

# **BT Master Services Agreement Identity Management Quickstart – Annex the Professional Services Schedule**

BT MSA Reference No. \*\*\_\*\*\*\*\_\*\*\*\*\*

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## **1 Service Description**

The BT Quick Start Identity Management Service, (“the Service”), provides the Customer with information enabling the Customer to put in place an effective Identity Management (IdM) structure.

The following options are available:

- 1.1 Quick Start IdM Workshop. A one (1) Business Day workshop facilitated by BT. The Customer must complete a pre-workshop questionnaire following which BT and the Customer will agree a date for the Workshop. Within five (5) Business Days of the Workshop, BT will produce a Workshop Report in printed and electronic format of no more than twenty (20) pages. The report will summarise the findings of the Workshop and give the Customer an overview of options and recommendations to prioritise identity management issues identified.
- 1.2 Quick Start IdM Assessment. BT will examine the Customer’s IdM implementation, during a three (3) week period of interviews and workshops. BT’s IdM Capability Maturity Model (CMM) will be used to assess the:

- People, policies and processes involved in running the IdM implementation
- Technologies (e.g. the systems and applications) comprising the IdM architecture
- Identity information running through the infrastructure

BT and the Customer will meet by telephone before the Assessment begins to agree the scope and structure of the Assessment.

The Assessment will be conducted as follows

- Initial Situation Analysis (either meetings or documentation review as appropriate), to understand the Customer’s IdM architecture, known issues and requirements.
- Conduct Quick Start Assessment (workshop(s)) using the BT IdM CMM. At this stage BT will develop an initial set of recommendations.
- Establish Recommendations (following further investigations and workshops as needed). BT and the Customer review and agree on the recommendations.
- Summary. An executive presentation to present the recommendations. Within ten (10) Business Days of the Workshop (or last Workshop if a more than one), BT will produce a Workshop Report in printed and electronic format of no more than fifty (50) pages. The report will present the key findings and recommendations the Assessment.

## **2 Minimum Period of Service**

- 2.1 The Minimum Period of Service for the Quick Start IdM Workshop is one (1) Business Day, unless stated otherwise on the Order.
- 2.2 The Minimum Period of Service for the Quick Start IdM Assessment is three (3) weeks, unless stated otherwise on the Order.

## **3 BT’s Responsibilities**

BT shall perform the Service in a professional manner commensurate with good practice for work of this nature.

## **4 Customer’s Responsibilities**

- 4.1 The Customer will provide BT with all the information reasonably required by BT otherwise BT may not be able to provide the Service.
- 4.2 The Customer will provide BT with the name(s) of the individual(s) (“Customer Contact”) and all requisite contact details. The Customer Contact will be available during Business Hours and be responsible for providing assistance and information as needed by BT.

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- 4.3 In jurisdictions where an employer is legally required to make such disclosure to its employees, it is the Customer's responsibility to
- (i) inform its employees and Users that as part of the Service being deployed by BT, the usage of any targeted applications by the Customer's employees and/ or Users may be monitored and reported to the Customer by BT; and
  - (ii) ensure that the Customer's employees and Users have consented or will be deemed to have consented to such monitoring and reporting, if such consent is legally required, and

BT shall not be liable for any failure of the Customer to comply with this paragraph 4.3 and the Customer shall indemnify BT from and against any claims or actions brought by its employees or Users against BT arising out of the delivery of Services by BT in accordance with the terms hereof.

- 4.4 Any customer data captured by BT in the delivery of the Service will remain the Customer's data and BT will only process this data to the extent necessary to deliver the Services or in accordance with the instructions of the Customer. At all times both Parties will comply with their respective obligations under applicable data protection and privacy legislation.

## **5 Charges and Payment Terms**

- 5.1 The Charges for the Service will be as stated on the Order and will become due on delivery of the report(s) specified in paragraph 1, above and in accordance with Clause 8 Charges of the General Terms and Conditions

Unless otherwise stated on the Order, charges for the Service do not include travel expenses. The Customer agrees to pay for all travel expenses incurred by BT for performing the Service. Such expenses include commercial transportation, meals, lodging, parking, tolls and other direct expenses of travel based on actual cost to BT.

- 5.2 Service Delivery is completed within the Business Hours of the Site location. The Customer is liable for any additional charges for Service Delivery outside of Business Hours.
- 5.3 If the Customer requirements change, and more time is required to provide the Service, BT reserves the right to charge additional Charges for the additional time taken.

## **6 Termination of Service**

Except as provided for in the Master Services Agreement, if the Customer terminates Service, or if BT terminates Service for breach, before the Minimum Period of Service has expired, then, the Customer agrees to pay the following:

- a) all the Charges stated on the Order; and
- b) BT's already incurred travel expenses

If BT is able to allocate the time of the people who would have provided the Service to other projects, BT will make an adjustment (reduction) to the Charges in a), above.

## **7 Service Levels**

There are no Service Levels associated with this Service.

## **8 Liability**

- 8.1 Subject to the liability provisions of the General Terms and Conditions of the MSA, BT's liability relating to the Service described in this schedule shall be limited to the total charges for the Service.
- 8.2 Notwithstanding 8.1 above, liability for loss or damage of data shall be limited to the typical data recovery expenses related to the regular making of back-ups to cover the respective risk.