FAQs	
Query/Question	**Response**
What is the NSSR?	NSSR stands for Non-Standard Software Request. It is the legal review of non-standard software prior to its installation in any Accenture-owned workstation and laptop in the Delivery Center where the request is raised.
What is the scope of the NSSR?	All installation and use of non-standard software (freeware, trialware, shareware, open source software, OEM software, commercial software) in Accenture machines (workstations, laptops etc) in the Philippine and India Delivery Centers.
When is a request outside the scope of the NSSR?	When there is no installation of non-standard software in Accenture machines such as workstation/ laptops/servers. The following are examples of out-of-scope installations: i. Installation of client provided software in client-provided laptops and workstations. ii. Installation of drivers only detectable by the OS installed in the Accenture workstation/laptops for use and access of a device (i.e. printer, mouse, data cards etc.) iii. Access of the application via the internet without installation of a "client" or application in Accenture workstations and laptops. iv. Installation of software available on SAC (software.Accenture.com)
What is Accenture standard software?	These are standard software available for download from the internet as well as other products from Microsoft (Select and MSDN). They include (a) Software found in the Accenture website software.accenture.com; (2) Software that are part of Accenture workstation (on default) or server software image and (3) Software reviewed by CIO Security and approved for use globally.
What is a non-standard software?	Any software which is: a. Not pre-installed in Accenture Standard workstations/laptops. b. Not found at the software.Accenture.com site. c. Not approved for use and installation by CIO.
What is Non-Commercial Software?	It is software acquired without a fee by Accenture or the Client. These are classified as Freeware, Trialware, Shareware, and Open Source Software.

What is Commercial Software?	Software acquired for a fee, whether by client or Accenture. Commercial software can be any of the following: A. Accenture – procured A. Purchased off-the-shelf, downloaded with shrink wrap license, or covered by an enterprise license from an Accenture Alliance Partner; or B. Software purchased after negotiations by Procurement team. B. Client – provided i. Procured by client for Accenture's use in client service delivery; ii. Use of which is mandated or "recommended" by the client for use of Accenture; or iii. Software incidental to the procurement of services from a vendor by Accenture. C. Software incidental to the services being provided for Accenture by a vendor.
What is OEM software?	OEM stands for Original Equipment Manufacturer. It is software that is manufactured by the OEM and purchased by another company to be sold under its brand name. This type of software is bundled with hardware (e.g. printer, scanner, broadband, etc.)
Who owns the NSSR Legal Review Process?	The NSSR Review Process is owned by Accenture GDN Legal.
Who conducts the NSSR Legal Review?	The Legal Global Services Center resources (supporting GDN Legal) handles the NSSR Review. Legal guidance and approvals are provided for by GDN Legal.
What is the Service Level Agreement /Turn Around Time?	Our review process usually takes 3-5 days from the receipt of the complete information from the project team and our dependencies, provided that there are no outstanding issues.

Must I obtain NSSR approval prior to purchase of the non-standard software?	Yes, the Procurement team will process the purchase of software **only** if you have an NSSR approval.
What is Linking (Dynamic and Static)?	In computing, a linker or link editor is a computer program that takes one or more object files generated by a compiler and combines them into a single executable file, library file, or another 'object' file. Linking can either be **dynamic** or **static.** Static Linking - refers to linking of library files in a manner wherein the contents of the library file are copied into the target application via a linker/compiler at link/compile time to create a stand alone executable. During such process, the library code is stored within the executable rather than in separate files. Therefore, any such resultant executable may be considered to be a derivative of the program/software whose library is used in the process. Dynamic Linking - refers to linking of library files every time the target application is executed, at load time or run time, rather than when the executable file is created. During the process of dynamic linking, the library files run in a separate address space and data is passed through command lines, pipes etc. so that they are separate from the target application.
What is Software distribution?	Software distribution is the process of providing or selling copies to end users or third parties other than the licensee. This applies even if the end users are Accenture resources. This should not to be confused with "distribution or distro", which is collection of software components built, assembled and configured so that it can be used essentially "as is" for its intended purpose.

