



OneLogin Deployment Bronze Service

Description

- This Service Description describes the implementation tasks to be performed by OneLogin's professional services team. Unless otherwise agreed in writing, this Service Description is governed by the terms set forth in the Transaction Services Agreement ("TSA") at <https://www.oneidentity.com/legal/service-agreements.aspx> as of the date this Service Description is ordered by Customer. Capitalized terms not defined herein have their meaning in the TSA.
- During this **engagement** ("Implementation"), OneLogin will work with the Customer team to assist with the initial configuration of OneLogin through a series of joint configuration and training sessions.

Outcomes

- **Directory Deployment Plan:** OneLogin will provide guidance and configuration support for one (1) directory
- **App Configuration/Rollout:** OneLogin will provide configuration and setup support for no more than one (1) application within the Customer's OneLogin environment. This is inclusive of all applications, including any provisioning capable applications
- **Multifactor Authentication (MFA):** OneLogin will provide configuration and setup support for one (1) MFA device and associated mappings for user assignment of the selected MFA device
- **Policies:** OneLogin will provide configuration and setup support for one (1) security policy

Approach and Activities

A OneLogin Implementation consultant will work with the necessary Customer stakeholders and subject matter experts to complete your OneLogin implementation. The activities performed may vary based on the complexity of the Customer's environment and technical needs.

Discovery Phase

OneLogin will host a planning session with the Customer to verify environment readiness and establish the use cases and requirements.

Project Deliverables Discovery Phase	Description
Kickoff and Discovery Workshop	Conduct a maximum of one (1) discovery workshop lasting no more than one (1) hour to include the following: • Project Kickoff • Review of business and technical requirements in alignment with the assumptions below • Review of implementation requirements
Platform Overview	Conduct a Platform Overview workshop lasting no more than one (1) hour: • Customer may opt to view slides independently or review videos: https://www.onelogin.com/training/education-services/platform-overview-onelogin

Design Phase

OneLogin will work with the Customer to establish the base design architecture

Project Deliverables Design Phase	Description
Baseline Configuration	Conduct a maximum of four (4) Baseline Configuration workshops lasting no more than one (1) hour each, to include the following:

	• SAML Certificates • Authentication Factors • Security Policies • Roles/Groups/Mappings
Design Workshop	Conduct a maximum of one (1) design workshop lasting no more than 1 hour to include the following: • Review directory source for users • Review Target Application

Development Phase

OneLogin will provide assistance to the Customer with configuring Directory sources and applications in accordance with the requirements identified during the design phase.

Project Deliverables Development Phase	Description
Configure OneLogin directory	Configuration of a single Authoritative Source using .CSV, Active Directory, LDAP, BambooHR, Namely or Google
User Acceptance Test	• Perform authentication testing • Perform self-service password reset if applicable
Configure Application in OneLogin	OneLogin will provide configuration and setup support for no more than one (1) application within the Customer's OneLogin environment. This is inclusive of all applications, including any provisioning capable applications.

Delivery Phase

OneLogin will provide guidance to the Customer by performing a knowledge transfer of the installation, components and services implemented into the Customer's environment throughout the course of the engagement.

Project Deliverables Delivery Phase	Description
Knowledge Transfer	Conduct a maximum of one (1) knowledge transfer session lasting no more than one (1) hour to include the following: • Review Target Application implementation • Review System integrations and Architecture • Review data flow and processes

Prerequisites and Assumptions

Customer agrees to cooperate with OneLogin in its delivery of the Services. Customer agrees to the following prerequisites and responsibilities:

- Customer will provide an executive sponsor and a project manager to partner with OneLogin to ensure the successful and timely completion of the Implementation
- Customer will provide adequate and appropriate access to servers, systems and data
- All prerequisites to be completed by the Customer are completed before the commencement of the project.
- Appropriate access will be granted or a suitable resource with appropriate permissions will be allocated to the work with the OneLogin Services team
- Customer will identify a single point of contact to ensure that all tasks are completed within the specified time.
- Customer must commit the appropriate technical resource(s) as required to provide the consultant with the assistance required to complete the activities and deliverables

listed above.

- Customer is responsible for providing and defining the internal processes related to the use cases.
- Customer is responsible for execution and preparation of Test Plan used during UAT phase.
- The activities will be performed remotely between 9 am - 5 pm, local consultant time, Monday through Friday, excluding holidays.

Limitations

This offering does not include:

- Configuration of reporting
- Workday and UltiPro (UKG) Directory Integrations are not available as a directory choice in the implementation
- Setup or configuration of Trusted Identity Provider (TIDP) capabilities
- Setup or configuration of Proxy Agent components
- Setup or configuration of vLDAP components
- Setup or configuration of OneLogin Desktop components
- Setup or configuration of Self Registration workflow
- Setup or configuration of custom SAML connectors
- Creation of custom reports
- Setup or configuration of API interactions or embedded API functionality
- Selected apps for the implementation services must exist in the current OneLogin Application catalog
- Setup or configuration of forms based Custom Connectors are subject to target system capabilities
- Deployments utilizing "External Users" concept



- Configuration of Windows Domain Authentication (WDA)
- Configuration or troubleshooting of applications, software or hardware not provided by OneLogin
- Setup or configuration of directory provisioning to Active Directory or LDAP
- Setup or configuration of for SharePoint or claims provider (people picker)
- Setup or configuration of any OneLogin Access integrations
- Configuration changes to the platform outside the scope of this Service Description or requested after the completion of this project

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