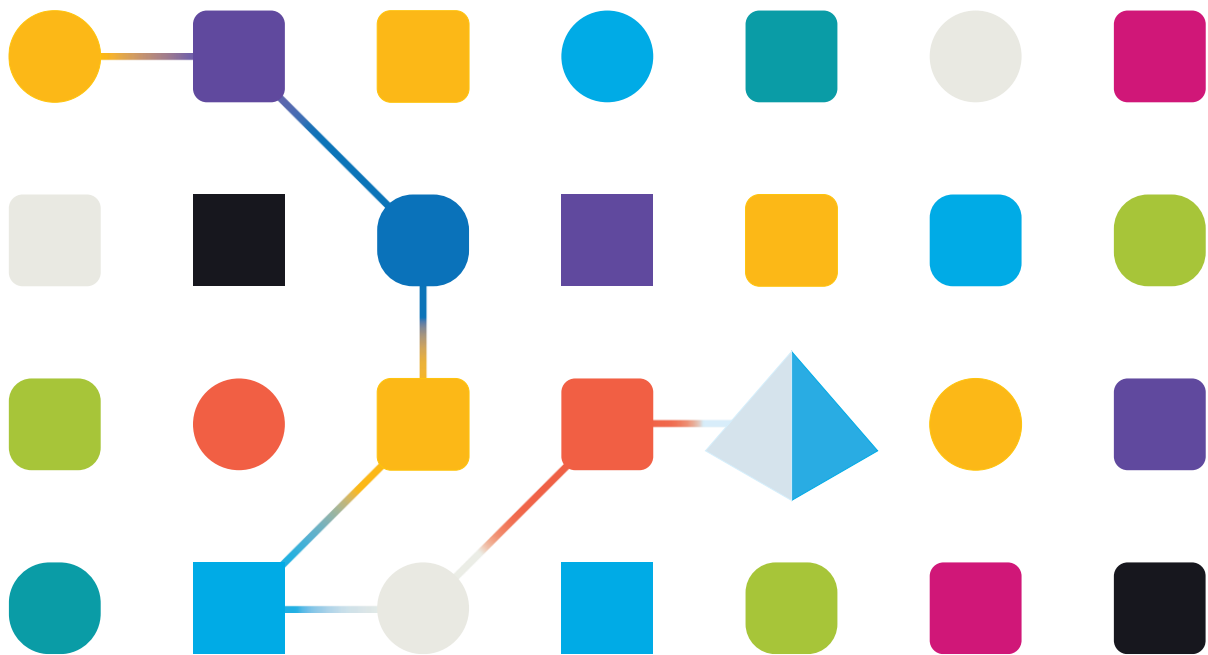


Gcloud 14 Service Definition Document

Robotic Operating Model (ROM2) Assessment

Learn the optimal approach to mastering the foundational elements critical for establishing a robust, secure and scalable intelligent automation (IA) program within your organization



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Contents

1. Robotic Operating Model (ROM2) Assessment.....	2
1.1. Overview	2
1.2. Service Description	2
1.3. Service Features	3
1.4. Service Benefits	3
1.5. Customer Responsibilities	3
1.5.1. ROM2 Assessment.....	3
1.5.2. BQA.....	3
1.5.3. Technical Infrastructure Assessment	4
1.6. Service Management	4
1.7. Service Levels	5

1. Robotic Operating Model (ROM2) Assessment

1.1. Overview

The ROM™ Assessment is a deep dive into your organization's implementation, adoption, and successful execution of what should be in place for an organization to be successful and scale Intelligent Automation. This is based on how the COE activities align with the five foundations of the Robotic Operating Model, which has been created and evolved from how different successful automation programs are built and run.

1.2. Service Description

The ROM™ Assessment evaluates your maturity and alignment against industry standards & best practices, identifies areas for additional training or upskilling of staff, and provides guidance to the team on efficiency methods that can maximize return on investment. Based on the plans for the next 6 to 18 months, guidance will also be provided about what needs to evolve within the COE to achieve those goals.

As part of the ROM™ Assessment, SS&C Blue Prism Professional Services will review several key components of the Customer's Blue Prism governance, pipeline, delivery and support capabilities. SS&C Blue Prism recommends that all key parties, including the Customer (and Customer's selected partner), are actively involved in the assessments.

The ROM™ Assessment will focus on reviewing the key components of your automation program and will form part of the scope of this service. SS&C Blue Prism will:

- Measure the maturity of your automation capability and deliver a ROM Assessment report.
- Review the existing operating model by examining the following:
 - automation strategy and governance framework and how it is aligned with the organization's vision.
 - organizational model and the roles and skills within your automation program.
 - delivery methodologies geared towards prioritizing the creation of value at an accelerated pace.
 - implementation of best practices to help ensure the deployment of reliable, repeatable, and scalable process automations and a robust approach to operations.
 - approach to process identification to help drive greater opportunities for automation across your organization.

