

## Implementation Statement of Work

This Implementation Statement of Work (this "SOW") sets forth the terms by which Optro's Customer Advisory Services team ("CAS") will help Customer implement (the "Implementation Services") the Services. Certain responsibilities with respect to the Implementation Services may vary based on the implementation service tier and subscription tier Customer has purchased. Please refer to **Appendix A** for detailed information. The Implementation Services will be performed for the flat fee(s) listed in the associated Order and are invoiced one-time, on the Order Effective Date or the custom statement of work Effective Date (collectively the "Effective Date"), as applicable. Implementation Services typically do not require Optro to travel, however, if Customer requests that Optro travel, such travel and any related expenses will be mutually agreed by the Customer and Optro and then billed separately. The Services and all Implementation work are provided in U.S. English.

### **A. Implementation Services and Timeline**

1. CAS will implement the services specified in Appendix A in accordance with Optro's standard process described below in Table 1.
2. The Implementation Services only include, and Optro will only perform, the services explicitly listed herein. Any additional services (including, without limitation, additional data loads, training, custom reports, or changes to the configuration after the Launch Date) will be subject to Optro's standard Change Order process and may result in a corresponding, additional cost to Customer and/or delays to the schedule. The "Launch Date" is the date on which in-scope services have been delivered to Customer.
3. The creation of custom dashboards, development of custom integrations, and data migration of historical data (unless specifically listed in Appendix A) are excluded from the scope of the implementation.
4. If Implementation Services for multiple Customer teams or instances for the Services listed in the corresponding Order are provided under this SOW, the Implementation Services shall occur on a timeline reviewed and approved by Optro and Customer. Should Customer require Implementation Services for any additional teams of an existing Service or if additional teams or instance Implementation Services are found to be required, such Implementation Services shall be deemed an expansion of the original scope and will require expanded review, scoping requirements, and corresponding fees.
5. Optro will implement up to the number of "pricing units" included in Customer's Annual Subscription Fees of the applicable Order including, without limitation, "controls," "users," or other governing amounts.
6. Implementation Services will occur in one contiguous project timeline. Failure by Customer to perform any of its responsibilities listed herein (including providing prompt and full access to Customer's Optro instance), modifications to Optro's responsibilities listed, or delays or phased implementation that require design sessions or data loads, may result in delays to the project timeline, additional fees, and/or require a separate statement of work.
7. Services under this SOW shall be deemed complete on the earlier of: (i) the Launch Date or, (ii) the Service Term listed in the applicable table under Appendix A.
8. Implementation Services commence on the Effective Date and will expire in accordance with the applicable Service Term set forth in Appendix A (the "Expiration Date"). Implementation Services provided after the Expiration Date will be provided under a separate statement of work.
9. Any breach or termination of the Implementation Services shall not be considered a material breach or termination under the Subscription Agreement. Further, the parties agree that the aggregate Limitation of Liability for Implementation Services shall be tied to the fees paid or payable for the Implementation Services in the last 12 months and not the Services under the Order.

Table 1.

Phase	Estimated Timeframe*	Optro Responsibilities	Customer Responsibilities
<u>Initiation</u>	1 week	<ul style="list-style-type: none"> <li>• Create Customer's site in the production environment to include Optro's licensed features as of the Effective Date</li> <li>• Provide access to Customer's Optro site for secure file transfer and training resources</li> <li>• Conduct planning and kick-off meetings with Customer</li> <li>• Provide an overview of the implementation process</li> <li>• Document estimated project timeline and key milestone dates</li> </ul>	<ul style="list-style-type: none"> <li>• Designate a primary contact to serve as Optro's main point of contact for the Implementation Services</li> <li>• Ensure that the primary contact is responsible for the overall project, including Customer Responsibilities listed herein</li> <li>• Identify and include internal resources required for implementation</li> <li>• Complete Optro Academy online training</li> <li>• Confirm estimated project timeline and key milestone dates</li> <li>• Extract data needed for implementation from systems currently used, if applicable</li> <li>• Upload the sample data needed for implementation onto the secure site provided by CAS by agreed upon due date. Documentation or data should not be provided to Optro by any other means</li> </ul>
<u>Discovery</u>	1 week	<ul style="list-style-type: none"> <li>• Gain an understanding of Customer data structure and configuration requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Provide an overview of the company, team structure, key objectives, processes, and workflows</li> <li>• Provide a detailed walkthrough of the data provided and explain requirements</li> <li>• Complete design readiness assessment prior to design start</li> </ul>

