Cryptographic Center of Excellence
PKI Health Check
Schedule

Service Overview

Entrust's Cryptographic Center of Excellence ("CryptoCoE") portfolio of Professional Services Offerings provides the Customer with the consulting services and expertise needed for the Customer to build its own CryptoCoE. Under the PKI Health Check Offering, Entrust will interview key Customer personnel and analyze the Customer's specified governance and system(s) for its public key infrastructure ("PKI") to perform an assessment of PKI solution in place, leading to a report of findings, analysis and recommendations to improve PKI health in the Customer's environment.

The Agreement for the PKI Health Check Offering is made up of this Schedule, the Entrust General Terms and Conditions available at https://www.entrust.com/general-terms.pdf ("General Terms"), and an Order (as defined in the General Terms) for a PKI Health Check.

1. **Definitions.** Capitalized terms not defined in this Schedule have the meanings given to them in the General Terms.

    1.1. "Expert by Your Side hours" or "EBYS hours" means for the Offering Term, Entrust will provide remote consulting and technical support that is limited to the purchased number of hours in the form of telephone or email assistance (provided during normal business hours), coordinated through an assigned Entrust project manager, to address general inquiries, questions, issues or changes related to the services provided by Entrust.

    1.2. "Technical Account Manager" or "TAM" means a dedicated Technical Account Manager, who is focused on ensuring the Customer's technical product needs are met, while providing escalation support and product roadmap direction.

    1.3. "PKI Governance" means the processes, the policy and organizational structure that the Customer has established to federate its PKI solution.

    1.4. "PKI System" means the technical environment used by the Customer for the PKI solution in place. It includes the servers (physical or virtual), certificate authority software, registration authority software, hardware security modules (HSMs) and associated configurations.

2. **Service Details.**

    2.1. PKI Health Check Subscriptions. If Customer's Order is for a PKI Health Check subscription, Customer will receive the applicable entitlements set out below for the subscription level specified in the applicable Order. Additional PKI environments and Expert By Your Side hours may be purchased as a separate line item on an Order or under an additional Order.

Entitlements	Basic Subscription	Pro Subscription	Premium Subscription
Engagements per Year			
PKI Governance Health Check (see s.2.3)	1	1	1
PKI System Health Check (see s. 2.4)	1	Up to 2	Up to 4
Environments Checked			
PKI System (Root CA)	1	Up to 2	Up to 2
Issuing CAs	Up to 2	Up to 4	Up to 4
Consulting			
TAM	No	No	Yes
Expert By Your Side hours	10	25	50

2.2. One-time PKI Health Check Engagements. If Customer's Order is for a one-time PKI Health Check, Customer will receive the applicable entitlements set out below for the health checks specified in the applicable Order. In the case of a one-time Governance and System Health Check only, additional PKI environments may be purchased as a separate line item on an Order or under an additional Order.

Entitlements	One time PKI Governance and System Health Check	One time PKI Governance Health Check	One time PKI System Health Check
One-time Engagement			
PKI Governance Health Check (see s.2.3)	1	1	none
PKI System Health Check (see s. 2.4)	1	none	1
Environments Checked			
PKI System (Root CA)	1	n/a	1
Issuing CAs	Up to 2	n/a	Up to 2
Consulting	none	none	none

2.3. PKI Governance Health Check

2.3.1. Scope. Entrust will provide a consultant, who will review the Customer's current PKI Governance. The review will be delivered via a sequence of remote meetings. The gathered information will be used to issue at the end of each engagement a detailed report (the "PKI Governance Health Check Report"), as described in Section 3 below. Purchased EBYS hours may be used for remediation of findings.

2.3.2. Stages and Responsibilities. The table below sets out the stages of the PKI Governance Health Check and the respective responsibilities of Entrust and Customer at each stage. The Entrust project manager ("PM") has overall responsibility for ensuring delivery of the

PKI Governance Health Check to the Customer. The PM is the Customer's single point of contact with Entrust for the duration of the engagement, providing co-ordination of resources, tracking and closure of action items, and schedule, requirements and financial management. These steps will be completed for each engagement (the number of engagements depends on what Customer has purchased, as set out in Sections 2.1 and 2.2 above).

Stage	Entrust Responsibilities	Customer Responsibilities
1: Kickoff meeting	- Assign a PM - Explain the process - Schedule the engagement steps and explain dependencies	- Assign a project manager - Engage and manage the required Customer resources - Provide PKI policy documentation (CP, CPS, RPS, PDS) - Provide PKI architecture/design document (if available) or information on the PKI components deployed (CAs, RAs, HSMs, etc). - Identify the policy authority for the PKI
2: Interview Workshop	- Facilitate the workshop - Provide interview questionnaire - Understand the actual Customer process and PKI policy - Review the operational and maintenance processes to ensure that suitable steps are being taken to assure the long-term efficiency of the environments in respect of security, reliability and recovery. - Document the discussion	Engage stakeholders who are responsible for the organization crypto policy (including policy authority and operational staff)
3: Risk Assessment and Compliancy	Produce the PKI Governance Health Check Report	Respond to Entrust's questions
4: Report Presentation	Meet with Customer to review the PKI Governance Health Check Report and discuss the proposed mitigation/ recommendation plan	Engage the sponsor team and decision maker

2.4. PKI System Health Check

2.4.1. Scope. Entrust will provide a consultant, who will review the Customer's designated PKI System in order to identify platform issues, readiness to support Customer needs/requirements and proposed improvements. This service can be performed on PKI Systems built on Microsoft Active Directory Certificate Services and/or Entrust PKI software. The gathered information will be used to issue at the end of each engagement a detailed report (the "PKI System Health Check Report"), as described in Section 3 below. EBYS hours may be used for remediation of findings.

