



Box

Cloud Content Management

Terms and Conditions – Box Consulting
G-Cloud Framework 15



Consulting Services: Box Consulting Hours

Service Overview

Box Consulting Hours ("BCH") are hours provided by Box Consulting and purchased by a Customer for the purposes of implementing or optimizing the Box Service and usage thereof.

Key Project Scope

Box and Customer will work jointly to determine how hours will be allocated. Hours are consumed as used and can apply to any activity related to topics at hand including research, guidance, meetings, phone calls, emails, and more.

Box Consulting Hours are for Customers that require assistance with:

- Identifying and solving pain points which are hindering adoption and scale
- Adjusting Box configuration or setup to reflect a business change or opportunity
- Architecting and designing custom applications and integrations, particularly as it relates to scale considerations based on Box best practices
- Implementing new features, technical guidance, enhancing workflows, and improving user adoption
- Extending and/or complementing another Box Consulting engagement

Box Consulting Hours can provide customers with:

- Flexibility on engaging with Box Consulting expertise on an array of topics
- Hyper-care coverage and extended assistance with go-live and cutover processes
- Additional skilled resources to complete tasks in relation to Box

Box Consulting Services requires the Customer to provide availability of Customer execution resources. Customer resources will partner with the following Box Consulting experts on the Box Consulting Hours.

- Project Manager
- Solutions Architect
- Implementation Consultant
- Technical Consultant
- Education Consultant
- Change Management Consultant



BCH Redemption Process

If a Customer purchases BCH from Box directly:

- Box will send an email to the person(s) listed as the contact for the Box account and/or identified Customer execution resource
- The email will include all key information for Customer's use of BCH, including account balance, redemption process, etc.
- Once Consulting Services scope has been determined, Customer and the Box Consulting team will leverage the appropriate change order process (as described in the 'Requirements; Change Orders' section below) to define the scope of work for the BCH redemption
- Once an authorized Box signatory and Customer signatory agree in writing to a defined scope of work per the change order process, it will effectuate the ordering of the applicable Consulting Services
- The Customer will not be able to redeem hours after the purchased hours have expired
- Refer to the below terms and conditions to understand the BCH expiration policies based on hours purchased per transaction

If Customer purchases BCH through a Reseller:

- Box will contact Customers either directly or via the Reseller to discuss and scope the Consulting Services
- Once Consulting Services scope has been determined, Customer and the BC team will leverage the appropriate change order process (as described in the 'Requirements; Change Orders' section below) to define the scope of work for the BCH redemption
- Once an authorized Box signatory and Customer signatory agree in writing to a defined scope of work per the change order process, it will effectuate the ordering of the applicable Consulting Services
- The Customer will not be able to redeem hours after the purchased hours have expired
- Refer to the below terms and conditions to understand the BCH expiration policies based on hours purchased per transaction

Additional BCH will need to be purchased by Customer in advance of the performance of the Consulting Services in the event there are insufficient BCH are in Customer's BCH account to fully fund such Consulting Services.



Terms & Conditions

General: Box Consulting Hours package is available to Box Customers who have purchased the Box Consulting Hours package via an order form with Box or an authorized Box Reseller ("Order"). The Box Consulting Hours package purchase shall be governed by the terms and conditions of such Order (and the Box Service Agreement or other agreement referred to in the Order) and this Box Consulting Hours package datasheet. In the event of any inconsistency or conflict between the terms and conditions of the Order and this Box Consulting Hours package datasheet, the terms and conditions of the Order shall govern and control.

Resources: While the Box Consulting team will be there to help the Customer's team with the necessary information and recommendations to help make the engagement successful, the Customer will be required to have the proper resources identified internally during the delivery of the Box Consulting Hours package.

Requirements; Change Orders: If the quantity of Box Consulting Hours is less than 100 hours, the Box Consulting Hours package expires 90 days from the applicable Order's Service Start Date.

If the quantity of Box Consulting Hours is 100 hours or above, the Box Consulting Hours package expires 365 days from the applicable Order's Service Start Date.

Customer is expected to provide timely access to a project lead for scheduled meetings and access to any Customer resources needed to complete the Box Consulting Hours package project. Any delay on the part of the Customer to provide the necessary resources shall not extend Box's obligation beyond the 90-day expiration timeline. Any changes to the scope of services or the fees shall be subject to the following change order process: <https://cloud.box.com/v/ConsultingServices-ChangeOrder>.

Box Consulting Additional Terms and Conditions: The following terms shall apply to Customer's purchase of Box Consulting Hours package to the extent not already addressed in the Order:

Box shall own all rights, title, and interest in and to the documentation, templates, training materials, recordings and other items (collectively the "Box Materials") Box may provide to Customer as part of the Consulting Services (including any intellectual property rights therein but excluding any Customer Confidential Information and Customer logos and trademarks that may be included in the Box Materials, collectively, "Customer Property"). Box shall have the right to use any such Customer Property solely for the purpose of providing Consulting Services to Customer as set forth hereunder. During the term specified in the applicable Order, Box hereby provides Customer with a royalty free, limited, non-exclusive, non-sub-licensable, non-transferable, and terminable license to use such Box Materials solely for Customer's internal operations in connection with its authorized use of the Box Service. Nothing herein shall be construed to assign or transfer any intellectual property rights in the proprietary tools, libraries, know-how, techniques and expertise ("Box Tools") used by Box to develop the Box Materials. Nothing herein shall be construed to assign or transfer any intellectual property rights in the Box Tools used by Box to develop the Box Materials, and to the extent such Box Tools are delivered with or as part of the Box Materials, they are licensed, not assigned, to Customer, on the same terms as the Box Materials.

In regard to Consulting Services only, Box warrants that: (a) it and each of its employees, consultants and subcontractors, if any, that it uses to provide and perform Consulting Services hereunder has the necessary knowledge, skills, experience, qualifications, and resources to provide and perform the Consulting Services; and (b) the Consulting Services will be performed for and delivered to Customer in a professional and



workmanlike manner. If through no fault or delay of Customer the Consulting services do not conform to the foregoing warranty, and Customer notifies Box within seven (7) days of Box's delivery of the Consulting Services, Box will re-perform the non-conforming portions of the Consulting Services at no cost to Customer.

The Customer is solely responsible for ensuring compliance with any applicable laws and regulations, and nothing contained herein will be deemed to be a representation that Box is ensuring Customer is in compliance with applicable laws or regulations.

Box agrees that: (i) it is acting as an independent contractor in performing its obligations hereunder and (ii) its personnel are not Customer's agents or employees for tax purposes or any other purposes whatsoever and are not entitled to any Customer employee benefits. None of Box's employees shall be deemed to be employees of Customer and Box shall be responsible for the following for its employees: reporting and payment of all wages, unemployment, social security, and other payroll taxes, including contributions from them when required by law.



Box Shuttle Advanced Migration Tooling

Service Overview

Box Shuttle Advanced Migration Tooling provides Customers with access to world class technology to help facilitate the analysis and migration of content (with permissions and version history) from a variety of source systems to Box.

Scope of Service

Box Shuttle Advanced Migration Tooling provides Customer with access to an expanded number of terabytes and source systems through Box Shuttle for Customer use to manage its own migrations to Box from the Order Effective Date through the Service Renewal Date of the underlying Order for the Box Service. **The Customer will be solely responsible for performing the migration(s).** In the event the Customer utilizes or plans to utilize the Box Shuttle Advanced Migration Tooling over and above the number of terabytes (units) purchased under this Order, Customer will be required to execute an Order for the anticipated expanded access required. The capabilities and scope of the migration software tool are detailed below. For the avoidance of doubt, Box Shuttle Advanced Migration Tooling service will be coterminous with the underlying Service Term for Customer's use of the Box Service and any terabytes of data purchased do not roll over to the new Service Term upon renewal or replacement of the underlying Service Term. As such all unused terabytes will be forfeited if not used.

Migration Software Tool

The migration software tool includes the following capabilities:

- Copy content from a wide list of source systems to Box through a single tool
- Robust source system analysis capabilities to prepare for move
- Migrate user and group permissions
- Map or re-map folder structure
- Migrate existing standard metadata and file version history
- Efficient migration driven by API call, WAN, and other optimizations
- Real-time migration reporting, visualization, and event monitoring

The migration software tool supports migrations from the following third-party source systems:

- Windows machines 2012 R2 and later (local hard drive or mapped Network Shares)
- SharePoint Online or SharePoint Server 2007, 2010, 2013, 2016, 2019
- Dropbox for Business
- OneDrive for Business
- Google Workspace
- Citrix ShareFile
- AWS FSx or S3
- Azure Files or Azure Blob Storage
- Google Cloud Platform Object Store



The migration software tool has the following parameters:

- Customer may use the migration software tool to manage its own migration of data, up to the number of terabytes (units) purchased on the Order
- Customer will receive expanded access to additional source system connectors (noted above) for the period from the Order Effective Date to the Service Renewal Date of this Order regardless of whether the Customer has migrated all terabytes of data.
- The terabytes of data purchased in the Order aggregated with the unused terabytes of data previously included with Customer's purchase of the Box Service during the Subscription Period represent the total amount terabytes the customer can access through the period of the Order. If Customer executed multiple Orders for additional Terabytes of Box Shuttle Advanced Migration Tooling during the same Service Renewal Date as this Order, those unused or additional Terabytes shall be aggregated with the total amount of terabytes the Customer can access through the Service Renewal Date. For the avoidance of doubt, any terabytes of data purchased do not roll over to the new Subscription Period upon renewal. As such all unused terabytes will be forfeited if not used.
- Box does not control or provide access to third party tools. The list provided above is accurate as of April 18, 2023 and is subject to change.



Additional Terms & Conditions

General: Box Shuttle Advanced Migration Tooling is available to Box customers who have purchased Box Shuttle Advanced Migration Tooling via an order form with Box or an authorized Box reseller ("Order"). The Box Shuttle Advanced Migration Tooling purchase shall be governed by the terms and conditions of such Order and this Box Shuttle Advanced Migration Tooling datasheet. In the event of any inconsistency or conflict between the terms and conditions of the Order and this Box Shuttle Advanced Migration Tooling datasheet, the terms and conditions of the Order shall govern and control.

First Party Software: Customer acknowledges that Box may utilize certain first party software in providing the Box Shuttle Advanced Migration Tooling to Customer.

Applicable Law: Customer is solely responsible for ensuring it is in compliance with any applicable laws and regulations, and nothing contained herein will be deemed to be a representation that Box is ensuring Customer is in compliance with applicable laws or regulations.

Contractual Relationship: Box agrees that: (i) it is acting as an independent contractor in performing its obligations hereunder and (ii) its personnel are not Customer's agents or employees for tax purposes or any other purposes whatsoever and are not entitled to any Customer employee benefits. None of Box's employees shall be deemed to be employees of Customer and Box shall be responsible for the following for its employees: reporting and payment of all wages, unemployment, social security, and other payroll taxes, including contributions from them when required by law.



Box Shuttle Managed Migration Service

Service Overview

Transitioning an existing content repository to a new system can feel like a daunting task. With Box Shuttle Managed Migration Service, Box Consulting does the heavy lifting for Customers so they can focus on running their business. The Box Shuttle Managed Migration Service migrates data to Customer's Box account with little effort required by the Customer.

Key Project Scope

With Box Shuttle Managed Migration Service, the Customer does not need to spend time or effort procuring a third-party migration tool or managing an ongoing self-served migration. Map your waterfall compliant user and group permissions to Box users and groups, or skip permissions entirely and start fresh. Box quickly migrates Customer content from the data source directly to Box on the Customer's behalf. Box remotely manages the migration, monitors progress, and provides reports detailing the results of the migration.

