

# EFT Assessments Service SOW

## 1 Goals

Review, provide analysis and report findings and recommendations based on Customer's MFT implementation.

## 2 Deliverables

- EFT Report
- Findings and recommendations review
- Best practices and knowledge transfer

## 3 In-Scope Activities

The following are activities and limitations defined by service:

Service Feature	PS EFT Health Check	PS EFT Platform Assessment	PS EFT Automation Assessment
Service Type	Fixed Price	Fixed Price	Fixed Price
Schedule Duration	Kickoff: 30min via WebEx  Implementation: One (1) consultant assigned for <b>up to two (2)</b> days	Kickoff: 30min via WebEx  Implementation: One (1) consultant assigned for <b>up to five (5)</b> days	Kickoff: 30min via WebEx  Implementation: One (1) consultant assigned for <b>up to five (5)</b> days
Core Focus	Review of stability and health of <b>one (1)</b> EFT environment	Full review of MFT Business Requirements for your project	Full review of MFT automation logic and automation business requirements
Analysis	Analysis of EFT usage and metrics. Investigate and review existing support cases		
	Review of current and future architecture and EFT system requirements		
	Examine audit and log information for indications of poor performance or abuse		
	Identify possible enhancements, recommendations, tuning to your EFT configuration		
		MFT platform migration project and strategy plan development	
	<b>Business Requirements:</b> Review of MFT business requirements and use cases analysis, prototyping, orientation, and consulting on best practices	<b>Business Requirements:</b> Review of MFT business automation processes for simplification and refactoring	
Score rating Areas	<b>Architecture:</b> Review architecture types that may deviate from best practices high performance environments	<b>Architecture:</b> Review architecture types that may deviate from best practices high performance environments	<b>Maintainability:</b> Assess how current automation is developed and easy to maintain for changes, testing, and promote best practices is being used.

# EFT Assessments Service SOW

Service Feature	PS EFT Health Check	PS EFT Platform Assessment	PS EFT Automation Assessment
	<p><b>Security:</b> Assess configuration and process that ensures your environment is following best security practices.</p> <p><b>Performance:</b> Review system settings across your environment that could affect your ability to process more efficiently</p> <p><b>Standards:</b> Evaluates consistency across your configuration to ensure config is set up for easy maintenance</p>	<p><b>Security:</b> Assess configuration and process that ensures your environment is following best security practices.</p> <p><b>Performance:</b> Review system settings across your environment that could affect your ability to process more efficiently</p> <p><b>Standards:</b> Evaluates consistency across your configuration to ensure config is set up for easy maintenance</p>	<p><b>Complexity:</b> Assess the complexity on the current automation easy to understand and documentation.</p> <p><b>Resilience:</b> Review how your current automation is being used in terms of error handling and notifications</p> <p><b>Performance:</b> Review specific automation performance looking for areas where automation, requirements or configuration might pose issues</p>
Automation	High level review of automation event rules for improvements	High level review of automation event rules for improvements	Analysis of file transfer patterns/flows
			Design of MFT Automation Framework
			Deep automation process analysis with customer subject matter experts and stakeholders
Documentation	Globalscape Health Check Report	Globalscape MFT Platform Assessment Report	Globalscape MFT Automation Assessment Report
Others	Perform review and knowledge transfer of the Health Check results with consultant and customer	Perform review and knowledge transfer of the Assessments results with consultant and customer	Perform review and knowledge transfer of the Assessments results with consultant and customer

## 4 Out-of-Scope

Globalscape will not perform the following:

- Services or activities **not** mentioned on “In-Scope” section; these include – but are not limited to – the following:
- Any services or activity on non-Globalscape products, Network troubleshooting and/or reconfiguration

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- User Acceptance Testing (UAT) on EFT systems or dedicated assistance during cutover events (requires additional professional services).

## 5 Schedule

The schedule of the services shall be mutually agreed upon by both parties no later than one (1) week from execution of this SOW during the kickoff meeting. Both parties agree that at no time will the Schedule be altered without written permission from the other party. A minimum of **SEVEN** days' notice from CUSTOMER is required to plan and schedule the services.

### Terms and Conditions

Globalscape will perform this SOW in consideration for the payment of the Professional Services fees set forth in the Quotation that references and incorporates this SOW.

The Services described in this SOW will be provided by Globalscape, pursuant to and governed by Globalscape's Professional Services Terms and Conditions, which can be found at:  
<https://www.globalscape.com/documentation>.