

EFT Automation Jump-Start SOW

1 Goals

The goal of EFT Automation Jump-Start is to be a flexible, cost-effective service that will jumpstart/coach the customer on developing EFT Automation event rules.

The EFT Automation Jump-Start follows 3 phases for each automation Job:

- **Design and Analysis Phase:** The first phase of Jump-Start is to help your team make decisions about specific development tasks. We work with you to collaboratively examine business requirements and define a number of test cases for the job.

If you're starting from an existing automation, we will review the structure jobs/workflows and data structures in use and help you choose between reusing or refactoring workflows.

During the design and analysis phase, our team will provide you with the number of automation jobs and test cases that will be accommodated in the timeframe of the service. Your team can prioritize these appropriately and adjust as needed.

- **Training:** The second phase of Jump-Start is training for your EFT team. The training covers EFT event rules and advanced workflows that apply to your automation requirements. After training is complete, your team will have a working automation they can use as part of their project.
- **Build:** The third phase involves building and testing. Starting from a prototype, we mentor your team as they deploy the prototype into your environment to ensure functionality.

2 Deliverables

- Artifacts (documents, code, scripts, configuration, prototypes, deployment, and knowledge transfer) derived from the total days worked by the consultant or developer.
- Work days used by the Globalscape consultant or developer related to the in-scope activities instructed by the CUSTOMER during the engagement

3 In-Scope Activities

The following are activities and limitations defined by service type:

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Service Feature	EFT Automation Jump-Start
Service Type	Fixed Price
Duration	1 DAY: One (1) dedicated consultant for up to one (1) day 3 DAY: One (1) dedicated consultant for up to three (3) consecutive days 5 DAY: One (1) dedicated consultant for up to five (5) consecutive days
Planning, Analysis, and Design	Planning, orientation, consulting, and best practices on business requirements
	Business requirements definition and analysis
	Architecture review and redesign
Learn	EFT Automation development training, prototyping, and best practices
Build	Mentoring, coaching, training on EFT event rules, and advanced workflows development
	Development peer review and documentation
	EFT Automation unit testing and validation
Deployment	EFT Automation development
Validation & Testing	EFT Automation deployment into one environment
	Business logic automation troubleshooting and changes (EFT Event Rules or Advanced workflow)
	Benchmark automation performance testing
Others	EFT event rules or advanced workflow code changes for new requirements
	Project management control

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

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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>.