<p><u>Design</u></p>	<p>2 - 3 weeks</p>	<ul style="list-style-type: none"> <li>• Create design examples in the production site with the data provided by Customer</li> <li>• Present default permissions options and gather Customer's user listing and team assignment</li> <li>• Conduct up to 2 design sessions to present the Optro site to Customer and gather feedback. Additional design sessions may be scheduled if mutually agreed. Additional design sessions may impact the project schedule and project completion date</li> <li>• Make mutually agreed configuration changes based on Customer's feedback</li> <li>• After Customer's feedback is incorporated, conduct up to 1 design confirmation session to present the design examples, if applicable</li> </ul>	<ul style="list-style-type: none"> <li>• Participate in design sessions and provide feedback along with revised data and requirements needed for design within reasonable turnaround time (max 5 business days)</li> <li>• Approve site design prior to data load and Configuration phase</li> <li>• Complete Optro templates with data and configuration expected for soft launch, if applicable</li> </ul>
<p><u>Configure</u></p>	<p>2 weeks</p>	<ul style="list-style-type: none"> <li>• If applicable based on Service tier, migrate Customer's data onto Customer's production site based on the agreed upon design and configuration requirements</li> <li>• Enable applicable integrations and/or provide API documentation for custom integrations</li> <li>• Create user accounts based on agreed upon roles and permissions requirements</li> <li>• If requested by Customer, production site data will be copied to a sandbox site for testing purposes. This sandbox site is available until project completion, unless Customer has purchased a permanent sandbox environment**</li> </ul>	

<u>Test</u>	2 - 5 weeks	<ul style="list-style-type: none"> <li>• Activate selected user accounts</li> <li>• Communicate a summary of the implementation activities and any outstanding items</li> <li>• Conduct site review and training with Customer. Site review and training sessions can be recorded by CAS and made available to Customer for future use</li> <li>• Support Customer's reasonable review of the Service configuration to confirm Optro's completion of the responsibilities listed</li> <li>• Make mutually agreed configuration changes identified during Customer's review</li> </ul>	<ul style="list-style-type: none"> <li>• Review resources on Optro Academy and Help Center prior to site review and training</li> <li>• Ensure necessary resources attend the site review and training</li> <li>• Conduct testing of site and report issues and provide feedback within reasonable turnaround time (max 5 business days)</li> </ul>
<u>Launch</u>	1 - 2 days	<ul style="list-style-type: none"> <li>• Introduce Optro Support and Customer Engagement to Customer. Support and Customer Engagement will be responsible for addressing subsequent questions, requests, and/or issues from Customer after completion of Implementation Services</li> </ul>	<ul style="list-style-type: none"> <li>• Provide formal confirmation that Optro has completed all of its tasks and responsibilities as set forth herein and Implementation Services are complete</li> </ul>
<u>Post Implementation</u>		None	<ul style="list-style-type: none"> <li>• Configure and maintain user accounts and permissions</li> <li>• Adjust module settings</li> <li>• Review release notes for new features</li> <li>• Create and maintain data and configurations, including but not limited to: dashboards, integrations, workflows, and templates</li> <li>• Launch projects, as applicable</li> <li>• Define and measure ongoing success and optimizes Optro usage</li> </ul>

*\*Estimated time frames are subject to change due to the complexity of the project.*

*\*\* Sandbox environment is not available for the AI Governance module.*

## **B. Data**

1. Data will be loaded into the production site only.
2. During implementation, Customer is responsible for tracking changes to data provided for implementation.
3. All data provided to Optro for use in the Service must be structured data which is suitable for mass uploading and does not require aggregation or manipulation by Optro. For example: data from individual test sheets will not be migrated to controls on an individual basis by Optro.
4. Customer is responsible for completeness and accuracy of all data provided. After the data load and configuration, Customer is responsible for loading additional data and performing data updates using Optro's inherent features for performing these tasks.