2.4.2. Stages and Responsibilities. The table below sets out the stages of the PKI System Health Check and the respective responsibilities of Entrust and Customer at each stage. The Entrust PM has overall responsibility for ensuring delivery of the PKI System Health Check to the Customer. The PM is the Customer's single point of contact with Entrust for the

duration of the engagement, providing co-ordination of resources, tracking and closure of action items, and schedule, requirements and financial management. These steps will be completed for each engagement (the number of engagements depends on what Customer has purchased, as set out in Sections 2.1 and 2.2 above).

Stage	Entrust Responsibilities	Customer Responsibilities
1: Kickoff meeting	- Assign a PM - Explain the process - Schedule the engagement steps and explain dependencies	- Assign a project manager - Engage and manage the required Customer resources - Provide PKI architecture/design document (if available) or information on the PKI components deployed (CAs, RAs, HSMs, etc). - Provide PKI policy documentation (CP, CPS, RPS, PDS)
2: Interview Workshop	- Facilitate the workshop - Provide interview questionnaire - Understand the current deployment, business applications and pain points. Clarify where to focus first. - Review the existing deployed infrastructure to establish a clear understanding of the structure of the environment in use including any test and disaster recovery systems. - Request relevant log and configuration files	- Provide the requested log and configuration files - Provide remote access to the platform
3: Risk Assessment and Compliancy	- Asses the current PKI environment usage and compare to the business needs - Check PKI software version and performance - Check the HSM firmware version and log file - Review system logs to identify any outstanding problems or indications of potential future problems - Conduct detailed software assessment of each server within the PKI environment to validate installed versions including patch levels. - Produce the PKI System Health Check Report showing current installation status	Respond to Entrust's questions
4: Report Presentation and advise	Meet with Customer to review the PKI System Health Check Report and discuss the proposed mitigation/ recommendation plan	Engage the sponsor team and decision maker

2.5. Out of Scope. The items below are outside the scope of the PKI Health Check Offering (for clarity, these items are outside the scope of both the PKI Governance Health Check and the PKI System Health Check). Entrust has a rich portfolio of service offerings and could assist the Customer on the tasks below in a separate engagement:

- Provision of any content for policy, procedural or operational documentation.

- Formal project reporting (although informal status reporting will be provided).
- Design, configuration or implementation of any supporting infrastructure for PKI services, for example network design, firewall design or configuration etc.
- Detailed physical implementation of PKI systems, components or infrastructure to support them.
- Legal advice
- Remediation of the findings beyond use of the purchased EBYS hours.
- PKI and/or Crypto Governance consulting
- Travel or any work on Customer's premises

3. **Deliverables**.

   3.1. Entrust will provide the following deliverable(s) ("Deliverables") as part of the PKI Health Check Offering, as applicable:

      3.1.1. For each PKI Governance Health Check engagement, a PKI Governance Health Check Report comprising:

      - Executive summary
      - Introduction and background
      - Best practices and compliance recommendation
      - Grade based on the Customer's adherence to the PKI policy in place
      - Highlight issue root cause(s) and recommendation
      - Propose policy documentation set and process changes

      3.1.2. For each System Health Check engagement, a PKI System Health Check Report comprising:

      - Executive summary
      - Introduction and background
      - High level logical Design
      - Confirmation of network connectivity between PKI components
      - Highlight all discovered issues, identifying root cause and recommendations
      - Recommended configuration changes
      - Support status of deployed Entrust products, highlighting where newer versions are available.
      - Readiness to support identified expanded or future use cases- roadmap options

   3.2. Entrust delivers all documents to its customers in Adobe Acrobat PDF format. This eliminates dependence on a common word processor, provides document integrity and reduces the possibility of transmitting macro viruses to our customers. Upon request, Entrust can also deliver documents in Microsoft Word format.

   3.3. Entrust is committed to delivering high quality services and products to its customers. All Deliverables will be subject to peer review and require Entrust Project Manager approval before being delivered to Customer. This also applies to situations where Entrust has chosen to sub-contract certain activities or Deliverables to our partner organizations.

4. **Assumptions and Limitations**.

   4.1. Entrust personnel shall not be available or on stand-by for non-Entrust tasks

   4.2. All work to be performed during regular business hours.

5. **Fees**. Customer will pay Entrust the costs and fees for the PKI Health Check Offering as set out in the applicable Order, which are payable in accordance with the Order and the General Terms.

6. **Warranty**. Entrust warrants that the Professional Services it provides as described in this Schedule shall be performed in a professional manner in keeping with reasonable industry standards.

7. **Term and Termination.**

   7.1. The PKI Health Check Offering is sold either as a one-time engagement basis or on a subscription basis, as specified in the Order. Unless otherwise specified on the Order, the Offering Term will commence on the date that the Order is accepted by Entrust and will continue in effect either (i) for one-time engagements, until the engagement is complete, or (ii) for subscriptions, for a period of one (1) year, in each case, unless terminated in accordance with the Agreement.

   7.2. In addition to the termination rights in the General Terms, Entrust may terminate the Agreement with respect to the PKI Health Check Offering and refuse any additional Orders for the PKI Health Check Offering if Customer commits a material breach of this Schedule and fails to remedy such material breach within thirty (30) days after delivery of notice of the occurrence or existence of such breach or such longer period as may be agreed to in writing by Entrust.

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