

## **Getting Started with Sun Identity Management Workshop Canada**

This service can help address the following customer issues:

- Do you need to reduce risks to your enterprise security infrastructure by understanding the impact of introducing new enterprise identity management components into your IT environment?
- Are you concerned about being current with long term strategic planning for your identity management project?
- Do you need to learn identity management suite best practices and proven methodologies to help reduce identity management project complexity and increase your chances of a successful identity management project implementation?

Sun will use commercially reasonable efforts to provide Customer with a Getting Started with Sun Identity Management Workshop as more fully described herein ("Service").

When Customer purchases this Service, Sun will work closely with Customer to:

- Help educate Customer on Sun Identity Management best practices and methodologies.
- Demonstrate the value of Sun architectural oversight regardless of implementation provider (Sun, partner, or Customer).

### **Scope of Work**

- Identity Management Suite deployment planning as described herein. The Service does not include the deployment of Sun's Identity Management Suite or project.

### **Deliverables**

Sun will:

- Interview Customer in a workshop format to identify Customer's identity management business and technical objectives.
- Work with Customer to develop an initial, high level identity management roadmap. The roadmap is intended to help Customer create a clear and specific identity management implementation strategy. The roadmap includes, but is not limited to, project phases, estimated timelines, key deliverables and any known areas of risk related to an identity management implementation project. The roadmap will be based on Sun's identity management best practices for identity management projects.
- Provide a report describing relevant best practices and deployment methodologies for an identity management project (the "Report").

The tasks and deliverables described herein will be deemed accepted by Customer upon Sun's delivery of the Report.

### **Benefits**

- The goal of the Service is to help the Customer increase the probability of the success of its

identity management project by sharing best practices and identifying issues related to the Customer's project.

### **Duration**

- The on-site workshop is 9 business days for Customer identity management project plans for 1,000 or more configured users. The on-site workshop is 6 business days for Customer identity management project plans for less than 1,000 configured users. The workshop is a collaborative effort between Sun and the Customer and will require specific responses from the Customer. The Customer may be required to submit written follow up responses to Sun after the workshop and prior to creation of the Report by Sun.
- Customer may request a longer duration for the workshop for an additional charge of one unit per day.
- Sun will typically deliver the Report within 10 business days after the completed workshop and receipt by Sun of all requested written responses from Customer.
- One day is eight local business hours.

### **Location**

The majority of the Service will be provided at the Customer site. The remainder of the Service will be provided remotely.

### **Pricing**

- In order to receive this Service the Customer must purchase a minimum number of units of sale of the PS-SW-GSW-IDM part number. The pricing structure is tiered and based on the number of configured users included in the Customer's identity management project deployment.
- If Customer is planning to deploy its identity management project to 1,000 or more configured users, Customer must purchase a minimum of 15 units of this Service. If Customer is planning to deploy its identity management project to less than 1,000 users, Customer must purchase a minimum of 10 units of this Service.
- Customer must purchase additional Services to have the Report revised if the Customer makes changes to its identity management project.
- Travel and expenses will be billed separately and are not included in the price.
- The maximum number of units that may be purchased for a single engagement under this Service Listing is 30.

### **How to Buy**

- Customers should check with their Sun sales representative for availability.
- Please contact Sun Software Sales, or visit <http://www.sun.com/service/identityprofessionalservices/gsw/index.jsp> for more information.

### **Support Requirements**

As a prerequisite for purchasing and delivery of this Service, Customers must have a valid Sun contract for at least one of the following Sun support plans:

- Identity Subscription
- Identity Software Support
- OEM Support

### **Legal Terms**

This service is subject to your existing services agreement with Sun that governs the delivery of Services. If you do not have a services agreement with Sun that would govern the delivery of Services, then Sun's delivery of Services shall be subject to the terms located at <http://www.sun.com/sales/salesterms>. This Service Listing does not constitute an offer by Sun. The Services described above are subject to availability. Any reference to "Customer" in this Service Listing refers to the party entitled to receive the Services.

Last Revised: February 2009