SS&C Blue Prism will provide high-level recommendations based on the findings of the assessment, and we will review, highlighting how implementing the recommendations will positively impact your automation program.

The output will be a ROM™ Assessment report outlining alignment levels with the ROM2™, and recommendations for any further improvements to help you achieve your strategic goals.

SS&C Blue Prism Professional Services will also perform a Build Quality Assessment (BQA) and a Technical Infrastructure Assessment (TIA) as part of the overall ROM™ Assessment. The results of which feed into the overall ROM Assessment report, and we will also deliver separate reports that details the results of the BQA and TIA.

The Build Quality Assessment (BQA) will focus on the following key aspects of automation development as evaluated through the examination of one of your existing Blue Prism automations: Scalability, Reusability, Robustness, Maintainability, and Efficiency. The objectives of the BQA are:

- Better design decisions for improved development delivery time and potential incremental gains for Digital Worker utilization.
- Improved design and build methods to deliver more robust process.
- Alignment to best practices for efficiencies, stability, and resilience.
- Recommendations for process automation enhancements and performance improvements.
- Guidance for training and enablement to upskill your automation team.
- Steps, where necessary, to move your Delivery Methodology toward greater maturity.

The Technical Infrastructure Assessment (TIA) will focus on the following key components and will form part of the review's scope: Hardware, Operating System, Configuration, Virtualization and Security of the Blue Prism infrastructure. We will also perform a detailed review of the components separately, including:

- SQL Server and Database, including Database configuration
- Application Server
- Development Clients and Control Room Clients
- Runtime Resources

SS&C Blue Prism will also review the scalability, disaster recoverability and general operation of the current infrastructure.

A TIA Report will be provided to you and a TIA Report Read-out Workshop will be scheduled with you to talk through the results. The TIA Report will provide recommendations for potential performance improvements.

This service also serves as an educational opportunity to ensure that best practices are integrated into your automation program moving forward. This ensures a consistent level of quality and continued benefits for you in the future.

1.3. Service Features

- Frictionless Automation of IT & Business Process.
- On Demand Hosted Robotic Process Automation (RPA).

1.4. Service Benefits

- Reduces operating costs.
- Instantly Scalable Resource on Demand

1.5. Customer Responsibilities

1.5.1. ROM2 Assessment

The customer is required to assign the necessary resources to meet project deliverables and milestones. Any delay in resource assignments by the customer could impact delivery timelines and may result in a change order and/or project schedule changes.

1.5.2. BQA

The customer will be required to engage with SS&C Blue Prism to select one automation from their current estate to be assessed by SS&C Blue Prism for the Build Quality Assessment. Once this has been

agreed, the full. bprelease file of the selected process/es and objects should be shared with the SS&C Blue Prism consultant for the Build Quality Assessment to then commence.

1.5.3. Technical Infrastructure Assessment

The Technical Infrastructure Assessment will be part of a collaborative working partnership across all parties including the client's advisory, consultancy, and delivery partners.

You will provision of up-to-date Blue Prism architecture documentation and any other relevant documentation to support the delivery of the TIA Service.

Appropriate resources and any third-party supplier/partner are available to support the completion of any Technical Infrastructure Assessment. Please note that it is the skill set that is important, and one person can have several roles.

- **Technical Architect:** A skilled individual with responsibility for or understanding of the Blue Prism platform. The Technical Architect will have administration rights for, or will be able to organise resources with administration rights for the infrastructure (hardware and software) that supports the Blue Prism software
- **Platform Administrator:** A skilled individual with responsibility for understanding infrastructure hardware/software requirements etc. System admin level of access required during the assessment.
- **Database Administrator:** A competent DBA, with responsibility of ensuring that the any Database requirements are met and that the database technology is deployed to vendor and Blue Prism best practice. System admin level of access required during the assessment.
- **Network Administrator:** A skilled individual with responsibility for understanding networking requirements etc.
- **Information Security:** A skilled individual with responsibility for understanding Security requirements etc.

1.6. Service Management

Customer service for the platform is provided between the hours of 09.00hrs and 17.00hrs - Monday to Friday.

“Production” and “Business Critical” service offerings are available; however, these carry an incremental service charge, further details can be found within the published Pricing Document.

Onsite support can be provided, however does not form part of the standard service level agreement.

Production Support:

This includes access to a full database of online enablement and training resources; our Community Support pages as well as 5 hours of Knowledge Support Calls. Customers have the ability for us to 10 nominated contacts to open cases using the customer support portal plus guaranteed phone and email support during working hours (07.00 – 19.00 Mon-Fri) for the country of purchase. For urgent issues (P1), our support staff will respond within one hour. You will also receive a full onboarding of our online support resources from our dedicated Support Staff Members.

