

Digital Advisory Services Professional Service Description

Network Strategy and Roadmap Development

1. Description of Services.

1.1 Network Strategy and Roadmap Development. Verizon will perform Network Strategy and Roadmap services pertaining to Customer Network. “Network Strategy and Roadmap Development” as used herein means that Verizon will provide a high level future state architecture and roadmap strategy for the Customer Network, as further defined below.

2. Scope.

Verizon will perform the Engagement activities listed in this section and these activities are “in scope” for the Network Strategy and Roadmap Development. Any items or actions not specifically identified in this section are out of scope.

2.1. Engagement Initiation.

During the initiation phase, Verizon will work with Customer to identify critical personnel who will interface with the Verizon consultants to provide the business and network technical environment information reasonably required by Verizon for its performance of the Engagement. Verizon will use this Customer-provided information to align the network strategy and roadmap with Customer’s disclosed current and future business needs.

2.1.1 Conduct an Engagement kickoff meeting.

- Work with Customer, establish a preliminary project plan for the Engagement (the “Engagement Project Plan”), and provide a work breakdown structure that outlines the work effort required for the network discovery.

2.1.2 Gather from Customer stakeholders, the business and technical objectives for the Engagement (the “Objectives”), including:

- Network technology decisions and/or capital investments already made
- Planned and “in flight” business initiatives
- Budgetary and/or personnel constraints

2.1.3 Gather and summarize Customer provided current issues and existing gaps with the current network environment, if any, (the “Issues List”):

- Hardware and technical functionality issues
- Operational issues
- User perception and usability issues

2.1.4 As available, capture Customer’s requirements for network, latency, throughput, uptime, and availability (the “Network Requirements”).

2.1.5 Develop and document an Engagement objective summary statement (the “Objective Summary”).

- Develop a requirements summary table
- Summarize and review with Customer, Verizon’s understanding of Customer provided current network environment state, user experience issues, user workflows, and existing gaps.

2.1.6 Verizon will request and obtain current network information from the Customer, including the current network systems and operational processes as available, for a high level discovery and Customer’s current network by the following means as applicable:

- Requests for information for network documentation to identified Customer’s point of contacts, including:
 - Network diagrams.

- Network architecture and design documentation.
- Any additional Customer site specific network parameters to provide Verizon background information about the Customer Network, including connectivity and devices by site.
- Conduct conference and/or online meetings (remote or onsite as provided in the Engagement Letter) to review documentation and, where applicable, based on information request and Customer responses.

2.1.7 With Customer, plan and schedule a “Network Architecture Strategy Workshop,” as further defined below.

2.2. Develop the Future State Network Design and Architecture Strategy.

Verizon will deliver a Network Architecture Strategy Workshop (the “Workshop”) designed to help Customer clearly define their vision and future direction relative to the network infrastructure and associated network architecture needed to support Customer’s business objectives and direction captured in the Engagement Initiation above. This Workshop is intended to be high level and relatively short duration (2 – 4 days as provided in the Engagement Letter) designed to assist Customer with developing a strategy to enhance and/or transition the network infrastructure as needed to meet known future business objectives and direction.

Verizon will:

2.2.1 Prepare for the Workshop

- Review the network data obtained from the requests for information in the Engagement Initiation.
- Finalize the agenda and schedule for the Workshop.

2.2.2 Deliver the Workshop.

2.3 Document Network Strategy and Roadmap.

2.3.1 The findings from the investigation and Workshop will be documented in the “Network Strategy and Roadmap Report” Deliverable, which will:

2.3.1.1 Map Customer’s disclosed business objectives and technical requirements to the proposed network architecture and design strategy.

2.3.1.2 Document the network architecture and design strategy including high-level architecture recommendations for reliability, scalability, availability, and supportability, including:

- A logical network topology showing the connectivity of the devices and integration points.
- Network protocols and features.
- Resiliency – network/system high availability.
- Elements of scalability.
- Review of network complexity requirements and risk considerations.
- Recommended network changes or remediation.

2.3.1.3 Verizon will develop and include in the Network Strategy and Roadmap Report a strategy roadmap consisting of a transition roadmap identifying the major milestones and suggested steps to transform the current state network model into the strategic network architecture model.