## **C. Communication**

1. The Implementation Services will be facilitated virtually via web conference, electronic communications, and collaboration software and will not be performed at Customer's office locations.
2. All services and communications delivered by Optro will be in U.S. English.
3. Optro's normal business hours for Implementation Services and virtual Instructor-led training are 8:30 a.m. to 5:00 p.m. Pacific Time or Eastern Time (depending on Customer's time zone), Monday through Friday, excluding all U.S. legal holidays. Requests to accommodate alternate time zones will be at Optro's discretion and subject to resource availability.
4. Virtual instructor-led training hours are 8:30 a.m. to 5:00 p.m. Central Time or 8:30 a.m. to 5:00 p.m. GMT (depending on Customer's time zone), excluding all U.S. or U.K. legal holidays, as applicable.
5. All virtual instructor-led training hours must be used within 60 days of Service Term as stated in Appendix A.

## **D. Terms Specific to Modules**

1. For Controls Management (previously SOXHUB), RegComply, and CrossComply Services: Optro will not recreate or reformat content such as narratives, flowchart diagrams, policies, or other documentation for Customer.
2. For Controls Management (previously SOXHUB), RegComply, and CrossComply Services: Optro will not link narratives or policies unless such services are specifically purchased. Optro and Customer to mutually agree upon the number of documents to be linked and timeline of the linking.
3. For AI Governance Services: Optro's implementation support for AI Governance content is limited to explanation of the content and its intended use within the platform. Implementation services do not provide guidance on how such content should be applied, interpreted, or relied upon for compliance, legal, or risk management purposes.

## **E. Disclaimers**

1. Optro is not engaged in rendering auditing, accounting, legal, or other professional or expert advice. If requested by Customer, CAS may be able to provide recommendations based on software configuration settings observed by Optro, but all decisions about adopting such recommendations are at the sole discretion of the Customer.
2. Optro will not undertake or perform, and Customer will not request that Optro undertake or perform, any obligations of Customer, whether regulatory or contractual, assume any responsibility for the management of Customer's compliance, risk, internal audit, or Sarbanes-Oxley functions, form part of Customer's internal control structure relating to the preparation of regulatory compliance or financial reporting or act, or be requested to act by Customer, in such a way as to create an impression that Optro is a member of Customer's management or an employee of Customer.
3. Optro will not provide any third-party copyrighted content, which includes, without limitation, risk assessment frameworks, audit programs, and control frameworks, unless specifically included in the applicable Service. In which case, any additional passthrough terms shall be included either in Customer's instance or in the Service Specific Licensing Terms referenced in Order for Customer to accept. If necessary, Customer is expected to procure the rights to such contents and provide them to Optro.
4. Active issues are issues that have not been remediated as of the contract date of the implementation services, unless an alternative date is mutually agreed upon by the customer and the implementation team.
5. Upload of active issue data does not include attachments, comments, or workflow date stamps.

## **F. Change Process**

1. Changes to the configuration, role, and team-based access set up, and mass data uploads requested after the data

load and configuration may require a change order and may impact implementation timeline.

2. Any delays in Customer responsibilities, feedback, or review of the Services configuration may cause a delay to the overall timeline and may require a change order.

3. In the event of any change that impacts scope, schedule, or cost of the Implementation Services, upon becoming aware of such change, Optro shall notify Customer and work with Customer to obtain a change order prior to implementation of any adjustments to scope, schedule, or costs of the Implementation. If a change is requested by Customer, the primary contact will notify Optro of the requested change. Optro will, promptly after receipt of the change request, provide Customer, by completing and submitting to Customer for review and approval the form of change order, with a cost estimate and timeline impact, if any, for the requested change. If the proposed change order is approved by Customer, upon execution by each party's authorized signatory, it shall become a change order under this SOW and the SOW shall continue as amended by such change order. Optro will implement the applicable change in accordance with the change order, provided that Optro's implementation of the change shall not delay the performance of Services or delivery of a task not reasonably affected by such change. Work performed by Optro to prepare, analyze, or respond to a change request shall not be chargeable to Customer under this SOW.

