OneLogin OneStart Service

Description

- This Service Description describes the implementation tasks to be performed by OneLogin's professional services team. This Service Description is governed by the terms set forth in the Service Subscription Agreement ("Agreement") currently in effect between OneLogin, Inc. ("OneLogin") and the purchasing subscriber ("Subscriber"). Capitalized terms not defined herein have their meaning in the Agreement.

- During this **engagement** ("Implementation"), OneLogin will work with the Subscriber team to assist with the initial configuration of OneLogin Services through a series of joint configuration and training sessions.

The Implementation will assist Customer with the installation, configuration, and testing of the OneLogin, in the following phases:

- **Engagement Leadership:** OneLogin will provide prescriptive guidance and project planning leadership for the duration of the Implementation
- **Configuration/Rollout:** At the end of the implementation, OneLogin will provide the platform configuration documentation as mutually agreed upon with the subscriber.

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) application1 within the Subscriber's OneLogin environment. This is inclusive of all applications, including any provisioning capable applications.
- **User Management/Provisioning:** OneLogin will provide configuration and setup support for one (1) provisioning capable application
- **Multifactor Authentication (MFA):** OneLogin will provide configuration and setup support for one (1) MFA device and associated rules for user assignment of the selected MFA device.
- **Policies:** OneLogin will provide configuration and setup support for one (1) security policy
- **Sandbox/Test Configuration:** OneLogin will make available configuration and setup support for one (1) sandbox environment, if applicable environment has been purchased

Approach and Activities

A OneLogin Implementation consultant will work with the necessary customer stakeholders and subject matter experts to analyze and document the performance of 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
Project Initiation and kick-off meeting	Host in project initiation and kick off meeting lasting no more than 1 hour.
Discovery Workshop	Conduct a maximum of one (1) discovery workshop last no more than 8 hours to include the following: • Review of business and technical requirements in alignment with the assumptions below • Review of environment requirements including, Servers for Development, Test and Production • Overview of OneLogin capabilities • Overview of support portal for Customer • Overview of training packages available

Design Phase

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

Project Deliverables Design Phase	Description
Configuration Workshop	Conduct a configuration workshop with Target System and Human Resources representatives lasting no more than 4 hours.
Design Workshop	Conduct a maximum of one (1) design workshop last no more than 1 hour to include the following: • Review Target Application • Review directory source for users

Design Document	The design document consists of but not limited to:
	
	• Project Scope Definition
	
	• Solution Overview
	
	• Architecture Design
	
	    o Communication Design
	
	    o Service Accounts and Permissions
	
	• Use Cases and Requirements
	
	• Applications included

Development Phase

OneLogin will provide assistance to the customer with configuring one Directory source and four (4) applications in accordance with the design architecture identified in the Design Document created during the design phase.

Project Deliverables Development Phase	Description
Configure one (1) 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 Applications in OneLogin	OneLogin will provide configuration and setup support for no more than one (1) applications within the Subscriber's OneLogin environment. This is inclusive of all applications, including any provisioning capable application.
Creation of Production Documentation	OneLogin will create documentation detailing the installation in the production environment

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 last no more than 1 hour to include the following: • Review Target System implementation • Review System integrations and Architecture • Review processes, code, schedules, and data flow.

Prerequisites and Assumptions

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

- Subscriber 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 pre-requisites 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 8 a.m.—5 p.m., local 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 of 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)
- Creation, setup, or configuration of any custom connectors
- Configuration or troubleshooting of applications, software or hardware not provided by OneLogin
- Setup or configuration of directory provisioning to Active Directory of LDAP
- Setup or configuration of for SharePoint or claims provider (people picker)
- Setup or configuration of any OneLogin Access integrations
- Customization of WebPortal, Approval or Attestation workflows, Fulfillment workflow, Roles, SOD and Compliance policies

SKU

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