The Box Shuttle Managed Migration Service is intended for Customers that:

- Want Box to manage their end-to-end migration into Box
- Have content stored locally on a hard drive, in Network Shares, Dropbox for Business, OneDrive for Business, SharePoint Online, Egnyte, Sharefile, AWS, Azure, GCP, and/or FTP servers only
- Understand Box's Waterfall Permissions structure (see Terms and Conditions below) and are prepared to transform their current permissions to waterfall compliance, or skip migrating permissions altogether
- Can provide an environment with a modern Windows operating system, Internet access, and access to all source data locally or via network (for on-prem sources) OR administrative access to source account/tenant (for cloud-based sources)
- Have no more than 500 users with Content to migrate
- Have up to three (3) source systems, shares, or cloud admin accounts
- May optionally require advanced features like user and permissions mapping or folder structure transformation

Box Shuttle Managed Migration Service includes the following scope:

- Evaluate and assess migration content and readiness
 - Customer analyzes its data and defines the scope of users and sources for migration
 - Customer coordinates with Box Consulting to define the specific content for migration and the timeline
- Configure source and target environments and develop optional permissions map



- Box and Customer will work together to configure the necessary tools for content migration and necessary access to the source system and target Box account
 - Box will configure migration job(s) for each source share or account and run technical analysis, including current state snapshot of user/permissions map
 - Customer reviews permissions map and, if applicable, Customer modifies it to conform to the Box permissions model
- Execute migration
 - Box will run, monitor, and manage the over-the-wire migration to Customer's Box account
 - If applicable, Box can run delta synchronization jobs to capture changes which have occurred since the initial migration start date for actively modified content
- Final verification, delta migration, and completion
 - Box provides reports detailing the results of the migration



Terms & Conditions

General: Box Shuttle Managed Migration Service is available to Box customers who have purchased the Box Shuttle Managed Service package via an order form with Box or an authorized Box reseller ("Order"). The Box Shuttle Managed Migration Service consulting purchase shall be governed by the terms and conditions of such Order (and the Box Service Agreement or other agreement referred to in the Order) and this Shuttle Managed Migration Service datasheet. In the event of any inconsistency or conflict between the terms and conditions of the Order and this Shuttle Managed Migration Services datasheet, the terms and conditions of the Order shall govern and control.

First Party Software: Customer acknowledges that Box may utilize certain first party software in providing the Box Shuttle Self-Service to Customer.

Third Party Software: Customer acknowledges that Box may utilize certain third party software in providing the Box Shuttle Self-Service to Customer.

Migration Syncing: Depending on the volume and nature of the source data, migrations will be performed in one or multiple waves, not to exceed five (5) waves total. Each wave includes a first pass to migrate existing data from the source to Box and one subsequent pass to reflect changes made on the source environment between the first pass and the cutover date (ie. a delta synchronization).

Waterfall Permissions: Permissions levels in Box follow the waterfall design, where individuals only have access to the folder(s) they are invited into and any subfolders beneath it. This may differ from other permissioning models allowed by Customer source systems, potentially requiring permissions or folder structure changes as part of the migration. Customer is responsible for defining such changes if required. For more information, please go to "[Understanding Folder Permissions](#)" at support.box.com.

Requirements: The Box Shuttle Managed Migration Service package expires 90 days from the applicable Order's Service Start Date. Customer is expected to provide timely access to a project lead for scheduled meetings and access to any technical resources needed to complete the Box Shuttle Managed Migration project. Any delay on the part of Customer to provide the necessary resources shall not extend Box's obligation beyond the 90-day expiration timeline.

Box Consulting Additional Terms and Conditions: The following terms shall apply to Customer's purchase of Box Shuttle Managed Migration services to the extent not already addressed in the Order:

Box shall own all rights, title and interest in and to the documentation, templates, training materials, recordings and other items (collectively the "Box Materials") Box may provide to Customer as part of the consulting services (including any intellectual property rights therein, but excluding any Customer Confidential Information and Customer logos and trademarks that may be included in the Box Materials, collectively, "Customer Property"). Box shall have the right to use any such Customer Property solely for the purpose of providing the consulting services to Customer as set forth hereunder. During the term specified in the applicable Order, Box hereby provides Customer with a royalty free, limited, non-exclusive, non-sublicensable, non-transferable and terminable license to use such Box Materials solely for Customer's internal operations in connection with its authorized use of the Box Service. Nothing herein shall be construed to assign or transfer any intellectual property rights in the proprietary tools, libraries, know-how, techniques and expertise ("Box Tools") used by Box to develop the Box Materials. **Nothing herein shall be construed to assign or transfer any intellectual property rights in the Box Tools used by Box to develop the Box Materials, and to the extent such Box Tools are delivered with or as part of the Box Materials, they are licensed, not assigned, to Customer, on the same terms as the Box Materials.**

In regard to Consulting Services only, Box warrants that: (a) it and each of its employees, consultants and subcontractors, if any, that it uses to provide and perform consulting services hereunder has the necessary knowledge, skills, experience, qualifications, and resources to provide and perform the Consulting Services; and (b) the consulting services will be performed for and delivered to Customer in a professional and



workmanlike manner. If through no fault or delay of Customer the consulting services do not conform to the foregoing warranty, and Customer notifies Box within seven (7) days of Box's delivery of the consulting services, Box will re-perform the non-conforming portions of the consulting services at no cost to Customer.

Customer is solely responsible for ensuring it is in compliance with any applicable laws and regulations, and nothing contained herein will be deemed to be a representation that Box is ensuring Customer is in compliance with applicable laws or regulations.

Box agrees that: (i) it is acting as an independent contractor in performing its obligations hereunder and (ii) its personnel are not Customer's agents or employees for tax purposes or any other purposes whatsoever and are not entitled to any Customer employee benefits. None of Box's employees shall be deemed to be employees of Customer and Box shall be responsible for the following for its employees: reporting and payment of all wages, unemployment, social security, and other payroll taxes, including contributions from them when required by law.



Box Consulting KeySafe Services

Package Overview

Box KeySafe key management service ("KeySafe KMS") gives you independent control over your organization's encryption keys, without sacrificing the ease of use and powerful collaboration features of Box. KeySafe KMS ensures that customers can control their encryption keys through a simple, software-based technology that doesn't require the cost or complexity of managing dedicated hardware security modules. Customers will make the most out of the powerful capabilities available in KeySafe KMS through the careful planning, setup and validation testing that Box Consulting provides.

Protect Your Data with Confidence

KeySafe KMS Consulting is an offering designed to provide a guided configuration of the KeySafe KMS service. This package includes up to 5 one hour sessions, designed to cover the following topics:

- KeySafe KMS capabilities overview
 - Provide an overview of the KeySafe KMS architecture and requirements
 - Review the KeySafe KMS design and installation materials
- Support Customer setup of KeySafe KMS
 - Set up sandbox environment for Customer to test KMS environment (environment expires at close of engagement)
 - Walk Customer through KeySafe KMS configuration with AWS
 - Connect KeySafe KMS to Box sandbox instance
- Support Customer configuration of KeySafe KMS audit logs
 - Discuss options for storing and/or ingesting audit logs into Customer environment
 - Configure forwarding of logs based on Customer's requirements
- Functionality validation and support planning
 - Review standard, pre-defined test cases
 - Document KeySafe KMS Admin's 24/7 contact information with the Box Project Team
 - Conduct tabletop exercise to review the support process and validate key deletion locks access to sandbox Box content
- Transition for ongoing success
 - Transition to Customer Success Manager ("CSM") and Box User Services
 - Finalize KeySafe KMS admin contact information and agree to a schedule to keep this information up to date



Terms & Conditions

General: Box KeySafe KMS Consulting is available to Box Customers with a qualified Box Service Agreement and/or applicable professional services terms and conditions ("Qualified Agreement") and have purchased the KeySafe KMS Consulting package via an order form with Box or an authorized Box reseller ("Order"). The KeySafe KMS Consulting purchase shall be governed by the terms and conditions of either: (i) the Qualified Agreement; or (ii) to the extent the parties have not entered into a Qualified Agreement, the Box Consulting Additional Terms and Conditions below.

Requirements: The KeySafe KMS Consulting package expires 90 days from the Order service start date. Customer is expected to provide timely access to a project lead for scheduled meetings and access to any technical resources needed to complete the KeySafe KMS Consulting. Any delay on the part of Customer to provide the necessary resources shall not extend Box's obligation beyond the 90 day expiration timeline.

Box Consulting Additional Terms and Conditions: For the avoidance of doubt, Box shall own all rights, title and interest in and to the materials and information ("Deliverables") provided as part of the KeySafe KMS Consulting and any related intellectual property rights therein. During the term specified in the Order, Box hereby provides Customer with a limited, non-exclusive, non-transferable and terminable license to use the Deliverables solely for Customer's internal operations in connection with authorized use of the Box Service. Nothing herein shall be construed to assign or transfer any intellectual property rights in the proprietary tools, libraries, know-how, techniques and expertise ("Box Tools") used by Box to develop the Deliverables, and to the extent such Box Tools are delivered with or as part of the Deliverables, they are licensed, not assigned, to Customer, on the same terms as the Deliverables. Box warrants that: (a) it and each of its employees, consultants and subcontractors, if any, that it uses to provide and perform services hereunder has the necessary knowledge, skills, experience, qualifications, and resources to provide and perform the services; and (b) the services will be performed for and delivered to Customer in a professional and workmanlike manner in accordance with the laws and governmental regulations applicable to the performance of such services. If through no fault or delay of Customer the services do not conform to the foregoing warranty, and Customer notifies Box within seven (7) days of Box's delivery of the services, Box will re-perform the non-conforming portions of the services at no cost to Customer.

No Compliance with Law Representation: Customers are solely responsible for ensuring they are in compliance with any applicable laws and regulations, and nothing contained herein will be deemed legal advice or a representation that Box Consulting will ensure Customers are in compliance with applicable laws or regulations. Customer acknowledges that purchasing Box Consulting, or any other Box service, does not ensure or provide an attestation that Box Customers are in compliance with specific compliance, legal, or regulatory requirements.

Statement of Work

Custom Consulting

Prepared for **CLIENT NAME** ("Customer")

by Box on **mm/dd/yyyy**

Prepared by:

NAME

Box Consulting



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1 General Terms

This Statement of Work ("SOW") describes the consulting services ("Consulting Services") to be performed by **Box, Inc. OR Box.com (UK) Limited** ("Box") for Customer (Box and Customer are sometimes referred to herein individually as a "Party" and together as the "Parties") pursuant to the applicable service agreement entered into by the Parties for the provision of the Box Service and or Consulting Services (e.g. the Box Service Agreement) (the "Agreement"). The SOW and the Agreement are collectively referred to herein as the "Consulting Terms". This SOW shall be effective as of the service start date as defined in the applicable Order (the "Effective Date").

1. Box Reseller. If the Consulting Services that are the subject of this SOW are being purchased through a Box Reseller:
 - a. Box Reseller makes no warranties or conditions, express or implied, regarding the Consulting Services. Warranties from Box, if any, are as set forth in this SOW.
 - b. Box Reseller is not a party to any SOW or responsible for the delivery or use of the Consulting Services. Customer must bring any issue related to the delivery of the Consulting Services to Box.
 - c. Box Reseller does not provide technical support for the Consulting Services. Box will define the support obligations and processes available for the Consulting Services herein. Box is responsible for processing any credits or rebates that Box may make available.
 - d. The Consulting Services charges for this SOW are set forth below in Section 5 (Pricing). Box Reseller will invoice Customer for the Consulting Services in accordance with Box Reseller's agreed upon payment terms with Customer. All charges are exclusive of any applicable taxes.
2. Order of Precedence. In the event of any inconsistency or conflict between the terms and conditions of this SOW and the Agreement, the terms and conditions of this SOW shall govern with respect to the subject matter of this SOW only. Capitalized terms used in this SOW shall have the meaning defined under the Agreement, unless otherwise defined herein.
3. Change Order. Any amendment or modification to this SOW shall not be valid, enforceable, or binding on the Parties unless such amendment or modification is approved in accordance with the Change Order process as provided in Exhibit 1 and Exhibit 2.
4. SOW Term/Expiration: Unless otherwise agreed upon by the Parties in writing, the obligation of Box to provide Consulting Services in accordance with the

Project Timeline defined in Section 2.2 to the Customer under this SOW expires upon the earlier of: 1) expiration or termination of the Consulting Terms; 2) completion of the Consulting Services described in this SOW; or 3) ~~XXX~~-months from the Effective Date of the SOW.

5. Customer Compliance with Applicable Law: Customer is solely responsible for ensuring Customer is in compliance with any applicable laws and regulations, and nothing contained herein will be deemed to be a representation that Box is ensuring Customer is in compliance with applicable laws or regulations.
6. Box Materials: Box shall own all rights, title and interest in and to the documentation, templates, training materials, recordings and other items (collectively the "Box Materials") Box may provide to Customer as part of the Consulting Services (including any intellectual property rights therein, but excluding any Customer Confidential Information and Customer logos and trademarks that may be included in the Box Materials, collectively, "Customer Property"). Box shall have the right to use any such Customer Property solely for the purpose of providing the Consulting Services to Customer as set forth in this SOW. During the term of the Agreement, Box hereby provides Customer with a royalty free, limited, non-exclusive, non-sublicensable, non-transferable and terminable license to use such Box Materials solely for Customer's internal operations in connection with its authorized use of the Box Service. For the avoidance of doubt, Box shall own all intellectual property rights in the proprietary tools, libraries, know-how, techniques and expertise used by Box to develop the Box Materials. Nothing herein shall be construed to assign or transfer any intellectual property rights in the proprietary tools, libraries, know-how, techniques and expertise ("Box Tools") used by Box to develop the Box Materials, and to the extent such Box Tools are delivered with or as part of the Box Materials, they are licensed, not assigned, to Customer, on the same terms as the Box Materials.
7. Consulting Services Warranty: Box warrants that: (a) it and each of its employees, consultants and subcontractors, if any, that it uses to provide and perform Consulting Services hereunder has the necessary knowledge, skills, experience, qualifications, and resources to provide and perform the Consulting Services; and (b) the Consulting Services will be performed for and delivered to Customer in a professional and workmanlike manner. If through no fault or delay of Customer the Consulting Services do not conform to the foregoing warranty, and Customer notifies Box within seven (7) days of Box's delivery of the Consulting Services, Box will re-perform the non-conforming portions of the Consulting Services at no cost to Customer.