## Appendix A

<b>Controls Management (previously SOXHUB)</b>	<b>Essentials</b>	<b>Professional</b>	<b>Advanced</b>	<b>Elite</b>
<b>Project Team</b>				
Project Lead	✓	✓	✓	✓
Technical Lead		✓	✓	✓
Project Advisor				✓
<b>Design &amp; Configuration</b>				
Current year control data upload <sup>1</sup>		✓	✓	✓
Upload narratives/flowcharts		✓	✓	✓
Link narratives/flowcharts <sup>2</sup>			✓	✓
Configuration of permissions	✓	✓	✓	✓
WorkStream survey template modification		✓	✓	✓
WorkStream custom survey configuration		2 templates	5 templates	All major use cases
Active issues data upload		✓	✓	✓
Historical Issue Data Upload				Up to 7 years
Optro template(s)	Not Applicable	Mandatory	Mandatory	Mandatory
<b>Training</b>				
Optro Academy	✓	✓	✓	✓
Site review session	✓	✓	✓	✓
Virtual instructor-led training <sup>5</sup>			4 hours	6 hours
<b>Technical</b>				
SSO setup	✓	✓	✓	✓
<b>User Acceptance Testing Support</b>				
# of weeks of support	2	3	3	5
<b>Service Term</b>				
Expiration from Effective Date	3 months	6 months	6 months	6 months

<sup>1</sup> Data upload can be purchased as an add-on service for Essentials tier subscription packages.

<sup>2</sup> Narrative linking: For Advanced and Elite tier subscription packages, Optro will link up to 100 narratives or perform 40 hours worth of work, whichever occurs first; requests to link additional narratives or for additional hours above the stated limits are subject to Optro resource availability. Narrative linking may be purchased as an additional service for all other subscription packages.

<b>OpsAudit</b>	<b>Essentials</b>	<b>Professional</b>	<b>Advanced</b>	<b>Elite</b>
<b>Project Team</b>				
Project Lead	✓	✓	✓	✓
Technical Lead		✓	✓	✓
Project Advisor				✓
<b>Design &amp; Configuration</b>				
Audit Program Template configuration		✓	✓	✓
Audit Universe upload <sup>1</sup>		✓	✓	✓
Risk assessment template configuration		2 templates	5 templates	All major workflows
Historical risk assessment score upload		1 year	2 years	3 years
Risk and Control data upload			✓	✓
Configuration of permissions	✓	✓	✓	✓
WorkStream survey template modification		✓	✓	✓
WorkStream custom survey configuration		2 templates	5 templates	All major workflows
Active issues data upload		✓	✓	✓
Historical Issue data upload				Up to 7 years
Optro template(s)	Not Applicable	Mandatory	Mandatory	Mandatory
<b>Training</b>				
Optro Academy	✓	✓	✓	✓
Site review session	✓	✓	✓	✓
Virtual instructor-led training			4 hours	6 hours
<b>Technical</b>				
SSO setup	✓	✓	✓	✓
<b>User Acceptance Testing Support</b>				
# of weeks of support	2	3	3	5
<b>Service Term</b>				
Expiration from Effective Date	3 months	6 months	6 months	6 months

<sup>1</sup> Data upload can be purchased as an add-on service for Essentials tier subscription packages.

<u>RiskOversight</u>	<u>Essentials</u>	<u>Professional</u>	<u>Advanced</u>	<u>Elite</u>
<b>Project Team</b>				
Project Lead	✓	✓	✓	✓
Technical Lead		✓	✓	✓
Project Advisor				✓
<b>Design &amp; Configuration</b>				
Risk data upload <sup>1</sup>		✓	✓	✓
Control data upload			✓	✓
Risk assessment template configuration	1 template	2 templates	3 templates	5 templates
Historical risk score upload		1 year	2 years	3 years
RCSA historical risk score upload			1 year	1 year
Configuration of permissions	✓	✓	✓	✓
WorkStream survey template modification		✓	✓	✓
WorkStream custom survey configuration		2 templates	5 templates	All needed for major workflows
Active issues data upload		✓	✓	✓
Historical Issue Data Upload				Up to 7 years
Optro template(s)	Not Applicable	Mandatory	Mandatory	Mandatory
<b>Training</b>				
Optro Academy	✓	✓	✓	✓
Site review session	✓	✓	✓	✓
Virtual instructor-led training <sup>4</sup>			4 hours	6 hours
<b>Technical</b>				
SSO setup	✓	✓	✓	✓
<b>User Acceptance Testing Support</b>				
# of weeks of support	2	3	3	5
<b>Service Term</b>				
Expiration from Effective Date	3 months	6 months	6 months	6 months

<sup>1</sup> Data upload can be purchased as an add-on service for Essentials tier subscription packages.