Business Critical Support:

Business Critical Support is an enhanced level of support that meets the needs of customers who have deployed business-critical automations, guaranteeing 24/7 support and availability as well as enhanced response times and resolution SLAs. You will also receive 10 hours of Knowledge Support included. In addition to quarterly meetings and regular reviews of your outstanding support cases, you will benefit from

a designated support team who will be familiar with the specifics of your deployment and can quickly provide customised support to ensure that you are receiving the maximum benefit and success from your SS&C Blue Prism Investment.

A detailed breakdown of the support within each Support level is below;

	Production	Business-Critical
Knowledge Support Calls	5hrs	10hrs
Support Relationship Manager	-	Yes
Incident Manager	Yes	Yes
Live Chat	-	Yes
EOL Support Extension	-	12 Months
P1 Issue Target Resolution SLA	-	12hrs
P1 Response SLA	1hr	30min
P2 Issue Target Resolution SLA	-	36hrs
P2 Issue Response SLA	4hrs	2hrs
Nominated Contacts	10	50
Support Hours	7am to 7pm – Monday-Friday	24/7 (P1), 24/5 (P2-4)
Digital Support Access	Yes	Yes
New Releases	Yes	Yes
Maintenance Releases	Yes	Yes
eLearning	Yes	Yes
Community Participation	Yes	Yes

1.7. Service Levels

The Service Level Agreement priorities are:

- P1 -The entire Software is not working on the Buyer's production system due to a critical issue.
- P2 - A substantial part of the Software is not working on the Buyer's production system, and there is no viable workaround.
- P3 - There are one or more issues that are causing inconvenience, but the software is substantially working or a workaround has been provided.
- P4 - There is a minor issue or a suggestion for a change in functionality or appearance of the software.

Class	Response Time	Resolution Time
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Priority 1	Response within one hour.	SS&C Blue Prism will use Continuous Effort, within Service Hours, to resolve the Fault within 12 Service Hours.
Priority 2	Response within three hours.	Fault resolved by the end of the following three Business Days.
Priority 3	Response within one Business Day	Bug fix scheduled for the next available release.
Priority 4	SS&C Blue Prism shall consider such issues or requests in the light of other Buyer requirements and will advise what action will be taken to address the issue.	

Availability Service Level

1 Definitions

Actual Uptime shall mean the total minutes in the reporting month that the Blue Prism Cloud Services was actually available to Authorised Users for normal use.

Maintenance Downtime shall mean the total minutes in the reporting month during which Blue Prism shall maintain the Blue Prism Cloud Services, as notified at least 48 hours in advance to the Customer.

Emergency Downtime shall mean the total minutes in the reporting month during which the Blue Prism Cloud Services shall be unavailable in order to resolve a critical issue.

Scheduled Downtime shall mean the total minutes in the reporting month represented by the Maintenance Downtime plus Emergency Downtime.

Scheduled Uptime shall mean the total minutes in the reporting month less the total minutes represented by the Scheduled Downtime.

2 Service Level Standard

a. Blue Prism Cloud Services will be available to Customer for normal use no less than 99.9% of the Scheduled Uptime.

3 Calculation

a. $(\text{Actual Uptime} / \text{Scheduled Uptime}) * 100 = \text{Percentage Uptime}$ (as calculated by rounding to the second decimal point)

4 Performance Credit

a. Where Percentage Uptime is equal to or greater than 99.9%, no service credit will be due to Customer.

b. Where Percentage Uptime is less than 99.9%, Customer shall be due a service credit.

c. The service credit shall be in the amount of 5% of the monthly subscription fee (if the subscription fee is invoiced annually, the monthly fee is calculated by dividing the annual fee by twelve; the service credit is as calculated on a monthly basis for the reporting month).

d. The service credit shall increase by a further 5% for each full 1% reduction in Percentage Uptime, up to a maximum of 15%.

5 Example Calculation

a. Assuming reporting month is February (41,760 minutes).

b. Assuming a single Maintenance Window from Midnight to 2:00 a.m. (equals Scheduled Downtime of 120 minutes) during the month.

c. Scheduled Uptime equals 41,640 minutes (total minutes of 41,760 less 120 minutes of Scheduled Downtime).

d. Assuming Actual Uptime of 41,140 minutes. A Percentage Uptime is calculated as follows: $(41,140 / 41,640) * 100 = 98.8\%$.

e. The threshold of 99.9% less the Percentage Uptime of 98.8% = 1.1%.

f. The difference is greater than a 1% reduction therefore, Customer is due 10% of the monthly subscription fee as a service credit.