

Identity Manager on Demand Gold Plus package

IMOD accelerated deployment service offering description

ABE-VOL-FF

Extends identity governance with additional applications, risk-based controls, and segregation of duties.

Overview

The Identity Manager on Demand (IMOD) Gold Plus package builds on the Bronze Plus and Silver Plus capabilities, extending IMOD with lifecycle management for additional applications and advanced identity governance controls.

Through this package, One Identity Professional Services configures a predefined suite of enhancements: integration of additional target applications, expansion of the IT Shop service catalog, and implementation of risk-based controls and segregation-of-duties (SoD) policies. This enables controlled access requests, governance, and compliance reporting across a broader application landscape.

The packaged PSO service leverages One Identity's proven methodology (D5), focusing on efficiency, standardization, and rapid knowledge transfer to customer resources.

It delivers an **expanded** governance layer that includes **additional application integrations**, policy-driven access request workflows, **risk evaluation**, and standard documentation.

Service delivery is executed remotely and follows a phased approach of the D5 consisting of Discovery, Design, Develop, Deploy, and Deliver stages, emphasizing short time-to-value.

Objectives

- **Accelerated time-to-value:** A phased D5 (Discovery, Design, Develop, Deploy, Deliver) delivery model extends your existing IMOD deployment with rapid time-to-value.
- **Expanded application coverage:** Integrate up to three additional applications using standard connectors to extend lifecycle management beyond the initial platform.
- **Centralized access requests:** Publish the additional applications in the IT Shop Web Portal so users can request access through a controlled, auditable process.
- **Governed approvals:** Implement approval policies and workflow rules aligned to your organizational policies for access requests and governance actions.
- **Risk-based access control:** Configure up to 10 risk-based rules and controls to identify (and optionally restrict) risky or non-compliant access.
- **Segregation of Duties:** Configure up to 3 SoD rules and alerts to detect and help prevent toxic combinations of access.
- **Improved compliance readiness:** Enable standard reports and consoles to support reviews, remediation, and audit evidence for access and policy compliance.
- **Preserve prior investment:** Builds directly on the Bronze Plus and Silver implementations to avoid rework and accelerate adoption.
- **Standardized, repeatable delivery:** Packaged scope and predefined use cases provide predictable outcomes, reduced delivery risk, and clearer expectations.
- **Efficient remote execution:** Delivered remotely to streamline scheduling and reduce delivery overhead while maintaining delivery discipline.
- **Scalable governance maturity:** Establishes a governance baseline that can be expanded over time with additional applications, policies, and advanced use cases.

Scope and Deliverables

The implementation follows a phased delivery approach and includes the essential activities required to expand IMOD functionality, integrations, and configuration on top of the existing Bronze/Silver configurations.

Package entitlements (e.g., number of use cases, integrations, SoD and etc.) are limited to the quantitative thresholds defined in the Package Scope Table below:

Package Scope Table:

Category	Deliverable / Item	Gold Plus Package (IMOD – One Identity Manager)
Environment	IMOD Dev/Test Environment	Extend the existing IMOD DEV/TEST environment (Bronze/Silver baseline) with the Gold in-scope capabilities.
	IMOD Production Environment	Promote validated Gold configuration to IMOD Production and apply production-specific adjustments within scope.
	On-premises Job Servers	Reuse the Job Server(s) configured under Bronze; additional Job Server work is out of scope unless separately agreed.
Target Systems (Managed)	Additional Applications	Integrate up to three (3) additional applications using standard connectors listed in the One Identity Manager Release Notes (excluding Epic and SAP R/3) to provide full lifecycle management to those systems (Inherits Bronze/Silver configuration for baseline lifecycle management).
Portal & Access Requests	IT Shop Web Portal	Enable governed access requests through the IT Shop portal and publish Gold additions as requestable items (requires Silver foundation).
	Service Catalog & Requestable Items	Add the additional applications to the service catalog and configure requestable items, including approvals and request parameters, within scope.
Identity Governance	Risk-Based Rules & Controls	Configure up to ten (10) risk-based rules and controls, including alerting and optional request control as supported.
	Segregation of Duties (SoD)	Configure up to three (3) SoD rules and alerts for review on standard reports and consoles, and optional enforcement as supported.
Policies & Rules	Risk Based Rules	Configure up to 10 Risk Base Rules and Controls.
	SoD	Configure up to 3 Segregation of Duties rules and alerts.
Reports	Reports & Dashboard	Configure and make available all the reports and dashboards that came with the product "out-of-the-box.
Data Load	Initial Load Assistance	Assist with initial load of data from the in-scope target applications configured under Bronze/Silver services.
Validation & Testing	UAT Support	Provide support during Customer-led UAT for Gold enhancements, including clarification and remediation of in-scope configuration findings.
Documentation	Use Cases and Requirements Documentation	Provide a Use-cases and requirements document based on the discovery meetings to support the use cases in the scope (Joiners, movers and leavers).
	Administration Manual	Provide a standard Administration Manual.
	Implementation Documentation	Provide Implementation Documentation including customer-specific configuration settings.