8. Project Context. Customer is in the process of implementing, configuring, customizing and/or integrating Box's proprietary hosted application(s) (the "Box Service") into Customer's business environment. Customer requests that Box's consulting services organization ("Box Consulting") provide resources to assist Customer's staff as set forth below (the "Project"). Box Consulting and Customer shall commit resources to work on the Project (the "Project Team").
9. Code: To the extent Box is providing any object code or source code to Customer as part of the Consulting Services (e.g. scripts, custom APIs, or other solutions), such materials (collectively, "Code") are, for the avoidance of doubt, Box Materials, and for the avoidance of doubt, Box retains all ownership and intellectual property rights to Code. The following additional terms also apply to Code:
 - a. Box provides Code on an as-is basis and makes no representations or warranties or conditions, whether express or implied (e.g. merchantability, quality, fitness for a particular purpose, interoperability, and non-infringement), regarding the Code or the performance of the Code in any way. Box does not guarantee that the Code will perform error-free or uninterrupted.
 - b. Customer may not modify the Code, including but not limited to any use of Box marks or notice of Box's proprietary rights.
 - c. Customer may not make the Code available in any manner to any third party for use in the third party's business operations.
 - d. Customer may not cause or permit reverse engineering (unless required by law for interoperability), disassembly or decompilation of the Code.
 - e. Customer may not disclose results of any use of Code, including but not limited to benchmark tests and software composition analysis, without Box's prior written consent.
 - f. Any services acquired from Box are purchased separately from the use or delivery of Code, and no services acquired from Box require the use of Code.
 - g. Changes made to Customer's instance of the Box Service resulting from the use of Code, including the deletion of any Box Service user accounts, as well as the deletion of any electronic files, materials, data, text, audio, video, images or other content transmitted, stored, retrieved or processed by the users of the Box Service accounts (the "Content"), may not be reversible or recoverable. We encourage you to message your Box Service account users in advance of any material changes to their accounts or the deletion of their accounts and Content. Box also encourages you to test

any Code in a sandbox environment prior to running it in a production environment.

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2 Scope of Services

2.1 Project Executive Summary: Our Understanding of the Project

Objective: Customer is seeking to provide detailed objective

Approach: Box will partner with the Customer using a fixed outcome model to configure the Box Service and enable adoption by end users.

Outcome: Customer will have the Box Service available for production use, or replace with more specific outcome as applicable

2.2 Project Timeline

Based on the scope of the services outlined in this Section 2, and in accordance with Section 1 SOW Term/Expiration, the core Project is expected to be completed in X months. This Project duration estimate has been made under the assumption that Customer will provide Box timely access to the key resources and decision makers outlined in Section 3.

Project Initiation: Week 1

- Phase 1: General Availability Launch Readiness: Week 1 - Week X
- Phase 2: End User Adoption & Training: Week Y - Week Z
- Phase X: AB & C: Week A - Week B

Project Completion: T Weeks

2.3 Box Consulting Methodology

In performing the consulting services, Box adheres to a standard methodology consisting of five phases with associated milestones and Deliverables:

- Initiate: Confirm scope; define roles, responsibilities, milestones, and dates; deliver project plan
- Design: Develop requirements with stakeholders; deliver design, communications, activity plans

- Build & Iterate: Configuration & testing; deliver test plans, communication templates, final design
- Deploy: Solution(s) go-live, delivery of final implementation guide, communications, and training
- Evaluate: Post-deployment support, success metrics reporting, backlog review

2.4 Project Scope Overview

Workstream	Outcome
Information Architecture	
Configure – Core Box	Once complete, Customer will be able to configure, administer, and deploy Core Box, allowing the business to leverage collaboration, security, and integration features from Box.
Configure – Box Sign	Once complete, Customer will be able to manage, administer, and deploy Box Sign, allowing the business to leverage e-signature capabilities from Box. Deploying Box Sign via Box Consulting establishes a critical foundation upon which the Customer continues to accelerate e-signature workflows with content in Box.
Configure – Box Zones	Once complete, Customer will be able to manage, administer, and deploy Box Zones, allowing the business to leverage data residency features from Box. Deploying Box Zones via Box Consulting establishes a critical foundation upon which the Customer continue to evolve their content residency strategy.
Configure – Health Check	This offering is focused on conducting a Health Check of Customer's Box deployment and providing recommendations to optimize and enhance, with the goal of driving stronger user adoption and value to the customer. The Customer will have a set of actionable recommendations to drive adoption and increase the effectiveness of Box in their organization. Customer will also be able to take action on these recommendations immediately with the support of Box Consulting.

Configure – Box GxP	Once complete, the Customer will have in-depth knowledge of the Box GxP solution deliverables and will have deployed a GxP-relevant use case on Box with high-touch advisory from Box Consulting. This establishes a critical foundation upon which the Customer can continue to evolve their cloud content management strategy.
Configure – Integrations	This offering is focused on Integrations, which are specific 3rd-party solutions that integrate with the Box Service. Customer is able to select multiple Integrations to receive Box Consulting services for, as described in the “Integration Selection” section below. Once complete, the Customer will have detailed best practices and advice on the chosen Integrations’ features and capabilities, and recommendations to tailor the chosen integrations to meet the specific requirements of the Customer’s unique business processes. Box Consulting will provide the services outlined in Project Scope for any one (1) of the following productivity Integrations: • Box for Microsoft Teams • Box for Microsoft Office • Box for Google Workplace • Box for Slack • Box for Zoom Additionally, Box Consulting will provide the services outlined in Project Scope for up to three (3) of the following advanced Integrations: • Box for Salesforce • Box for NetSuite • Box for EMM (via any MDM provider) • Complex SSO Setups (multiple IdPs, multiple Box instances, custom attribute mapping)

Configure – Box Platform	This package is focused on Box Platform, Box's API, and Box developer tools. Once complete, the Customer will have best practices overview and advice on Box Platform features and capabilities and be able to deploy an application to Box. Deploying Box Platform via Box Consulting establishes a critical foundation upon which the Customer will learn how to design and develop applications on the Box Platform. Box Consulting will support the Customer by assisting with the following (details are provided below in Project Scope): - Architecting solutions using the Box API, through either Box Platform solution design or architecture review sessions - Enabling Customer developers on leveraging the Box API, including development sprint assistance of up to 25 hours and a sample code walkthrough
Adoption and Education	
Configure – Custom Training	The objective will be to educate your business users to better understand how to leverage core capabilities in Box to better get their jobs done, with leave behind best practices & deliverables to use for future training and/or enablement.
Configure – Change Management	Once complete, the Customer will have recommendations and best practices for driving adoption of Box in their organization, as well as a comprehensive change management and stakeholder engagement program developed to promote adoption in support of the Box Service.
Content Control	
Configure – Box Governance	Once complete, Customer will be able to manage, administer, and deploy Box Governance, allowing the business to leverage retention and legal hold functionalities from Box. Deploying Box Governance via Box Consulting establishes a critical foundation upon which the Customer can augment their content lifecycle strategy and compliance initiatives.
Configure – Box Shield	Once complete, Customer will be able to manage, administer, and deploy Box Shield, allowing the Customer to minimize

	security risks, detect potential data threats and further protect sensitive content. Deploying Box Shield via Box Consulting establishes a critical foundation upon which the Customer continues to augment their content security initiatives with the Box Service.
Box KeySafe	Box KeySafe service is configured with Customer Box instance in production tenant.
Business Processes	
Configure – Box Relay	Once complete, Customer will be able to manage, administer, and deploy Box Relay, allowing the business to leverage workflow capabilities from Box. Deploying Box Relay via Box Consulting establishes a critical foundation upon which the Customer continues to accelerate business processes centered around content.
Enterprise Advanced	
Box Apps Configuration	Once complete, Customer will be able to manage, administer, and deploy Box Apps for production use and end users enabled based on Customer use case.
Box Automate	Once complete, Customer will have best practices and be able to manage, administer, and deploy mission critical intelligent content workflow use cases and end users enabled based on Customer use case.
Box Automate Lite	Once complete, Customer will have best practices and be able to manage, administer, and deploy mission critical intelligent content workflow use cases.
Content Migration	
Content Migration	Customer content has been successfully migrated to Box.

2.5 Box Materials to be Provided

Box Material	Components
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Project Management Artifacts	• Project Plan - live document (SmartSheet or similar) used to guide both project execution and project control • Solution Design Plan – document specifying requirements and design decisions of all project deliverables and product configurations • Test Plan – document explaining how go-live readiness will be confirmed prior to deployment • Success Metrics – documentation of initial Project goals measured against project outcomes • Backlog – recorded use cases and requests that are out of scope of the Project
Information Architecture	
Configure – Core Box	• Folder structure & content migration overview deck • Setup support for standard SSO connections (one SAML 2.0 connection from a single Identity Provider to a single Box instance) • Change Management: custom change management plan, to support end users to transition to Box and Provide change management templates • Box Ed: Core Box live course delivery via 2 virtual trainings (60-minute sessions). Delivery of course recording.
Configure – Box Sign	• Box Sign best practices deck • Five (5) Box Sign template documents for use within the native Box Sign user interface or via the Box for Salesforce integration. • Customize end user and stakeholder change management material, including: ○ One (1) value proposition statement ○ Up to two (2) end-user communications to support the launch of Box Sign ○ Up to two (2) pieces of custom change management collateral in support of launching Box Sign, can include: ○ Box Sign user guide

	○ Box Sign FAQ ○ Box Sign help card ○ Current/future state diagram ● Box Sign Essentials live training: ○ 2 sessions, 35minutes each ○ Delivery of course recording
Configure – Box Zones	● Zones overview and best practices deck ● Three (3) line of business folder structure designs ● Optional: ○ Update customer SSO configurations for automatic Box Zones assignments ○ Provide customer automated Box Zones assignment script and support deployment and implementation within the customer environment ● Customize end-user and stake holder change management material, including: ○ One (1) value proposition statement ○ Up to two (2) standard change management communications ● Develop two (2) pieces of custom learning collateral in support of any Zones deployment impacts affecting End Users. Can include the following: ○ Key messaging ○ Bite-size learning GIF ○ 'How to' help card
Configure – Health Check	● Conduct current state assessment ● Create and distribute end user custom survey ● Conduct two (2) additional focused analysis based on survey and user activity findings, selected from the topics below: ○ User research sessions: Two (2) focus groups, line of business interviews or persona interviews ○ Folder structure review ○ Enterprise settings review

	○ Box standard integrations review ○ Security architecture review • Develop go-forward recommendations to optimize Box • Box Consulting hours: The scope of this phase entitles the Customer up to fifteen (15) hours of consulting services. The hours can only be used to execute upon the recommendations established and agreed upon in Phase 1
Configure – Box GxP	• Key features and deliverables of Box GxP deck • Box GxP solution deliverables overview document • Implementation guide • Enable Customer to access, secure, and collaborate on Baseline Validation Accelerator Pack (VAP), Automated Testing Tool (ATT) reports, GxP Dashboard, and Release Notes for GxP Customers • Customize end user and stakeholder change management material, including: ○ One (1) Box GxP value proposition statement ○ Up to two (2) end-user communications in support of Box GxP policies ○ Up to two (2) pieces of custom change management collateral in support of Box GxP policies, can include: ○ Tools matrix ○ FAQ ○ Help card
Configure – Integrations	• Support setting up one (1) of the following productivity Integrations: ○ Box for Microsoft Teams ○ Box for Microsoft Office ○ Box for Google Workplace ○ Box for Slack ○ Box for Zoom • Support setting up three (3) of the following advanced Integrations:

	○ Box for Salesforce (Standard) ○ Box for NetSuite ○ Box for EMM (via any MDM provider) ○ Complex SSO setups (multiple IdPs, multiple Box instances, custom attribute mapping, etc.) • Provide detailed Integration setup instructions • Customized end user and stakeholder change management material, including: ○ One (1) value proposition statement ○ Up to two (2) standard change management communications ○ Customized integration FAQ • User education support –choose one (1) of the following options ○ Option A: Educate end users on Box integrations with delivery of one (1) customized Box Integration video up to five (5) minutes in length, delivered in .mp4 format ○ Option B: Develop three (3) pieces of custom learning collateral in support of integration affecting end users. Can include the following: ○ Key messaging ○ Bite-size learning GIF ○ ‘How to’ help card
Configure – Box Platform	• Provide best practices and technical guidance for the Box Platform: ○ Overview of Box Platform components, architecture models and objects ○ Review of the application developer console ○ Introduction to Box SDK’s ○ Box Platform best practices ○ Provide developer enablement presentation and recording, and sample code snippets • Sample application code walk through • Up to twenty-five (25) hours of application development support

	• Additional Scope: Box Platform includes one of the following: ○ Option A – Box Platform solution design – one (1) solution, up to twenty (20) hours ○ Option B – Box Platform architecture review – one (1) solution, up to twenty (20) hours
Adoption and Education	
Configure – Custom Training	• Custom Standard Box live user training –two (2) live trainings ○ Includes two (2) live private deliveries (60 minutes per session) ○ Conduct pre-course consultation to prepare for Box live virtual training delivery in Customer branded demo environment ○ Course delivery recording ○ Custom course lesson plan ○ Post class Q&A document • Custom video series –three (3) enablement videos ○ 2-3 minutes in length ○ Includes one (1) round of edits • Standard self-paced training course –one (1) interactive course ○ Up to 45 minutes in length ○ Includes up to 1 round of edits ○ Provide technical consultation to support Customer hosting of course ○ Course format exported in one of the following in LMS (SCORM compliant 1.2 / 2004 / AIC / xAPI (TinCan) / cmi5)/ PDF / WEB
Configure – Change Management	• Value proposition and tools matrix • Provide enterprise launch communications plan • Change impact assessment • Five (5) custom end-user communications designed to drive adoption of Box • Three (3) champion enablement sessions • Develop feedback plan to measure launch success

	End-user survey results, analysis, and go forward recommendations
Content Control	
Configure – Box Governance	- Box Governance UAT guide in Box sandbox environment - Box Governance discovery questionnaire - Two (2) custom end-user communications to support the implementation of retention policies - Two (2) pieces of custom change management collateral in support of deploying Box Governance policies: - Retention policy help card - Standard Box Governance FAQ - Three (3) pieces of custom learning collateral in support of Box Governance policies affecting end users which can include: - Policy matrix 'How to' help card - Bite-size learning GIF - Deploy – Box Governance includes one of the following: - Option A: Technical consulting advisory sessions –up to two (2) to provide overview and guidance on topics such as 3rd party integrations, Box APIs/SDKs, Box CLI, and metadata design - Option B –Additional Box Governance design sessions –up to two (2) to provide design and implementation support of up to two (2) retention policies for (one) 1 line of business
Configure – Box Shield	- Box Shield key features deck - Box Shield UAT guide and assist in UAT testing in Box sandbox environment - Develop classification schema and configure up to three (3) smart access policies

	• Design, test and enable up to three (3) auto-classification policies • Develop two (2) custom end-user communications to support the implementation of Box Shield • Develop two (2) pieces of custom change management collateral in support of deploying Box Shield: ○ Classification policy matrix ○ Standard Box Shield FAQ • Develop three (3) pieces of custom learning collateral in support of Box Shield policies affecting end users. Can include the following: ○ 'How to' help card ○ Bite-size learning GIF • Box Shield – Deploy Services includes one (1) of the following: ○ Option A – Technical consulting advisory sessions –up to two (2) – Provide guidance and technical support in the setup of a CASB, SIEM, or DLP integration ○ Option B – Additional Box Shield design sessions –up to two (2) – Provide additional sessions for Box Shield design and implementation support
Box KeySafe	• Overview of the KeySafe KMS architecture and requirements • KeySafe KMS design and installation materials • Customer walk-through KeySafe KMS configuration with AWS • Document KeySafe KMS Admin's 24/7 contact information with the Box Project Team
Business Processes	
Configure – Box Relay	• Review key features of Box Relay and accompanying deck • Design and implement up to three (3) custom Box Relay workflows, up to ten (10) steps each, including workflow steps and metadata templates, as needed

	• Change Management: Customize end user and stakeholder change management material, including: ○ One (1) value proposition statement ○ One (1) Box Relay user guide ○ Up to two (2) standard change management communications ○ Customized Box Relay FAQ • Live course delivery: ○ Box Relay Essentials live training (2 sessions, 35 minutes each) ○ Delivery of course recording
Enterprise Advanced	
Box Apps Configuration	• Customer Roadmap including go forward Box solution recommendations utilizing findings from the discovery sessions • Solution Design documents the future state solution aligning to Customer's requirements and use case • Metadata Worksheet - Worksheet documenting the metadata template to be configured for your use case • Develop two (2) custom end-user communications to support the Apps implementation • Develop one (1) piece of custom learning collateral in support of Apps. Can include the following: ○ Quick Ref Guide ○ Infographic / Help Card ○ Bite size learning GIF • Custom education – Choose one of the following: ○ Three (3) 2-3 minute videos ○ Two (2) live deliveries of course, 60 minutes in length each ▪ Course delivery recording ▪ Custom course lesson plan ▪ Post class Q&A document
Box Automate	• Customer Roadmap including go forward Box solution recommendations utilizing findings from the discovery sessions

	• Solution Design documents the future state solution aligning to Customer's requirements and use case • Develop two (2) pieces of custom learning collateral in support of Apps. Can include the following: ○ Quick Ref Guide ○ Infographic / Help Card ○ Bite size learning GIF ○ Tools matrix
Box Automate Lite	• Customer Roadmap including go forward Box solution recommendations utilizing findings from the discovery sessions • Solution Design documents the future state solution aligning to Customer's requirements and use case
Content Migration	
Content Migration	• Shuttle / Shuttle with Permissions Mapping / Shuttle with Content Leads • Final migration validation reports • Content leads deck

2.6 Project Scope

2.6.1 Information Architecture

2.6.1.1 Configure – Core Box

- Core Box kick-off session – one (1) session
 - Review of project objectives and success metrics for Core Box
 - Prepare a plan for Core Box launch timing and associated impacts to the user experience
- Core Box use case & user deep dive – one (1) session
 - Understand Customer's use cases being deployed onto Box
 - Collect user stories and document use case requirements
- Enterprise settings overview – one (1) session
 - Review key Admin Console sections and guide customer through recommended enterprise settings for their deployment
- Standard Box application deployment

- Review standard Box applications such as Box Edit, Box Drive, Box for Office, and Box native mobile application.
 - Share best practices and technical consultation on the application deployment
- Folder structure design – up to two (2) sessions
 - Educate customer on considerations for enterprise-wide folder structure design
 - Assist customer with design of up to three (3) levels for two (2) lines of business
- Content migration overview – up to two (2) sessions
 - Review key options for content migration into Box
 - Define recommended approach for content migration
- Access management overview – one (1) session
 - Review key access management methods
 - Define recommended approach for user provisioning and de-provisioning
 - Setup support for standard and non-standard SSO connections (one SAML 2.0 connection from a single Identity Provider to a single Box instance)
- Core Box change management support
 - Conduct change impact assessment, to understand the end-user impacts of the Box deployment
 - Develop custom change management plan, to support end users to transition to Box
 - Conduct change management strategy and best practices session – one (1) session
 - Share best practices for launching Box to end-users
 - Present custom change management plan, recommended actions and next steps
 - Provide change management templates
- Core Box live course delivery
 - Pre-course training consultation – one (1) session
 - Prepare for training delivery in customer branded environment
 - Box Standard live course delivery
 - Box Standard live virtual training (two 60-minute sessions)
 - Delivery of course recording
- Go-live check-in – one (1) session
 - Provide pre-deployment guidance
 - Optionally review deployment progress in post-deployment check-in
- Wrap-up session – one (1) session

- Review success criteria and provide go-forward recommendations
- Conclude Core Box setup activities
- Provide Box usage report to inform deployment opportunities

2.6.1.2 *Configure – Box Sign*

- Box Sign kick-off session – one (1) session
 - Review project objectives and success metrics for Box Sign
 - Prepare a plan for cutover timing and associated impacts to the user experience
- Box Sign overview – up to three (3) sessions
 - Overview of Box Sign functionality and use case
 - Identification of current pain points, current and future workflow ideas and user groups that can benefit from using Box Sign
 - Collaborate to define deployment approach, including tool administration, folder structure considerations and document preparation
- Box Sign design – up to three (3) sessions
 - Conduct deep-dive sessions with lines of business to understand current e-signature processes, impacted stakeholders, and requirements per document
 - Partner to design and implement e-signature workflows focusing on Box Sign template(s), associated workflow(s) and native content-lifecycle augmentations
- Box Sign change management support
 - Customize end user and stakeholder change management material, including:
 - One (1) value proposition statement
 - Up to two (2) end-user communications to support the launch of Box Sign
 - Up to two (2) pieces of custom change management collateral in support of launching Box Sign, can include:
 - Box Sign user guide
 - Box Sign FAQ
 - Box Sign help card
 - Current/future state diagram
- Box Sign live course delivery
 - Box Sign Essentials live training (2 sessions, 35 minutes each)

- Conduct pre-course consultation to prepare for training delivery in customer branded environment
- Delivery of course recording
- Wrap-up session – one (1) session
 - Review success criteria and provide go-forward recommendations
 - Conclude Box Sign implementation activities

Box Sign – Configure Services includes one of the following:

- Option A – Box for Salesforce – Box Sign integration support – Up to two (2) sessions
 - Overview and configuration of SFDC + Box integration, including Box Sign components
- Option B – Additional Box Sign design – up to two (2) sessions
 - Continuation of Box Sign design sessions as described in *Key Project Scope* with lines of business for up to two (2) additional documents

2.6.1.3 Configure – Box Zones

- Kick-off session – one (1) session
 - Review of project objectives and success metrics for Box Zones
 - Prepare a plan for Box Zones deployment and associated impacts to the user experience
- Box Zones overview – up to two (2) sessions
 - Review key features and implementation considerations of Box Zones
 - Collaborate to define deployment approach, including tool administration, user management considerations, enterprise settings changes, and/or folder structure and ownership model considerations
- Box Zones folder structure design support – up to (3) sessions
 - Conduct deep-dive sessions with customer project team and lines of business to advise on folder structure and ownership model design considerations which reflect new Box Zones configurations
 - Partner to design and implement up to three (3) line of business folder structures and provide best practices for moving content to the new structures
- Box Zones deployment support

- Optionally update customer SSO configurations for automatic Box Zones assignments
- Optionally provide customer automated Box Zones assignment script and support deployment and implementation within the customer environment
- Box Zones change management support
 - Customize end-user and stake holder change management material, including:
 - One (1) value proposition statement
 - Up to two (2) standard change management communications
- Box Zones user education support
 - Develop two (2) pieces of custom learning collateral in support of any Zones deployment impacts affecting End Users. Can include the following:
 - Key messaging
 - Bite-size learning GIF
 - 'How to' help card
- Wrap-up session – one (1) session
 - Review success criteria and provide go-forward recommendations
 - Conclude Box Zones implementation activities

2.6.1.4 Configure – Health Check

Phase 1: Analysis

- Kick-off session – one (1) session
 - Review project objectives, scope and approach
 - Validate business objectives and project goals
 - Identify current use cases and pain points with Box deployment
 - Align on areas for focused discovery
- Conduct current state assessment:
 - Create and distribute end user custom survey questions to solicit feedback on topics such as:
 - The current user experience in relation to content management and collaboration
 - Whether current tools and processes meet their requirements
 - How confident they are managing and sharing content securely
 - What pain points they experience when managing and sharing content
 - What opportunities exist to streamline processes

- What additional training and support is needed to help users work effectively
- Review and assess reporting on current Box activity and usage, may include:
 - Box usage reports
 - Content utilization reports
- Conduct two (2) additional focused analyses based on survey and user activity findings, selected from the topics below:
 - User research sessions: Two (2) focus groups, line of business interviews or persona interviews
 - Folder structure review
 - Enterprise settings review
 - Box standard integrations review
 - Security architecture review
- Develop go-forward recommendations to optimize Box
 - Review and synthesize outputs of discovery and analysis
 - Develop recommendations to drive adoption and optimize the Box deployment
- Phase 1 wrap-up session – one (1) session
 - Present key findings from discovery and analysis
 - Present recommendations to drive adoption and optimize the Box deployment