<b>Scenario Planning</b>	
<b>Project Team</b>	
Project Lead	✓
Technical Lead	✓
<b>Design &amp; Configuration</b>	
Configuration of permissions	✓
Optro template(s)	Mandatory
<b>Training</b>	
Optro Academy	✓
Site review session	✓
<b>User Acceptance Testing Support</b>	
# of weeks of support	1
<b>Service Term</b>	
Expiration from Effective Date	3 months

<b>CrossComply</b>	<b>Essentials</b>	<b>Professional</b>	<b>Advanced</b>	<b>Elite</b>
<b>Project Team</b>				
Project Lead	✓	✓	✓	✓
Technical Lead		✓	✓	✓
Project Advisor				✓
<b>Design &amp; Configuration</b>				
Current year framework and control data upload <sup>1</sup>		✓	✓	✓
Upload policies		✓	✓	✓
Link policies <sup>2</sup>			✓	✓
Configuration of permissions	✓	✓	✓	✓
WorkStream survey template modification		✓	✓	✓
WorkStream custom survey configuration		2 templates	5 templates	All major workflows
Active issue data upload		✓	✓	✓
Historical Issue Data Upload				Up to 7 years
Optro template(s)	Not Applicable	Mandatory	Mandatory	Mandatory
<b>Training</b>				
Optro Academy	✓	✓	✓	✓
Site review session	✓	✓	✓	✓
Virtual instructor-led training <sup>4</sup>			4 hours	6 hours
<b>Technical</b>				
SSO setup	✓	✓	✓	✓
<b>User Acceptance Testing Support</b>				
# of weeks of support	2	3	3	5
<b>Service Term</b>				
Expiration from Effective Date	3 months	6 months	6 months	6 months

<sup>1</sup> Data upload can be purchased as an add-on service for Essentials tier subscription packages.

<sup>2</sup> Policy linking: For Advanced or Elite tier subscription packages, Optro will link up to 100 policies or perform 40 hours worth of work, whichever occurs first; requests to link additional policies or for additional hours above the stated limits are subject to Optro resource availability. Policy linking may be purchased as an additional service for all other subscription packages.

<b>Third-Party Risk Management</b>	<b>Essentials</b>	<b>Professional</b>	<b>Advanced</b>	<b>Elite</b>
<b>Project Team</b>				
Project Lead	✓	✓	✓	✓
Technical Lead		✓	✓	✓
<b>Design &amp; Configuration</b>				
Current year vendor data upload <sup>1</sup>		✓	✓	✓
TPRM questionnaire template configuration		2 templates	5 templates	All major use cases
Configuration of permissions	✓	✓	✓	✓
Active issue data upload		✓	✓	✓
Historical Issue Data Upload				Up to 7 years
Optro template(s)	Not Applicable	Mandatory	Mandatory	Mandatory
<b>Training</b>				
Optro Academy	✓	✓	✓	✓
Site review session	✓	✓	✓	✓
<b>Technical</b>				
SSO setup	✓	✓	✓	✓
<b>User Acceptance Testing Support</b>				
# of weeks of support	2	3	3	5
<b>Service Term</b>				
Expiration from Effective Date	3 months	6 months	6 months	6 months

<sup>1</sup> Data upload can be purchased as an add-on service for Essentials tier subscription packages.

<u>ESG</u>	<u>Essentials</u>	<u>Professional</u>
<b>Project Team</b>		
Project Lead	✓	✓
Technical Lead		✓
<b>Design &amp; Configuration</b>		
Current year topic data upload <sup>1</sup>		✓
Quantitative Metric data upload <sup>1</sup>		Up to 3 years
Qualitative Metric questionnaire configuration		Up to 10 questionnaires
Framework data upload <sup>1</sup>		✓
Materiality assessment template configuration		3 templates
Historical materiality assessment load <sup>1</sup>		1 year
Configuration of permissions	✓	✓
WorkStream survey template modification		✓
Active issues data upload		✓
WorkStream custom survey configuration		2 templates
Optro template(s)	Not Applicable	Mandatory
<b>Training</b>		
Optro Academy	✓	✓
Site review session	✓	✓
<b>Technical</b>		
SSO setup	✓	✓
<b>User Acceptance Testing Support</b>		
# of weeks of support	2	3
<b>Service Term</b>		
Expiration from Effective Date	3 months	6 months

<sup>1</sup> Data upload can be purchased as an add-on service for Essentials tier subscription packages.