Knowledge Transfer	Handover & Product Knowledge	Provide up to 4 hours of knowledge transfer for handover and product administration knowledge transfer.
Scope Limits & Dependencies	Quantitative Limits	In addition to the Bronze/Silver package limits: up to three (3) additional applications using one chosen connector; up to ten (10) risk-based rules/controls; up to three (3) SoD rules/alerts. Any items exceeding these limits require separate scoping and change control.
	Key Dependency	Bronze Plus and Silver packages must be implemented and accepted prior to Gold services start; existing configuration baseline must remain stable during implementation.
	Key Dependency	Customer must provide application SMEs, connectivity, and credentials for each in-scope additional application, and perform Customer-led UAT and acceptance.

These limits apply across all project phases and represent the maximum number of configuration items included in the IMOD Gold Plus Package. Any work beyond these limits requires mutual agreement and will be managed through formal change control. Phase completion and change control are governed by the provisions defined in the General Terms section at the end of this Service Description.

1. Phase – Discovery

The Discovery Phase establishes the foundation for the Gold implementation by validating objectives, confirming the in-scope enhancements, reviewing the existing Bronze/Silver configuration baseline, assessing connectivity and prerequisites for the additional applications, and capturing inputs for access request, risk, and SoD requirements.

Activities

- Conduct the project kickoff meeting.
- Facilitate a Gold package workshop and conduct discovery sessions with business and technical stakeholders (up to 20 hours).
- Confirm the additional applications in scope, connector availability, required credentials, and connectivity requirements.
- Document in-scope configuration requirements (applications, IT Shop items, risk rules, SoD rules) using One Identity standard templates.
- Review and adjust the IMOD deployment project plan.
- Gold package workshop (up to 4 hours).
- Discovery meetings (up to 20 hours).
- Updated Project Plan based on the discovery meetings.

2. Phase - Design

The Design Phase translates the confirmed scope into a Use Case and Requirements Document (or addendum), defining how the additional applications, IT Shop items, risk-based controls, and SoD rules will be implemented within the agreed limits.

Activities

- Create or update the Use Cases and Requirements Document covering the Gold in-scope enhancements (additional applications, IT Shop items, risk rules, and SoD rules).
- Conduct the Use Case Review Workshop (up to 4 hours).
- Update the document based on workshop outcomes.
- Submit the document to the customer for review and approval.
- Incorporate customer feedback and finalize the document.
- Accept the Use Cases and Requirements Document (Customer).

Deliverables

- Use Cases and Requirements document (Gold addendum).

3. Phase – Development

The Develop Phase configures and validates the Gold capabilities in the DEV/TEST environment based on the approved Use Case and Requirements Document.

Activities

- Confirm DEV/TEST environment readiness and validate the existing Bronze/Silver baseline configuration.
- Configure the integration for up to three (3) additional applications using standard connectors (excluding Epic and SAP R/3).
- Add the additional applications to the IT Shop Web Portal and configure requestable items/service catalogs as required.
- Configure approval policies and workflow rules for access requests and governance actions aligned to customer rules.
- Configure up to ten (10) risk-based rules and controls.
- Configure up to three (3) segregation of duties (SoD) rules and alerts.
- Perform unit testing to confirm the configuration aligns with the approved Use Case and Requirements document.

Deliverables

- DEV/TEST environment is operational and available with Gold capabilities configured.
- IMOD is configured in accordance with the approved Use Cases and Requirements document (including Gold enhancements).

4. Phase – Deployment

The Deployment phase supports customer validation of the Gold configuration in the DEV/TEST environment and formal UAT remediation through the Gold Plus services package.

Activities

- Execute customer-led validation of the Silver capabilities in DEV/TEST. (Customer)
- Provide clarification and guidance on in-scope configuration during customer validation.

- Document agreed outcomes and obtain completion acknowledgement for the Silver Base scope. (Customer).

Deliverables

- Gold Package features configured according to the Requirements and Use-case documents and attestation campaigns ready for the UAT in IMOD DEV/TEST environment.
- Support the customer UAT by providing clarification and adjusting any item not in compliance with the Use-case and requirements document.
- Formal customer acceptance.

5. Phase - Delivery

The Deployment phase validates that the configured solution aligns with the approved Use Case and Requirements document by supporting the customer User Acceptance Testing (UAT) and remediating any items that are not compliant with the document.