Phase 2: Health execution – Box Consulting hours

- The scope of this phase entitles the Customer up to fifteen (15) hours of consulting services. The hours cannot be changed unless mutually agreed upon in an executed change order. The hours can only be used to execute upon the recommendations established and agreed upon in Phase 1. The high-level scope of this phase may include the following items, which will be further defined and agreed upon during Phase 1 :
 - Box enterprise settings configuration changes
 - End user adoption tactics
 - Folder structure re-organization
 - Implementation of a Box standard integration
 - Future use case opportunities

2.6.1.5 Configure – Box GxP

- Box GxP kick-off session – one (1) session
 - Review of project objectives and success criteria for Box GxP
 - Prepare a deployment plan and align on a delivery timeline
- Box GxP overview + solution deliverables deep-dive – up to two (2) sessions
 - Review key features and deliverables of Box GxP
 - Enable Customer to access, secure, and collaborate on Baseline Validation Accelerator Pack (VAP), Automated Testing Tool (ATT) reports, GxP Dashboard, and Release Notes for GxP Customers
- Box GxP design support – up to five (5) sessions
 - Discovery sessions with lines of business to understand current workflows, impacted stakeholders, and requirements for one (1) GxP-relevant business process
 - Collaborate with lines of business to recommend future business process optimization opportunities
- Box GxP change management support
 - Customize end user and stakeholder change management material, including:
 - One (1) Box GxP value proposition statement
 - Up to two (2) end-user communications in support of Box GxP policies
 - Up to two (2) pieces of custom change management collateral in support of Box GxP policies, can include:
 - Tools matrix
 - FAQ
 - Help card
- Box GxP go-live support – up to three (3) sessions
 - Support Customer in building and testing the solution design in the Customer production environment
 - End user office hours in support of go-live to answer questions and demo requested Box functionality
- Box GxP wrap-up session – one (1) session
 - Review success criteria and provide go-forward recommendations

- Conclude project activities

2.6.1.6 Configure – Integrations

- Kick-off session – one (1) session
 - Review of project objectives and success metrics for Integration deployment
 - Prepare a plan for cutover timing and associated impacts to the user experience
- Box Integration overview – up to three (3) sessions
 - Review key features and functionality of the Integration
 - Collaborate to define deployment approach including high-level configuration steps and necessary resources and stakeholders to include
 - Send detailed Integration setup instructions as a follow-up
- Box Integration configuration session – up to three (3) sessions
 - Working session to install the selected Integration within customer's Box environment
 - Configure the integration in a way that satisfies the customer's use case (within the boundaries of standard capabilities for the Integration)
 - Answer setup questions or troubleshoot issues that may arise
- Box Integration change management support – Up to two (2) sessions
 - Customize end user and stakeholder change management material, including:
 - One (1) value proposition statement
 - Up to two (2) standard change management communications
 - Customized integration FAQ
- Box Integration user education support – choose one (1) of the following options
 - **Option A:** Educate end users on Box integrations with delivery of one (1) customized Box Integration video up to five (5) minutes in length, delivered in .mp4 format
 - **Option B:** Develop three (3) pieces of custom learning collateral in support of integration affecting end users. Can include the following:
 - Key messaging
 - Bite-size learning GIF
 - 'How to' help card
- Wrap-up session – one (1) session
 - Review success criteria and provide go-forward recommendations

- Conclude Box Integration implementation activities

2.6.1.7 Configure – Box Platform

- Kick-off session – one (1) session
 - Prepare a deployment plan and delivery timeline for the Box Platform use case
 - Review of project objectives and success metrics for Box Platform
- Box Platform developer enablement – up to two (2) sessions
 - Provide best practices and technical guidance for the Box Platform:
 - Overview of Box Platform components, architecture models and objects
 - Review of the application developer console
 - Guidance on application authorization and application management
 - Review Box application concepts, user types, authentication types
 - Introduction to Box SDKs
 - Work with Customer to align on architecture models
 - Box Platform best practices
 - Conduct a sample application code walk through to demonstrate practical examples of implementing best practices in an application.
 - Provide developer enablement presentation, recording, and sample code snippets
- Development sprint assistance – up to twenty-five (25) hours of application development support
 - Box Consulting will work with the Customer development team during their development cycle. Potential activities include:
 - Attend and participate in team development and requirements meetings
 - Participate in daily scrum meetings
 - Attend sprint planning and sprint review meetings
 - Ad-hoc API support, code reviews, and code sample creation
 - Application deployment and go-live support
 - Support post-deployment hyper-care and change management activities
- Wrap-up session – one (1) session
 - Review success criteria and provide go-forward recommendations
 - Conclude Box Platform implementation activities

Configure – Box Platform includes one of the following:

- Option A – Box Platform solution design – one (1) solution, up to twenty (20) hours
 - Gather custom solution requirements and provide Customer with the appropriate Box expertise to define a secure, scalable, and performant solution.
 - Collaborate on and deliver a solution design document with recommend design patterns to achieve the desired end state with Box.
- Option B - Box Platform architecture review - one (1) solution, up to twenty (20) hours
 - Provide recommendations to key design elements and implementation approaches for Box interaction points within an existing customer solution.
 - Collaborate on and deliver an architecture recommendations document with recommended enhancement and optimization opportunities to implement within the solution.

2.6.2 Adoption and Education

2.6.2.1 Configure – Custom Training

- Kick-off session – one (1) live session
 - Review of project objectives and success metrics for Box live virtual training, custom Box training video series and Box self-paced training course
 - Align on core Box use key messages and positioning alongside other IT tools resulting in completed value proposition and tools matrix
- Custom Standard Box live user training – two (2) live trainings
 - Content development session
 - Plan for one (1) Box live virtual training curriculum
 - Conduct pre-course consultation to prepare for training delivery in Customer branded environment
 - Topics for training can include:
 - Introduction to Box
 - Trash settings and usage
 - Shared links and inviting collaborators

- Navigation of the Box UI
 - Content and workspace organization
 - File editing
 - Collaboration and workflow tools
 - Customer value proposition
 - Box Drive, Mobile and Capture
 - Box and Microsoft Office
- Box Standard live user training – delivery
 - Includes two (2) live virtual private deliveries of 60 minutes each
 - Conduct pre-course consultation to prepare for training delivery in Customer branded demo environment
 - Course delivery recording
 - Custom course lesson plan
 - Post class Q&A document
- Custom video series – three (3) enablement videos
 - Content development session
 - Conduct pre-production consultation to plan for three (3) video learning series in Customer branded environment 2-3 minutes in length each
 - Custom video series production
 - Develop full video storyboard with customer assets for each video
 - Conduct production review for changes and edits to final video's
 - Includes up to 1 round of edits for each video
- Box Standard self-paced training course – one (1) interactive course
 - Content development session
 - Conduct pre-production consultation to plan for one (1) interactive self-paced course on native Box functionality in Customer branded environment
 - Deliver Standard self-paced training course production
 - Deliver one (1) interactive, self-paced course, up to 45 minutes in length
 - Develop full course lesson plan with Customer assets and chosen topics
 - Produce self-paced course
 - Conduct post-production feedback session and incorporate edits to final course
 - Includes up to 1 round of edits

- Provide technical consultation to support Customer hosting of course
- Course format exported in one of the following in LMS (SCORM compliant 1.2 / 2004 / AIC / xAPI (TinCan) / cmi5)/ PDF / WEB

2.6.2.2 Configure – Change Management

- Kick-off session – one (1) session
 - Review of project objectives, scope and deliverables for this change management initiative
 - Align on timelines and approach
- Conduct discovery and strategic alignment
 - Align on Box key messages and positioning alongside other IT tools resulting in completed value proposition and tools matrix
 - Develop change impact assessment documenting end user impacts within key implementation workstreams and decisions
- Complete enterprise launch & engagement strategy
 - Confirm all available communications and engagement channels/vehicles
 - Develop enterprise launch communications plan
- Develop custom communications
 - Creation of up to five (5) custom end-user communications designed to drive adoption of Box
- Build and engage champion network
 - Engage a group of key business champions to help drive adoption of Box, promote training opportunities for their impacted business unit, and provide end user feedback
 - Identify impacted users for change management plan and complete stakeholder analysis workbook
 - Outline high-level key stakeholder engagement channels on project timeline in detailed engagement plan
 - Conduct up to three (3) champion enablement sessions, including:
 - Kick-off session to understand project objectives, champion roles and responsibilities
 - Training session to educate champions on Box features and functionalities
 - Pre or post go-live session to review and measure progress
- Develop feedback plan to measure launch success
 - Align on success metrics for Box launch

- Finalize end user custom survey questions prior to go-live
- Distribute standard post-launch end user survey
- Provide survey results, analysis, and go forward recommendations

2.6.3 Content Control

2.6.3.1 Configure – Box Governance

- Kick-off session – one (1) session
 - Review of project objectives and success metrics for Box Governance
 - Prepare an engagement plan that outlines the timing for in-scope activities and go-live.
- Box Governance overview – up to two (2) sessions
 - Review key features of Box Governance
 - Conduct deep dive session with Customer's security and compliance team to understand current state requirements, processes, and impacted stakeholders as it pertains to content lifecycle management.
- Box Governance design sessions – up to three (3) sessions
 - Provide design and implementation support of up to three (3) enterprise-wide retention policies including folder structure design support
- Box Governance sandbox testing session and deployment setup – up to two (2) sessions
 - Completion of Box Governance UAT guide in Box sandbox environment
 - Configure policies in sandbox tenant
 - Support cut-over activities for setting up Box Governance in production
- Box Governance change management support
 - Conduct discovery and strategic alignment, resulting in creation of value proposition and key messages for end-users
 - Develop two (2) custom end-user communications to support the implementation of retention policies
 - Develop two (2) pieces of custom change management collateral in support of deploying Box Governance policies:
 - Retention policy help card
 - Standard Box Governance FAQ
- Box Governance end user education materials
 - Develop three (3) pieces of custom learning collateral in support of Box Governance policies affecting end users which can include:

- Policy matrix
 - 'How to' help card
 - Bite-size learning GIF
- Wrap-up session – one (1) session
 - Review success criteria and provide go-forward recommendations
 - Conclude Box Governance implementation activities

Configure – Box Governance includes one of the following:

- Option A – Technical consulting advisory sessions – up to two (2)
 - Provide overview and guidance on topics such as 3rd party integrations, Box APIs/SDKs, Box CLI, and metadata design
- Option B – Additional Box Governance design sessions – up to two (2)
 - Provide design and implementation support of up to two (2) retention policies for (one) 1 line of business

2.6.3.2 Configure – Box Shield

- Kick-off session – one (1) session
 - Review of project objectives and success metrics for Box Shield
 - Prepare an engagement plan that outlines the timing for in-scope activities and go-live
- Box Shield overview – up to two (2) sessions
 - Review key features of Box Shield
 - Review Box Shield configuration strategies, including threat detection, smart access, and auto-classification features
 - Collaborate to define deployment approach, including tool administration, folder structure considerations, and Customer's desired security posture
- Box Shield line of business design sessions – up to three (3) sessions
 - Conduct up to three (3) deep-dive sessions with lines of business to understand current security/classification requirements, impacted stakeholders, and additional security restrictions (where applicable).
 - Partner to design and implement classifications and access policies
- Box Shield sandbox testing and deployment setup – up to two (2) sessions
 - Support configuration of Box sandbox environment
 - Completion of Box Shield UAT guide and assist in UAT testing in Box sandbox environment

- Support cut-over activities for setting up Box Shield in production
- Box Shield change management support
 - Conduct discovery and strategic alignment, resulting in creation of value proposition and key messages for end-users
 - Develop two (2) custom end-user communications to support the implementation of Box Shield
 - Develop two (2) pieces of custom change management collateral in support of deploying Box Shield:
 - Classification policy matrix
 - Standard Box Shield FAQ
- Box Shield education support
 - Develop three (3) pieces of custom learning collateral in support of Box Shield policies affecting end users. Can include the following:
 - 'How to' help card
 - Bite-size learning GIF
- Wrap-up session – one (1) session
 - Review success criteria and provide go-forward recommendations
 - Conclude Box Shield implementation activities

Box Shield – Configure Services includes one (1) of the following:

- Option A – Technical consulting advisory sessions – up to two (2)
 - Provide guidance and technical support in the setup of a CASB, SIEM, or DLP integration
- Option B – Additional Box Shield design sessions – up to two (2)
 - Provide additional sessions for Box Shield design and implementation support