<b>IT &amp; Cyber Risk Management (previously IT Risk Management)</b>	<b>Essentials</b>	<b>Professional</b>
<b>Project Team</b>		
Project Lead	✓	✓
Technical Lead		✓
<b>Design &amp; Configuration</b>		
Current year Risk data upload <sup>1</sup>		✓
Risk assessment template configuration <sup>2</sup>		2 templates
Configuration of permissions	✓	✓
WorkStream survey template modification		✓
WorkStream custom survey configuration		2 templates
Active issues data upload		✓
Optro template(s)	Not Applicable	Mandatory
<b>Training</b>		
Optro Academy	✓	✓
Site review session	✓	✓
<b>Technical</b>		
SSO setup	✓	✓
User Acceptance Testing Support		
# of weeks of support	2	3
<b>Service Term</b>		
Expiration from Effective Date	3 months	6 months

<sup>1</sup> Data upload can be purchased as an add-on service for Essentials tier subscription packages.

<sup>2</sup> Assessment Template Configuration: For Professional subscription packages, Optro will configure up to 2 custom assessment templates (above and beyond the included standard templates).

<b>RegComply</b>	<b>Essentials</b>	<b>Professional</b>
<b>Design &amp; Configuration</b>		
Current year control data upload <sup>1</sup>		✓
Upload policies		✓
Configuration of permissions	✓	✓
WorkStream survey template modification		✓
WorkStream custom survey configuration		2 templates
Active issues data upload		✓
Optro template(s)	Not Applicable	Mandatory
<b>Training</b>		
Optro Academy	✓	✓
Site review session	✓	✓
<b>Technical</b>		
SSO setup	✓	✓
<b>User Acceptance Testing Support</b>		
# of weeks of support	2	3
<b>Service Term</b>		
Expiration from Effective Date	3 months	6 months

<sup>1</sup>Data upload can be purchased as an add-on service for Essentials tier subscription packages.

<u>Accelerate</u>	<u>Essentials</u>	<u>Professional</u>	<u>Professional Plus</u>
<b>Project Team</b>			
Project Lead	✓	✓	✓
Technical Lead	✓	✓	✓
<b>Design &amp; Configuration</b>			
Walkthrough of 1 analytics template workflow	✓	✓	✓
Integration installation assistance	✓	✓	✓
Support for # of workflows	1	3	3
Configuration of permissions	✓	✓	✓
<b>Training</b>			
Optro Academy	✓	✓	✓
Site review session		✓	✓
<b>User Acceptance Testing Support</b>			
# of weeks of support	2	3	3
<b>Service Term</b>			
Expiration from Effective Date	3 months	3 months	3 months

<b>Automated Security Questionnaires</b>	
<b>Project Team</b>	
Project Lead	✓
<b>Design &amp; Configuration</b>	
Configuration of permissions	✓
Optro template(s)	Mandatory
<b>Training</b>	
Optro Academy	✓
Site review session	✓
<b>Technical</b>	
SSO setup	✓
<b>User Acceptance Testing Support</b>	
# of weeks of support	1
<b>Service Term</b>	
Expiration from Effective Date	3 months

<b>AI Governance</b>	<b>Essentials</b>
<b>Project Team</b>	
Project Lead	✓
Technical Lead	✓
<b>Design &amp; Configuration</b>	
Intake template configuration	✓
Configuration of permissions	✓
Optro template(s)	Mandatory
<b>Training</b>	
Optro Academy	✓
Site review session	✓
<b>Technical</b>	
SSO setup	✓
<b>User Acceptance Testing Support</b>	
# of weeks of support	2
<b>Service Term</b>	
Expiration from Effective Date	3 months

<b>Business Continuity Management (BCM)</b>	<b>Professional</b>
<b>Project Team</b>	
Project Lead	✓
Technical Lead	✓
<b>Design &amp; Configuration</b>	
Business process library data upload	✓
Business Impact Analysis template	1 template
Business Continuity Plan template	1 template
Configuration of permissions	✓
Active issue data upload	✓
Optro template(s)	Mandatory
<b>Training</b>	
Optro Academy	✓
Site review session	✓
<b>Technical</b>	
SSO setup	✓
<b>User Acceptance Testing Support</b>	
# of weeks of support	3
<b>Service Term</b>	
Expiration from Effective Date	6 months