2.3.2 Verizon will conduct meetings with Customer to review the draft report sections and discuss any feedback.

2.3.3 Verizon will prepare the final written Network Strategy and Roadmap Report.

2.3.4 Close the Engagement

2.4 Engagement Management.

Verizon will designate an “Engagement Project Manager” who will act as the single point of contact throughout the Engagement. The Project Manager is also responsible for managing the change control process. Should the Engagement’s requirements change during the course of the Engagement, the Engagement Project Manager will

ensure that any modifications to the Network Strategy and Roadmap Development are agreed to and documented in writing.

Customer will appoint a single point of contact that is responsible to; coordinate the Engagement activities, interact with Verizon and ensure timely data flow and exchange of information required for execution of the Engagement within the agreed time frame.

Verizon will work with Customer to schedule a kick-off meeting to initiate the Engagement. Verizon and Customer will collaborate to determine required stakeholders and other attendees, agenda, and meeting location (i.e. on site or virtual). At or before the kick-off meeting, Customer shall provide a list of appropriate contact personnel with contact numbers, and appropriate on-site authorization documentation (where applicable). As an output of the meeting, Verizon will produce an agreed Engagement Project Plan, which specifies resources, dates, times, and locations for the tasks described in the Engagement Project Plan.

All Engagement Management activities and duties will be delivered remotely.

3. **Deliverables.** Deliverables are intended for Customer and Verizon use only. Customer may disclose a Deliverable to a third party pursuant to the Agreement's confidentiality terms. Verizon will produce:
 - 3.1 Engagement Project Plan;
 - 3.2 Objectives;
 - 3.3 Issues List, if required;
 - 3.4 Network Requirements, if available;
 - 3.5 Objective Summary;
 - 3.6 Workshop; and
 - 3.7 Network Strategy and Roadmap Report that will include the following sections:
 - 3.7.1 Executive Summary
 - 3.7.2 A summary of the current network architecture.
 - 3.7.3 Future state network vision.
 - 3.7.4 High level definition of future state network architecture / network services and conceptual architecture.
 - 3.7.5 Prioritized next steps recommendations and a strategy roadmap to Customer's future state.
4. **Documentation to be produced by Customer and Customer Obligations.** Delivery of the Network Strategy and Roadmap Development Professional Services by Verizon is dependent on Customer's performance of the following:
 - 4.1 Provide the necessary commitment of resources and timely response to requests for information to achieve the completion of the Engagement within the mutually agreed timeframes, as well as access to all Customer network devices necessary for Verizon to perform Network Strategy and Roadmap Development.
 - 4.2 Actively participate in all Engagement related meetings and discussions and mutually collaborate with the SPOC designated by Verizon to resolve issues and changes.
 - 4.3 Provide current system architecture, network infrastructure, and implementation documentation, as available. Network documentation that could include physical and logical diagrams
 - 4.4 Provide a network resource with sufficient knowledge of the current network environment with sufficient network infrastructure knowledge to review recommendations and design options with Verizon.
 - 4.5 Provide Verizon read only access for all in scope network devices for the purpose of device configuration file collection, as required. If access is not provided, Customer is responsible for providing device configuration files.

- 4.6 Customer is responsible for the implementation of any changes under to applications or devices managed by Customer's service providers.
- 4.7 Provide the assistance as defined under the "Customer Obligations" section of the SOW.
- 5 **Assumptions.** In addition to (i) the above-stated obligations, policies, and parameters and (ii) the assumptions stated in the Assumptions section of the Statement of Work, the following assumptions and considerations shall apply. Verizon's provision of the Network Strategy and Roadmap Development is based on the following assumptions. Should any of these assumptions prove to be incorrect or incomplete then Verizon may modify the price, scope of work, or milestones.
- 5.1 Network Strategy and Roadmap Development will be performed during the hours defined in the Engagement Letter.
- 5.2 Access to the Customer contacts and resources must be provided by Customer during designated time frames, which will be established during the Engagement kick-off meeting. The failure to provide this timely access could delay completion of the Professional Services.
- 5.3 Device and network information will need to be verified by Verizon as part of the Engagement initiation.
6. **Definitions.** The following definitions apply to Network Strategy and Roadmap Development, in addition to any other definitions that are available in the Contract or these terms:
- 6.1 **Customer Network:** A mutually-agreed list of managed or unmanaged network devices, and the network to which they are connected.