2.6.3.3 KeySafe Implementation

- Provide an overview of the KeySafe architecture, design, and installation materials
- Support the Customer's setup of up AWS KMS
- Document KeySafe support and communications processes for ongoing management
- Support Customer with ingestion of Box KeySafe logs to Customer SIEM tool
- Conduct tabletop exercise for key recovery and restoration
- Connect to production Box instance

2.6.4 Business Processes

2.6.4.1 Configure – Box Relay

- Box Relay kick-off session – one (1) session
 - Review of project objectives and success metrics for Box Relay
 - Prepare a plan for cutover timing and associated impacts to the user experience
- Box Relay overview – Up to three (3) sessions
 - Overview of Box Relay functionality and use case matrix
 - Identification of current pain points, current and future workflow ideas and user groups that can benefit from using Box Relay
 - Collaborate to define deployment approach, including tool administration, folder structure considerations, and document preparation
- Box Relay design – Up to three (3) sessions
 - Conduct deep-dive sessions with lines of business to understand current business processes, impacted stakeholders, and requirements per workflow
 - Partner to design and implement up to three (3) custom Box Relay workflows, up to ten (10) steps each, including workflow steps and metadata templates, as needed
- Box Relay change management support
 - Customize end user and stakeholder change management material, including:
 - One (1) value proposition statement
 - One (1) Box Relay user guide
 - Up to two (2) standard change management communications
 - Customized Box Relay FAQ
- Box Relay live course delivery
 - Box Relay Essentials live training (2 sessions, 35 minutes each)
 - Conduct pre-course consultation to prepare for training delivery in customer-branded environment
 - Delivery of course recording
- Wrap-up session – one (1) session

- Review success criteria and provide go-forward recommendations
- Conclude Box Relay implementation activities

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2.6.5 Enterprise Advanced

2.6.5.1 Box Apps Configuration

2.6.5.1.1 Project Management

Kickoff

1. Conduct one (1) kick-off session to:
 - Introduce project resources and define roles
 - Confirm Box's understanding of Customer's use case and problems based on internal knowledge transfers
 - Review of project objectives and scope
 - Determine target timeline and inputs for a deployment plan

Regular Touch Points

1. Conduct topic-based workshops in accordance with scope outlined below
2. Weekly status reporting
3. Mid-point check-in and backlog review

Retrospective and Feedback

1. Conduct one (1) session to align on what was completed, evaluate success metrics, and feedback from the project
2. Prioritized backlog and updated roadmap will be presented to the Customer outlining what was completed from the backlog during the engagement execution and what opportunities remain

2.6.5.1.2 Envision: Observations & Recommendations

Use Case Discovery

Box will conduct a current state assessment to uncover opportunities for to enhance your use of Box, offering tailored recommendations for addressing your use case and optimizing your Box investment.

1. Conduct one (1) 60-minute discovery session focused on the following topics:
 - Identify current processes, personas, user stories and technologies Customer leverages on a day-to-day basis, identifying pain points
 - Understand the current state of data security measures and customer-identified vulnerabilities
 - Understand where data repositories and silos exist
 - Assess current state adoption of technologies and overall Box usage

Recommendations Read Out

1. Conduct one (1) 60-minute read-out session to present the following deliverable:
 - Customer roadmap inclusive of findings from discovery session along with go-forward Box solution recommendations for Customer's use case being deployed with Box
 - Proposed Box future state approach aligning to requirements confirmed during discovery along with success metrics for project
 - Deployment plan to execute the proposed Box solution, aligning to Customer timelines

2.6.5.1.3 Activate: Design & Enable

Box will focus on showcasing Box's capabilities and designing a future state solution that aligns with Customer use case best practices

Box Service Enablement

1. Box Enterprise settings overview – up to one (1) session
 - Review key Admin Console sections and guide customer through recommended enterprise settings for their deployment
 - Review Apps settings and access to the platform with Customer system owner/administrator
2. Folder structure design – up to one (1) session
 - Educate customer on best practices for enterprise-wide folder structure design

- Review existing folder structure schema where the content is stored in Box if it exists
 - Assist customer with new design or improvements to existing folder structure including up to three (3) levels for the identified use case
3. Metadata overview and discovery - up to one (1) session
 - How metadata works in Box
 - How to create metadata templates and apply metadata
 - Discovery to identify metadata fields and attributes
 4. Box Apps overview – up to one (1) session
 - Box Apps overview
 - Review key features of Box Apps
 - Review Box Apps configuration strategies
 5. Box User Provisioning and Permissions - up to one (1) session
 - Review Box roles
 - Build strategy for provisioning end users and ensuring appropriate access

Box Solution Design

1. Solution Design - up to two (2) sessions
 - Create the metadata template and validate metadata
 - Determine Box Apps dashboard design
2. Define and document inputs of the Box Apps design plan including:
 - Account management and settings
 - Custom Branding
 - Metadata Template Creation
 - Up to one (1) unique metadata template
 - Up to twenty (20) attributes per template
 - Dashboard and Search Configurations
 - Up to two (2) dashboards
 - Up to fifteen (15) blocks per dashboard including saved searches
3. Draft the future state solution design aligning to the agreed upon use case confirmed during Observation and Recommendations

Backlog Development

1. Build Customer backlog outlining key use case(s) for future implementation

2.6.5.1.4 Realize: Implementation & Adoption

Solution Deployment

1. Box and Customer partner to create and activate Box Apps solution in Box tenant according to the solution design.
 - Account management and settings
 - Custom Branding
 - Metadata template creation
 - Guidance on metadata application
 - Dashboard and saved search set up and configuration

Change Management Support

1. Provide two (2) change management communication templates for Customer
2. Develop one (1) piece of custom learning collateral in support of Box Apps
 - Quick Ref Guide
 - Infographic / Help Card
 - Bite size learning GIF

Education Support

Choose one of the following:

1. Three (3) 2-3 minute videos
 - Content development session
 - Conduct pre-production consultation to plan for three (3) video learning series in Customer branded environment 2-3 minutes in length each
 - Custom video series production
 - Develop full video storyboard with customer assets for each video
 - Includes up to 1 round of edits for each video
2. Two (2) 60 minute + 15 minute Q&A sessions
 - Content development session
 - Plan for one (1) Box live virtual training curriculum
 - Conduct pre-course consultation to prepare for training delivery in Customer branded environment
 - Box Standard live user training – delivery
 - Includes two (2) live virtual private deliveries of 60 minutes each

- Course delivery recording
- Custom course lesson plan
- Post class Q&A document

2.6.5.2 Box Automate

2.6.5.2.1 Project Management

Kickoff

1. Conduct one (1) kick-off session to:
 - Introduce project resources and define roles
 - Confirm Box's understanding of Customer's use case and problems based on internal knowledge transfers
 - Review of project objectives and scope
 - Determine target timeline and inputs for a deployment plan

Regular Touch Points

1. Conduct topic-based workshops in accordance with scope outlined below
2. Weekly status reporting
3. Mid-point check-in and backlog review

Retrospective and Feedback

1. Conduct one (1) session to align on what was completed, evaluate success metrics, and feedback from the project
2. Prioritized backlog and updated roadmap will be presented to the Customer outlining what was completed from the backlog during the engagement execution and what opportunities remain

2.6.5.2.2 Envision: Observations and recommendations

Use case discovery

Box will conduct a current-state assessment to uncover opportunities for enhancing the Customer's intelligent content workflows utilizing Box, offering tailored recommendations for addressing their use case and optimizing their Box investment.

1. Conduct two (2) 60-minute discovery session focused on the following topics:
 - Identify current processes, personas, user stories, and technologies Customer leverages on a day-to-day basis, identifying pain points
 - Understand the current state of data security measures and customer-identified vulnerabilities
 - Understand where data repositories and silos exist
 - Assess current-state adoption of technologies and overall Box usage

Recommendations read-out

1. Deliver recommendations read-out session to present the following deliverable:
 - Customer roadmap inclusive of findings from discovery session along with go-forward Box solution recommendations for Customer's use case being deployed with Box
 - Proposed Box future-state approach aligning to requirements confirmed during discovery along with success metrics for project
 - Deployment plan to execute the proposed Box solution, aligning to Customer timelines

2.6.5.2.3 Activate: Design and enable

Box will focus on showcasing Box's capabilities and designing a future-state solution that aligns with Customer use case best practices.

Solution-focused Box enablement

1. Enable key stakeholders on the capabilities of intelligent content workflows via a tailored demo of selected use case — up to two (2) sessions. Topics may include:
 - Box metadata overview
 - How metadata works in Box
 - How to create metadata templates and apply metadata

- Discovery to identify metadata fields and attributes
- Box Forms and Box Doc Gen overview
 - Review content workflows key features including Box Forms, Box Doc Gen, and the Box Doc Gen API, and Box Relay
 - Review content workflows configuration strategies
 - Box content workflows demo specific to use case
- Box Apps overview
 - Review key features of Box Apps
 - Review Box Apps configuration strategies
- Box AI & metadata extraction overview
 - Explanation of Box AI for single documents, Box Notes, and Box Hubs
 - Review Box AI metadata extraction and API capabilities

Box solution design

1. Define and document inputs of the Box intelligent content workflows design plan including:
 - One (1) Box Doc Gen template design
 - One (1) Box Form design
 - One (1) Box Sign template design
 - One (1) Box Apps dashboard
 - Guidance on Box Relay work
2. Draft the future-state solution design aligning to the agreed upon use case confirmed during the Envision stage
3. Build Customer backlog outlining key use case(s) and documented process design(s) for future implementation

2.6.5.2.4 Realize: Implementation and adoption

Box will support the Customer in bringing the design to life in their Box environment through configuration guidance and end user enablement to leverage Box quickly.

Solution deployment

1. Customer creates and activates Box intelligent content workflows solution in Box tenant according to the solution design
2. Support Customer in metadata template creation and metadata application guidance utilizing Apps, cascading metadata, and AI metadata extraction

Adoption support

1. Conduct change management strategy and best practices session — one (1) session
 - Conduct discovery and strategic alignment resulting in a value proposition and key messages for end users
2. Share best practices for launching Box to end users
 - Identify end-user impacts from Phase 1 and develop a custom change management plan in support of Box rollout or optimization
 - Creation of up to two (2) custom end user communications designed to support deployment of use case
3. Create up to two (2) custom pieces of adoption collateral to be defined by Customer and Box based on user impacts from the discovery phase.
 - Examples include but are not limited to:
 - Quick reference guide
 - Help cards
 - Bite-size learning GIF
 - Tools matrix

2.6.5.3 Box Automate Lite

2.6.5.3.1 Project Management

Kickoff

1. Conduct one (1) kick-off session to:
 - Introduce project resources and define roles
 - Confirm Box's understanding of Customer's use case and problems based on internal knowledge transfers
 - Review of project objectives and scope

- Determine target timeline and inputs for a deployment plan

Regular Touch Points

1. Conduct topic-based workshops in accordance with scope outlined below
2. Weekly status reporting
3. Mid-point check-in and backlog review

Retrospective and Feedback

1. Conduct one (1) session to align on what was completed, evaluate success metrics, and feedback from the project
2. Prioritized backlog and updated roadmap will be presented to the Customer outlining what was completed from the backlog during the engagement execution and what opportunities remain

2.6.5.3.2 *Envision: Observations & Recommendations*

Use Case Discovery

Box will conduct a current state assessment to uncover opportunities for enhancing your Intelligent Content Workflows utilizing Box, offering tailored recommendations for addressing your use case and optimizing your Box investment.

1. Conduct one (1) 60-minute discovery session focused on the following topics:
 - Identify current processes, personas, user stories and technologies Customer leverages on a day-to-day basis, identifying pain points
 - Understand the current state of data security measures and customer-identified vulnerabilities
 - Understand where data repositories and silos exist
 - Assess current state adoption of technologies and overall Box usage

Recommendations Readout

1. Deliver recommendations readout session to present the following deliverable:
 - Customer roadmap inclusive of findings from discovery session along with go-forward Box solution recommendations for Customer's use case being deployed with Box

- Proposed Box future state approach aligning to requirements confirmed during discovery along with success metrics for project
- Deployment plan to execute the proposed Box solution, aligning to Customer timelines

2.6.5.3.3 Activate: Design & Enable

Box will focus on showcasing Box's capabilities and designing a future state solution that aligns with Customer use case best practices

Solution-oriented Box Enablement

1. Enable key stakeholders on the capabilities of Intelligent Content Workflows via a tailored demo of selected use case – up to two (2) ninety (90) minute sessions. Topics may include:
 - Box metadata overview
 - How metadata works in Box
 - How to create metadata templates and apply metadata
 - Discovery to identify metadata fields and attributes
 - Box Forms and Doc Gen overview
 - Review Content Workflows key features including Box Forms, Box Doc Gen & Doc Gen API, Box Relay
 - Review Content Workflows configuration strategies
 - Box Content Workflows demo specific to use case
 - Box Apps overview
 - Review key features of Box Apps
 - Review Box Apps configuration strategies
 - Box AI & Metadata Extraction overview
 - Explanation of Box AI for single documents, Box Notes & Box Hubs
 - Review Box AI metadata extraction & API capabilities

Box Solution Design

1. Define and document inputs of the Box Intelligent Content Workflows design plan including two of the following:
 - One (1) Box Doc Gen template design
 - One (1) Box Form design
 - One (1) Box Sign template design

- One (1) Box Apps dashboard
 - Guidance on Box Relay work
2. Draft the future state solution design aligning to the agreed upon use case confirmed during Observation and Recommendations
 3. Build Customer backlog outlining key use case(s) for future implementation

2.6.5.3.4 Realize: Implementation

Box will support the Customer in bringing the design to life in their Box environment through configuration guidance and end-user enablement to leverage Box quickly.

