phase 3 acceptance*

**May differ according to a project requirements and consultation with Safetica Delivery Team.*

Scheduled Project Completion

In case of deliverance of all phases mentioned in the table above, the project closing is estimated to 1 month since phase 5 acceptance.

Project End

MM/DD/YYYY

Product Implementation Requirements

The customer shall ensure the following implementation conditions:

1. Ensure compliance with all hardware and software requirements for the Safetica Endpoint Client ("SEC"), Safetica Management Service ("SMS"), database (supported Microsoft® SQL; hereinafter the "database") and Safetica Management Console ("SMC") on all the stations of the desired extent of implementation;
2. Meeting all legal requirements imposed by national legislation of the country where the organization resides, particularly with respect to privacy protection, personal data protection, secrecy of correspondence and other labor-related legal acts by the date of the Safetica software contract agreement;
3. Provide permanent remote access and availability of:
 - A workstation with SMS, SMC and at least local administration account.

- A database server with Safetica database.
 - A dedicated endpoint station outside the customer production section (physical or virtual), where SEC component will be installed and ensure its exclusive availability for suppliers. If possible, on this station there should be carried out the same activity as in the production environment organizations during faze 1 and 2; The station should carry out the same activity as station in production section during phases 1 and 2 of the implementation if possible.
4. Provide the option of remote installation and reboot on all the stations where Safetica Endpoint Client will be installed.
 5. Provide access (local or remote) to all the stations involved in the implementation
 6. Ensure cooperation of all stakeholders throughout the implementation.
 7. In case of troubleshooting ensure that the responsible personnel is familiar with the documentation and with guidelines for Safetica Technologies customer support contact (Support Guide, Appendix B of this document) and also to ensure compliance of practices.
 8. Every change to this document, configuration or modification has to be requested, described and approved by a Project manager.

1. Installation

The goal of this first implementation phase is to install all Safetica components in customer's environment only with the basic settings. Steps are as follows:

- Server preparation according to the technical recommendations.
- Installation of the Safetica server component.
- Installation and configuration of database server.
- Installation of the Safetica console.
- Deployment of Safetica Downloader Agent on all endpoints in range of the implementation.
- Local installation (e.g. from an USB device)
- Remote installation using MS Active Directory Group Policy or similar tool.
- Initial configuration (inserting a license key, integration settings, administrative settings, initial settings of monitoring features)
- Deployment of Safetica Client on all endpoints in range of the implementation in phases:
 - 5 % of all endpoints deployed

- 25 % of all endpoints deployed
- 100 % of all endpoints deployed
- Verify of data collection
- Installation of WebSafetica if it's included within the implementation
- Installation of Safetica Mobile to mobile devices if it's included within the implementation

2. Monitoring Period

The goal of this phase is to collect information about workstation usage within pre-defined period of time. Steps are as follows:

- Check of data collection and verifying that the data is correct
- Check of Safetica environment

3. Security Audit

The goal of this phase is to prepare and present a Security analysis of data collected within the monitoring phase. An output is a list of risks and recommended measures. Steps are as follows:

- Categorization of collected websites and applications logs.
- Specification of productivity, working hours, working tools for the final report.
- Preparation of the final report and detailed records.
- Presentation of the Security analysis and consultation about settings.
- Approval of settings for the Configuration phase

4. Training

Training on product administration will be provided to the client's personnel. This training will be carried out as part of other implementation phases. Overall project schedule will therefore not be extended by training.

5. Configuration

The goal of this phase is to set the approved settings and final approval of settings from customer. Steps are as follows:

- Configuration and adjustments of settings.
- Ensure compatibility with internal systems.
- Evaluation and optimization of designed settings.

6. Closing

The goal is to formally accept the product implementation according to the acceptance criteria defined in Appendix A.

Communication platform (Project team)

Communication platform is designed for defining of roles and responsibilities within the implementation process.

Communication Matrix

Communication Matrix shows overview of roles and responsibilities in the project team.

Company	Customer		
Management representative	Name	Email	Phone
In cooperation with Key Account Manager processes contracts and sales documents; communicates with Project Manager about delivery and planning of the project.			
Technical Consultant/Engineer	Name	Email	Phone
Person responsible for delivery on the customer's site; ensures that the environment is ready for testing and production deployment; is primarily contact for the Technical Consultant.			
Company	Safetica a.s.		
KeyAccount Manager	Name	Email	Phone
Primarily contact for customer; prepares a delivers agreements, contracts and sales documents.			
Project Manager	Name	Email	Phone
Person responsible for planning and realization of the project.			
Technical Consultant	Jméno	delivery@safetica.com	Technical Consultant
In cooperation with the IT department representative delivers testing and production deployment; is responsible for answering technical questions and issues.			

Communication overview

Communication type	Safetica	Customer
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Technical question/issue	Technical Consultant	IT department representative
Analytical question/request	Technical Consultant	IT department representative Management representative
Sales question	KeyAccount Manager	IT department representative Management representative
General request	Project Manager, KeyAccount Manager	IT department representative Management representative

Communication Rules

Rules for general communication

- Sales questions are answered primarily by KeyAccount Manager;
- In case of formalities of the project, planning, schedule, communicates with customer primarily Project manager.
- Questions about delivery are answered primarily by Technical Consultant.
- Technical issues solve primarily Technical Consultant. We proceed according to the standard processes of Safetica customer support defined in the Support Guide (Appending B of this document); and according to the escalation process stated below.

Rules in case of incident escalation from customer

In case of technical question or request from customer is the procedure as follows:

1. Primarily contact for customer is Technical Consultant;
2. In case of need of escalation customer approaches Project Manager with an issue description;
3. The final level of escalation represents KeyAccount Manager with Project Manager in copy.

Appendix A: Project settings

