

OneLogin Launch Essentials 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

- **Prerequisite:** Customer will review "Platform Overview" videos prior to project Kickoff - <https://www.onelogin.com/training/education-services/platform-overview-onelogin>
- **Baseline Configuration:** OneLogin will be configured using known best practices and will conduct a review session with the Customer
- **Directory Deployment Plan:** OneLogin will assist with the configuration of one (1) Authoritative Source using CSV import, Active Directory, Entra (No TIDP) or Google
- **App Configuration/Rollout:** OneLogin will provide configuration and setup support for no more than one (1) application from the OneLogin Application Catalog. Custom SAML and OIDC apps are excluded.
- **Mappings:** OneLogin will assist in creation of one (1) User Access mapping and one (1) App Rule, if applicable.
- **Multifactor Authentication (MFA):** OneLogin will provide configuration and setup support for one (1) supported MFA device. OATH Hard Tokens, RADIUS and TIDP as a Factor are excluded.
- **Policies:** OneLogin will provide configuration for one (1) User Security Policy to be used as the default policy for the Customer tenant.

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 Workshop

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

Baseline Configuration

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

Project Deliverables Design Phase	Description
Baseline Configuration	OneLogin will be configured using known best practices
Review Session	Conduct a maximum of one (1) review session lasting no more than one (1) hour to include the following: • Baseline Configuration summary • Review directory source for users • Review Target Application

Development Phase

OneLogin will assist the Customer with configuring one (1) Directory source and one (1) application in accordance with the requirements identified during the Baseline Configuration Review.

Project Deliverables Development Phase	Description
Configure one (1) OneLogin directory	Configuration of a single Authoritative Source using CSV import, Active Directory, Entra (No TIdP) or Google
MFA and Security Policy	• Configuration and setup support for one (1) supported MFA device: OATH, RADIUS and TIdP as a Factor are excluded • Configuration for one (1) User Security Policy to be used as the default policy for OneLogin
Configure Application in OneLogin	• OneLogin will provide configuration and setup support for no more than one (1) application from the OneLogin Application Catalog. Custom SAML and OIDC apps are excluded.

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 view the Platform Overview videos prior the project Kickoff: <https://www.onelogin.com/training/education-services/platform-overview-onelogin>
- 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:

- HRIS directory integrations are not available as a directory choice in the Project
- OATH Hardware Tokens, RADIUS and Trusted IdP as a Factor are excluded from MFA options
- Setup or configuration of AD or LDAP Provisioning Workflows
- Configuration of Windows Domain Authentication (WDA)
- Setup or configuration of Trusted Identity Provider (TIDP) capabilities
- Setup or configuration of RADIUS or vLDAP components
- Setup or configuration of OneLogin Desktop components
- Setup or configuration of Self Registration workflow
- Setup or configuration of custom SAML, OIDC and Form-based connectors
- Creation of custom reports
- Setup or configuration of API interactions or embedded API functionality
- Deployments utilizing "External Users" concept
- Configuration or troubleshooting of applications, software or hardware not provided by OneLogin
- Configuration changes to the platform outside the scope of this Service Description or requested after the completion of this project

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