Solution Deployment

1. Customer creates and activates Box Intelligent Content Workflows solution in Box tenant according to the solution design
2. Support Customer in metadata template creation and metadata application guidance utilizing Apps, cascading metadata, and AI metadata extraction

2.6.6 Content Migration

A. Scope Parameters

Repeat table for each source

Parameter	Scope
Source	-File Share -Dropbox-OneDrive -Sharefile -Egnyte -SharePoint Online -SharePoint <YEAR> (Must be custom Service Level) -Other
Description	-Home Shares -Team Shares -Collaboration -Document Libraries -Structured Records
Service Level	-Shuttle Basic -Shuttle Advanced -Shuttle with Content Leads -Shuttle Custom
Volume (TB)	
File Count	
Users (#)	
LoB Groups (#) - Self-paced Delivery	
LoB Groups (#) - Shared Delivery	
LoB Groups (#) - Private Delivery	
Migration Waves	Up to X total waves

B. Box Shuttle

1. Evaluate migration content and assess readiness
 - Review use case and timeline and provide feedback as warranted
 - Customer to create inventory of source data locations, configure or provision infrastructure for migration software, and run connectivity tests from source locations and share results with Box

2. Configure source and target environments
 - Customer to install migration software and provide read-level access to source data and authorize a Box service account in the migration software
 - Review Customer-developed inventory of source data locations and provide migration software installation instructions and support
 - Configure migration job(s) for each source share or account
 - Run technical analysis on source data and provide results to Customer.
 - Customer to define target folder in the Box Service for each source share or account and, if applicable, clean up source shares or accounts
 - Prioritize data inventory if there are multiple source shares or accounts
3. Execute migration and iterate process
 - Run initial migration jobs and periodically monitor progress
 - Address issues within Box's control and notify Customer of issues which require Customer intervention to remediate
 - Validate results and remediate issues
 - Provide Customer with migration results to review and validate
 - If applicable, correct errors identified in the validation process to the extent such errors result from Box's misconfiguration or other issues caused by Box.
 - Customer to review migration results provided by Box to confirm that data was migrated as expected
4. Complete final delta migration and verification
 - Run a delta migration to address source system changes which have occurred since the initial migration
 - Provide final migration report files to Customer
 - Customer to set source accounts or shares to read-only state and assign permissions to Users or User groups as necessary

Outcome: Customer content has been successfully migrated to Box.

C. *Box Shuttle with Permissions Mapping*

1. Evaluate migration content and assess readiness
 - Review use case and timeline and provide feedback as warranted
 - Customer to create inventory of source data locations, configure or provision infrastructure for migration software, and run connectivity tests from source locations and share results with Box

- Review Customer-developed inventory of source data locations and provide migration software installation instructions and support
 - Share guidelines for Customer during migration process, including a sample permissions-application input file for Customer reference
2. Configure source and target environments
 - Customer to install migration software and provide read-level access to source data and authorize a Box service account in the migration software
 - Configure migration job(s) for each source share or account
 - Run technical analysis on source data, including current state snapshot of permissions map, and provide results to Customer
 - Customer to modify permissions map as needed. Box will validate customer-developed permissions-application spreadsheet(s) and advise if it is an appropriate format for the migration tool. Customer will correct the spreadsheet if Box identifies that it is not an appropriate format
 - Prioritize data inventory if there are multiple source shares or accounts
 3. Execute migration and iterate process
 - Run initial migration jobs and periodically monitor progress
 - Address issues within Box's control and notify Customer of issues which require Customer intervention to remediate
 4. Validate results and remediate issues
 - Provide Customer with migration results to validate. Customer to review and validate results from each migration job
 - If applicable, correct errors identified in the validation process to the extent such errors result from Box's misconfiguration or other issues caused by Box
 - Customer to review migration results provided by Box to confirm that data was migrated as expected
 5. Complete final delta migration and verification
 - Run a delta migration to address source system changes which have occurred since the initial migration and to apply permissions defined in the permissions-application spreadsheet
 - Provide final migration report files to Customer
 - Customer to set source accounts or shares to read-only state and validate permissions and access levels with end users

Outcome: Customer content has been successfully migrated to Box with proper access controls in place.

D. Shuttle with Content Leads

1. Conduct planning and content lead identification
 - Customer to create inventory of source data locations for in-scope Content Groups, configure or provision infrastructure for migration software, and run connectivity tests from source locations and share results with Box
 - Review Customer-developed inventory of source data locations and provide migration software installation instructions and support.
 - Identify and confirm participation from Content Leads and other key stakeholders and align on value proposition
 - Review Content Lead enablement materials with Customer admin team and align on migration approach
2. Conduct migration configuration and technical analysis
 - Create company-level folder structure and ownership model and align on approach for identity and group management
 - Customer to install migration software and provide read-level access to source data and authorize a Box service account in the migration software
 - Configure migration job(s) for each source share or account
 - Run technical analysis on source data, including current state snapshot of permissions map, and provide results to Customer
3. Conduct pre-migration content lead enablement
 - Content Leads to take live or self-paced Box basic courses including (at a minimum) User Essentials and Folder Structure Best Practices.
 - Content Leads will design future-state folder structure and permissions model and, if applicable, reorganize, delete, and/or archive source content into new structure.
 - Conduct kickoff meeting with Customer IT team for Customer and Box to align on scope and all LoB Groups moving content to Box.
 - Box Consulting Team will review the folder structure designs provided by Content Leads and provide one (1) round of feedback for each content lead group.
 - Self-paced Content Lead Toolkit will be made available to Content Leads and Customer IT team to enable them on the Content Lead migration approach.
 - For self-paced LoB groups: hold check-in(s) with Change Management consultant in the form of six (6) 30-minute meetings.
 - Conduct one (1) kick-off meeting with Customer IT Team and Content Leads to cover goals, timeline, and expectations.

- Conduct one (1) enablement session with Customer Content Leads to cover folder structure and permission best practices.
- Conduct one (1) enablement session with Customer Content Leads to cover content reorganization and migration best practices.
- Communications support for each migration wave.
- For shared delivery groups: Hold office hours to address questions from Content Leads in the form of two (2) 30-minute sessions per 15 LoB groups.
- For private delivery LoB groups: Hold one private folder structure best practices sessions and one consultation for each private delivery LoB group.

4. Execute migration and iterate process

- Run initial migration jobs and periodically monitor progress
- Address issues within Box's control and notify Customer of issues which require Customer intervention to remediate

5. Create and validate permissions assignment spreadsheet.

- Run initial migration jobs and periodically monitor progress.
- Provide Customer with migration results to validate. Customer to review and validate results from each migration job.
- Address issues within Box's control and notify Customer of issues which require Customer intervention to remediate.
- Customer to review migration results provided by Box to confirm that data was migrated as expected

6. Complete final delta migration and verification

- Run a delta migration to address source system changes which have occurred since the initial migration and to apply permissions defined in the permissions-application spreadsheet
- Provide final migration report files to Customer
- Customer to set source accounts or shares to read-only state and validate permissions and access levels with end users

Outcome: Customer content has been successfully re-organized and migrated to Box with proper access controls in place.

2.7 Project Assumptions

Below are key assumptions associated to the high-level objectives of this engagement:

A. Functional Assumptions:

- a. This project is specifically for only 1 enterprise instance, e.g., customer.box.com.
- b. Project timelines consider availability of Customer resources and key decision makers. Customer is responsible for acknowledging and responding to documents relating to this Project, including but not limited to requirements documents, escalation issues or end-of-project notices.
- c. Customer is responsible for identifying all stakeholders who are required to provide input in on key decisions.
- d. Customer is responsible for identification of all technical, functional, legal and requirements.
- e. Box Consulting will not have access to the Customer's Box environment and will be providing advisory services only.
- f. Upon termination of this SOW, Customer is solely responsible for removing any Box employee access to its Account granted throughout the duration of the Consulting Services.
- g. Customer has proper rights, access methods and permissions to any 3rd party applications that will be integrated or used with the Box Service during the term of this SOW.
- h. All work is done remote unless otherwise noted.
- i. Customer has identified targeted use cases for Box Sign, Box Relay, Box Governance, or Box Shield.

B. Technical Assumptions:

- a. Box Consulting serves in an advisory capacity only, no custom code creation is included in this SOW.
- b. Customer is responsible for procuring, installation, configuring, and ongoing maintenance of any 3rd party applications that will be integrated or used with the Box Service during the term of this SOW.

C. Change Management & Training Assumptions:

- a. Customer is responsible for distributing all end user launch and training communications.
- b. All trainings and training materials are delivered in English unless otherwise specified.
- c. Customer is responsible for any printing, shipping and copying charges for any training materials.

- d. Customer is responsible for any printing, shipping and copying charges for any training materials.
- e. Virtual training sessions are delivered for a maximum of five hundred (500) participants per session.
- f. Onsite user training is assumed to be a one-time visit at a single location. No more than 3 sessions can be delivered in one business day.
- g. Access to Box Certified Professional in-person specific class dates is subject to availability and travel arrangements are the responsibility of Customer.
- h. Customer will have three (2) months, with four (4) attempts to pass the online certification exam
- i. Customer is responsible for any printing, shipping and copying charges for any training materials.
- j. Virtual training sessions are delivered for a maximum of five hundred (500) participants per session.
- k. Onsite user training is assumed to be a one-time visit at a single location. No more than 3 sessions can be delivered in one business day.
- l. Access to Box Certified Professional in-person specific class dates is subject to availability and travel arrangements are the responsibility of Customer.
- m. Customer will have three (2) months, with four (4) attempts to pass the online certification exam

D. Shuttle Assumptions:

- a. For on-premises data sources, Box Shuttle requires Customer to provide physical or virtual infrastructure accessible by Box Consulting project resources. This infrastructure must include a Windows machine which has access to the source data, and on which the migration software and scripts can be installed, configured, managed, and executed. Customer is responsible for the provisioning, maintenance, security, and all other aspects of the physical or virtual infrastructure required to install the migration software.
- b. Customer acknowledges that Box may utilize certain third-party software (e.g. SkySync, Simflofy, and others) and/or Box first-party software and scripts to provide the Box Shuttle service to Customer.
- c. Customer will provide read access authorization through connectors to relevant source data.
- d. Customer will authorize a Box account from the target Box instance to the migration tool.

- e. Migration jobs will be configured and initiated during regular U.S. business hours.
- f. Customer acknowledges that Box is not suitable for all possible content and workloads.
- g. Migration timelines are dependent on factors such as data volume, number of files, and the location and nature of source systems. Box cannot guarantee transfer speeds or the ability to achieve a specific timeline.
- h. Customer is wholly responsible for applying permissions to and/or reorganizing migrated content. Box will migrate content to up to 5 specified target folders on the Box Service.
- i. Box will conduct up to 3 review cycles with the Customer to obtain a properly formatted permissions-application spreadsheet for the migration tool.
- j. Up to X migration waves are included in this Service Level. A migration wave is defined as a distinct migration go-live event for a particular set of users, user groups, servers, shares, or physical locations.
- k. Customer will identify content groups and associated content leads to engage in this Project which logically map to specific source content.
- l. Content leads would represent up to 100 individuals in the content group
- m. Customer will provide file metadata mappings in the required .csv format specified by Box.
- n. Box cannot apply permissions that violate the Box Service's permission structure (e.g. broken inheritance on a subfolder). Source data that violates this permission model may require re-organization by the Customer prior to migration.