Activities

- Prepare and move the Transport files from DEV/TEST to the PRODUCTION environment.
- Check the PRODUCTION environment readiness and set up the environment.
- Install Transport files to Production Environment
- Perform unit and system testing readiness.
- Perform initial Synchronization and data imports (Target systems).
- Execute the **Go-live**.
- Provide postproduction support (up to 3 days).
- Execute the knowledge transfer Workshop.
- Provide final project acceptance (customer).

Deliverables

- Production environment configured and with the development approved in UAT installed and connected to the target systems.
- Support the post go-live operation (up to 3 days).
- Administration workshop (up to 8 hours).

Key Benefits

- Expand IMOD beyond the initial deployment by onboarding additional applications with governed lifecycle management.
- Centralize and standardize access requests for the additional applications through the IT Shop portal.
- Reduce access risk with configurable risk-based controls and segregation-of-duties policies.
- Improve compliance posture and audit readiness through standard reporting and policy evidence.
- Preserve prior Bronze/Silver investment while providing a clear roadmap for continued governance maturity.

Prerequisites and Assumptions

The Customer will agree to cooperate with One Identity in the performance of the Services and to meet the following prerequisites and responsibilities:

1. General Terms

- Bronze Plus and Silver packages must be implemented and accepted prior to the start of Gold services.
- The Customer will designate a single point of contact to coordinate activities and ensure timely completion of required tasks.
- The Customer will provide appropriate technical resource(s) as needed to support One Identity in completing the activities and deliverables described above.
- Services will be delivered remotely during standard business hours (8:00 a.m.–5:00 p.m., Customer local time), Monday through Friday, excluding holidays.
- Unless otherwise agreed in writing, the Services are governed by the terms of the Transaction Services Agreement (“TSA”) available at <https://www.oneidentity.com/legal/service-agreements.aspx> as in effect on the date the Customer orders this Service Description. Capitalized terms not defined herein have the meanings set forth in the TSA.

2. Delivery Scope, Phases, and Quantitative limits

- This Service Description defines the scope, phases, and deliverables for the Services, including quantitative limits (e.g., “up to an”).
- Each phase is deemed complete with Customer acceptance of the deliverables specified for that phase.
- All activities are delivered remotely by design.
- The Customer will develop and provide a UAT Test Plan to be followed during the UAT cycle.
- A cloud-hosted deployment architecture is included within the scope.

3. Design-iterations, UAT-cycles, Reviews, Runbook

- Per package design, one (1) design iteration is included in scope. Additional cycles and remediation are not included in the Gold Plus package and require a Request for Change (additional effort/costs).
- The UAT cycle is planned to be completed within five (5) consecutive business days. The Customer must confirm that this timeline is feasible. If additional time is required, UAT is on the project’s critical path; therefore, each additional business day will extend the overall project end date by the same amount and must be mutually agreed between Customer and One Identity and require a Request for Change (additional effort/costs).
- The **customer business processes** (such as use-cases and business requirements) within the scope of this project to be implemented in the solution must be already defined and established within the company.
- The One Identity team requires **direct remote access** to the DEV/TEST environment (e.g., via VPN or equivalent) to ensure timely project progress.
- Reviews of the system landscape, user volumes, and connectivity are based solely on information provided by the Customer during Discovery and exclude modeling of future growth or seasonal/peak scenarios.

- Runbook content is limited to core administrative procedures and excludes detailed standard operating procedures (SOPs), training materials, and custom operations manuals.

If any prerequisite or assumption underlying this package is materially inaccurate, or if the Customer does not meet these requirements, continuation of the engagement will require mutual agreement on revised scope, timeline, and/or fees.

4. Out-of-Scope Items

- Configuration of use cases or functionality outside of the Gold package limits described in this Service Description.
- Customizations or custom development (e.g., scripting/coding that alters out-of-the-box functionality, custom connectors, or custom reports).
- Integration using non-standard connectors or applications excluded from this package (including Epic and SAP R/3).
- Changes to administrative or end-user interfaces beyond standard configuration options.
- Business process design/definition (all in-scope processes must be defined prior to the start of the Discovery phase).
- Design, execution, or analysis of stress, load, or performance testing.
- Development of a UAT Test Plan and execution management (Customer responsibility).
- Direct execution of tasks in the Production environment; Production activities will be performed by the Customer under One Identity supervision/guidance, as applicable.
- Implementation-related training and formal knowledge transfer beyond the agreed deliverables (e.g., training materials or structured enablement sessions).
- During the Package implementation, any customer or third party-developed new functionality or changes introduced after the Bronze/Silver Packages go-live that impact the package scope, timeline, or configuration will be treated as out of scope and handled as additional, separately scoped work.

SKU

ABE-VOL-FF	ONE IDENTITY MANAGER ON DEMAND GOLD PLUS IMPLEMENTATION	Fixed Price
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