E. Custom Application Development Assumptions

- a. Box will develop the application in the **XXXXXX** programming language, employing the following front-end frameworks: **<insert frameworks, if applicable>**. Box may also leverage other software libraries to implement the application
- b. Customer is responsible for deployment and operation of custom software implementation.
- c. Before development work can begin, Customer must make available and provide Box access to any systems or applications which are dependent on development, integration, or implementation of this solution.
- d. Box will provide the application to the Customer in the form of a Docker-containerized application which can be deployed on the Customer's infrastructure of choice.
- e. Box will provide Customer with various design and specification documents throughout the course of the Project. Customer will review and respond with written feedback and/or approve such documents within five (5) business days, in

order for the specified schedule to be maintained. The designs and documents will be deemed accepted if the Customer does not provide written feedback and/or approval within five (5) business days.

- f. This SOW does not include development, implementation, or setup of any other application or feature, or any ongoing product support, unless explicitly addressed in this SOW.
- g. Box and Customer will QA / UAT script functionality in a non-production environment based on Customer provided requirements. Customer will provide a test data set for UAT and shall provide such requirements on a timely basis.
- h. Issues are defined as defects or bugs which prevent users from completing a function or activity. Changes to the design or new features will require a change order.
- i. Before proceeding to testing and deployment phases, Customer must provide timely access to a Box Service Account in the target Box Service instance.
- j. Customer is responsible for User Acceptance Testing
- k. Customer is responsible for any required penetration testing
- l. Deployment and delivery of the application code does not include a warranty period. Support is limited to ten (10) days post go-live of the application in production.

F. Travel and Expenses Assumptions

- a. The scope of this SOW includes all currently contemplated Box travel and living expenses as part of the fees set forth on the applicable Order. Additional travel and living expenses required as a result of adding scope to this SOW will be included in any new fee estimate provided as part of the Change Control Process. Additional travel and living expenses required where there is no change in scope to this SOW will be subject to Customer's prior written approval and, if such approval is provided, billed to Customer by Box subject to the payment terms in the Consulting Terms.
- b. The scope of this SOW does not include Box travel and related expenses as part of the fees specified in the applicable Order. If required, Box will seek Customer approval in advance for travel and expenses related to the Project. Subject to such approval, Box will comply with Customer's travel policy and bill any travel and expenses incurred under this SOW back to Customer in accordance with the Consulting Terms.
- c. None contemplated.

G. Out of Scope Assumptions

- a. This SOW does not include setup of any other application or feature, or any ongoing product support not addressed in Section 2 of this SOW
- b. This SOW does not include time for management of the release process, analysis or implementation of functions and features that are not available within the general release of the Box Service as of the Effective Date of this SOW.

TEMPLATE COPY

3 Project Team

Customer is responsible for providing and ensuring Customer's committed participation of resources required during the Project. The pricing and schedule reflect this important assumption. Professional Services delivered in this SOW are performed by Box Consulting jointly with Customer as a cooperative, hands-on project, jointly managed by Box Consulting and Customer.

3.1 Box Consulting Roles

Box Consulting resources are not necessarily dedicated to any single project and may be engaged across many projects for various Customers.

<i>Roles</i>	<i>Key Responsibilities</i>
Executive Sponsor	• Drive overall deployment vision and success • Resolve key escalated issues
Implementation Consultant	• Lead of overall implementation • Deployment planning & execution • Configuration consultation • Box best practices
Solution Architect	• Box solution architecture • Box security and compliance
Technical Consultant	• SSO connectivity to Box • 3rd party application integration
Change Management Consultant	• Design of strategic engagement plan • Creation of tool positioning matrix
Education Specialist	• Design of end user training curriculum • Execution of end user training courses

3.2 Customer Roles

The Customer is responsible for providing timely access to and commitment from the following minimum key stakeholders. Multiple roles can be fulfilled by the same resource depending on deployment size and various other factors for the Customers.

<i>Role</i>	<i>Key Responsibilities</i>
Executive Sponsor	• Determine minimum requirement set and lead use case prioritization decisions • Serve as main point of escalation for high impact items • Provide key scope, branding, and design decisions, and commitment to helping communicate project updates
Lead Project Manager	• Dedicated project manager required for entire duration of this engagement to work with the Box team on coordination activities for this engagement
Technical Lead	• Act as the main technical lead and serves as Box admin for implementation to implement key technical design and configuration decisions • Identify and onboard appropriate technical SMEs for integration and configuration of 3rd party applications with Box
Change Management Lead	• Assist with preparing, finalizing, and driving delivery of communications and engagement activities • Assist with coordinating and delivering trainings and collection of end user feedback
Compliance Lead	• Responsible for providing requirements and validation of compliance in the context of the use case
Business Champions	• Provides input on business requirements and current state • Active participants in workshops for design of folder structures and feedback sessions

4 Travel

Significant progress on the Project planning phase will happen during a face-to-face workshop with the Box and Customer Project Teams. The detailed agenda will be mutually agreed upon in advance and in writing between Customer and Box Project.

This SOW is created with the assumption of onsite Professional Services work at a single location over consecutive days. A summary of the planned onsite visit by Box Consulting is as follows:

Planned Timing	Activities	Frequency	Days	Resources	Location
Project Initiation	Current state discovery and launch planning	1	2	2	XX, USA
End User Engagement	Use case analysis and folder structure design	1	2	2	XX, USA

5 Pricing

The pricing in this SOW represents the fixed fees for the Professional Services set forth in this SOW ("Fixed Fee"). All fees described below are as follows:

Item	Price
Custom Consulting	\$
Travel & Expense	Billed as Actuals
Discount (valid through mm/dd/yyyy) REMOVE IF NOT APPLICABLE	-\$XXX.00
TOTAL:	\$x,000

This SOW pricing shall expire unless an applicable Order is executed by the Customer within thirty (30) days from the date stated on the first page of this SOW.

The fees stated and agreed to above shall be invoiced in accordance with the following and subject to the payment terms specified in the Order:

Invoice	Invoice Date	Amount Due
Invoice 1	Service Start Date of the Order	50% of total fees
Invoice 2	[Date halfway through from Service Start Date]	Remaining 50% of total fees

6 Signatures

The Parties acknowledge that they have had previous discussions related to the performance by Box of consulting services for Customer and the possible strategies which may be used by Box Consulting to implement the functionality described in Box's User Guide and in other related documentation (available at www.support.box.com). This SOW and the Consulting Terms shall constitute the entire understanding between Customer and Box and is intended as the final expression of the Parties' agreement regarding the Consulting Services. The Parties expressly disclaim any reliance on any and all prior agreements, understandings, RFPs, verbal and/or written communications related to the Consulting Services.

This SOW may be executed in counterparts and delivered to the other Party either physically or by electronic means, each of which shall constitute an original and all of which together shall constitute one of the same instrument.

IN WITNESS WHEREOF, the Parties have executed this SOW by their duly authorized representatives in one or more counterparts, each of which shall be deemed an original, and it shall be effective as of the last date executed below:

Box, Inc. OR Box.com (UK) Limited	Customer
By:	By:
Name:	Name:
Title:	Title:
Date:	Date:

Exhibit 1 – Minor Change Order Process

The following procedures will be used to handle any amendment/change to a SOW requested by a Party that have zero financial impact.

1. **“Minor Change”** means a change to the Services that does not impact the Payment and Pricing stated in the respective SOW. “Minor Change” includes the incremental adjustments to or reorganization of the scope of Services.
 - a. **Minor Change Order** (in the form set forth in Attachment 1 to this Exhibit, below)
 - i. An authorized Box signatory (or in her or his absence, a duly authorized representative) sends the Minor Change Order email to the authorized Customer signatory, in each case detailing the specific changes proposed to the expenses under or staffing levels applicable to, such SOW, and the reasons for such proposed changes. Where an email is used to initiate the request, the subject line will include the words, “Minor Change Order;” and
 - ii. A Customer signatory (or in her or his absence, a duly authorized representative) agrees to the terms and accepts them by responding within the agreed digital system or by sending a return email to the authorized Box signatory or his or her duly authorized delegate, in each case indicating a clear acceptance of the proposed changes.
 - iii. Where such email exchange or confirmation within the agreed digital system occurs, it will constitute a written instrument executed in writing having the same legal validity as though the Parties executed signatures.
 - b. The Parties may mutually agree to amend any language in the SOW that falls under the definition of a Minor Change in regard to a specific SOW by email exchange or other agreed digital management system agreed to by the Parties, provided that each of the steps above are completed.

Attachment 1 to Exhibit 1 - Template Minor Change Order

Email Format

To: Receiving Party's Authorized Signatory (or a duly authorized representative)

Cc: Applicable BC Manager

From: Submitting Party's Authorized Signatory (a duly authorized representative)

Subject Line: Minor Change Order [X] – [SOW Title]

Please respond to this email saying "I approve" if you accept the following changes to the SOW.

Change Order Effective Date:

Total Monetary impact of the Change Order: 0

The Parties agree to amend the SOW as follows:

[THE FOLLOWING IS PROVIDED ONLY AS AN EXAMPLE]

1. Section [X] of the SOW shall be deleted and replaced in its entirety as follows:
 - a.
2. Section [X] of the SOW shall be amended to include the additional subsection as provided below:
 - a.

Exhibit 2 – Change Order Process

The following procedures will be used to handle any amendment/change to a SOW requested by a Party that have a cost impact.

1. “**Change Order**” (in the form set forth in Attachment 1 to this Exhibit, below) will be used for the purpose of communicating a change between the Parties. Each Change Order will describe the proposed Change as provided below in Attachment 1 to Exhibit 2 below.
 - a. The designated and authorized signatory of the requesting Party will review the proposed Change and determine whether to submit the request to the other Party.
 - b. Change Orders are not binding unless and until they are either 1) stamped by Box Consulting, or 2) executed in writing by authorized signatories of both Parties. For the avoidance of doubt, if a Change Order has a financial impact then it must be associated with a signed Order.

Phase 2 Optional Extension Terms

The optional phase 2 services outlined in this section of the statement of work are designed to be a direct extension of the initial phase 1 fixed fee scope defined in this SOW. This will allow the Customer to take advantage of the existing Box consulting team from phase 1 to continue to drive high value outcomes with Box using an agile flexible hours-based delivery approach. Customer will take advantage of economies of scale and receive a discount in Box's blended bill rate.

Customer can opt-in to Phase 2 by providing written notice not less than two (2) weeks prior to the end of Phase 1 and by working with Box to execute a paid change order to this statement of work following the process outlined in "Exhibit 2 - Change Order Process". If Customer does not exercise this opt-in option, then the Customer's original fixed scope outcome in Phase 1 project will end in accordance with the terms of this statement of work, and the opt-in terms defined here will expire.

- Box will allocate a set number of hours each month to support activities that enhance the Customer's Box deployment.
- These hours can be utilized by various types of Box Consulting resources, including roles such as Executive Sponsor, Project Manager, Implementation Consultant, Technical Consultant, Solutions Architect, Change Management Consultant, and Education Specialist.
- A portion of the allocated hours can be carried over into subsequent months if not used within a given month.
- If both parties agree, additional hours from future months can be used earlier if needed.
- All allocated hours must be redeemed within an agreed-upon timeframe. This includes options for rollover periods to accommodate unexpected challenges or time off.
- The total number of hours provided is fixed unless changes are mutually agreed upon through a formal process.
- The Customer acknowledges that the allocated hours may not cover all desired activities. Therefore, additional hours can be purchased at a discounted rate while this contract remains active through an agreed-upon process.

Phase 2 Suggested Activities

Below is a summary of suggested activities that may be pursued within the hours allotted during this phase of the project. Additional items that are documented from phase 1 may also be a focus and take priority. All scope will be jointly planned with the customer for each sprint and must have the required hours remaining in the project phase to complete.

- Evaluate the cutover from legacy systems and iterate to improve the deployment
- Create a Champion network to build a technology feedback loop
- Onboard new use cases to drive value from license costs
- Continue end user education with advanced course topics (e.g., Box 201 course)
- Create new Custom Video series or self-paced learning materials to support multiple modalities for end user education
- Build additional Box relay workflows to drive process automation
- Backlog items from phase

Attachment 1 to Exhibit 2 – Template Change Order

**Change Order [number]
[Insert full name of SOW]
[Please delete all bracketed text]
Under BOX Service Agreement**

Change Order Effective Date:

Total Monetary Impact of the Change Order: TBD

The Parties agree to amend the SOW as follows:

[THE FOLLOWING IS PROVIDED ONLY AS AN EXAMPLE]

1. Section [X] of the SOW shall be deleted and replaced in its entirety as follows:
2. Section [X] of the SOW shall be amended to include the additional subsection as provided below:

IN WITNESS WHEREOF, the Parties have agreed upon this Change Order by their duly authorized representatives.