What is the legal basis for asking if the software has a recording feature?	RA 4200: The Anti-Wire tapping Law (PDC Only) NSSR legal review considers statutory and local laws that may affect your use of the software. In the Philipines, one of the laws we consider is the Anti Wire Tapping Act (Republic Act 4200). Under RA 4200, secretly overhearing, or recording or intercepting private communications with recording equipment without consent of the parties involved in the communication is considered a violation of the law. This covers devices such as tape recorders, dictaphones and radios, which can be used to record or intercept communication. This list of devices is not exclusive, and can cover all new technology we currently use. Hence, PDC Legal in consideration of this law, provides guidelines on the use of the software intended for recording.
Do I need to submit a copy of the software's End User License Agreement (EULA)? Why?	Yes, you need to send a copy of the EULA. The EULA is critical to our review because it enumerates the rights granted to you as end-users and the limitations of such rights. Specifically, it identifies the obligations, prohibitions, and risks attached to the installation and use of the software. These will be one of the basis of the approval or denial of the request.
What are the potential legal risks if I use non-standard software without undergoing NSSR?	(i) Infringement claims may be made against Accenture by the software vendor and/or other third party (ii) Possible civil liability (e.g. direct and consequential damages) to Accenture and/or its responsible officers (iii) Possible criminal liability to Accenture and/or its responsible officers (iv) Loss of reputation to Accenture (v) Damage to company's relationships with clients, software vendors, and/or partners (vi) Loss of Accenture Intellectual Property
Where can I find the End User License Agreement (EULA)?	a. The EULA/License may be publicly available in the software website. b. If you already have the software, you can extract the EULA/License from the application or software. Please contact DC ISU for assistance. c. If software is client provided, you may request for the EULA from them. d.You may also reach out to the vendor/software developer.

Is the NSSR process mandatory for all non-standard software?	The NSSR process is mandatory in the Philippine and India Delivery Centers, pursuant to Accenture Policies 59, Policy 57 (section 7A) and Policy 56 (section 9.5).
Links to Accenture Policies	Accenture Policy 56 (sec 9.5) - https://policies.accenture.com/policy/0056 Accenture Policy 57 - https://policies.accenture.com/policy/0057 Accenture Policy 59 - https://policies.accenture.com/policy/0059 Accenture Policy 90 - https://policies.accenture.com/policy/0090 Acceture Policy Policy 314 - https://sites.accenture.com/publishing/Legal/IntellectualProperty/OpenSourceSoftware/Pages/default.aspx is the link for Open source software resource site.
Where can I find my Contract Manager and/or Legal Account Lead details?	You may: 1. Reach out to your supervisor, team lead, manager, or senior manager for the names of your CM/LAL; OR 2. You may check with your CDP Plan for the details.
My project provides services to an external client but it does not have a Legal Account Lead (LAL) or Contract Manager (CM). Whose name should I indicate under CM/LAL?	If you are certain that your project does not have either a LAL or CM, you may indicate the name of the transacting counsel who helped in the negotiation of the contract.

What are the sanctions/penalties in case of non-compliance or violation of the NSSR?	Failure to comply with NSSR will be reported and disciplinary action may be taken. Such action may include, but is not limited to, reprimand, financial penalties, termination of employment, and/or legal action

Requester DWI

1. Purpose

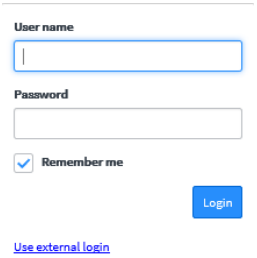
The purpose of this document is to outline the steps taken in processing the NSSR from the time employee logs a request until it will be created. The major system involved in this process is the Accenture Internal Site.

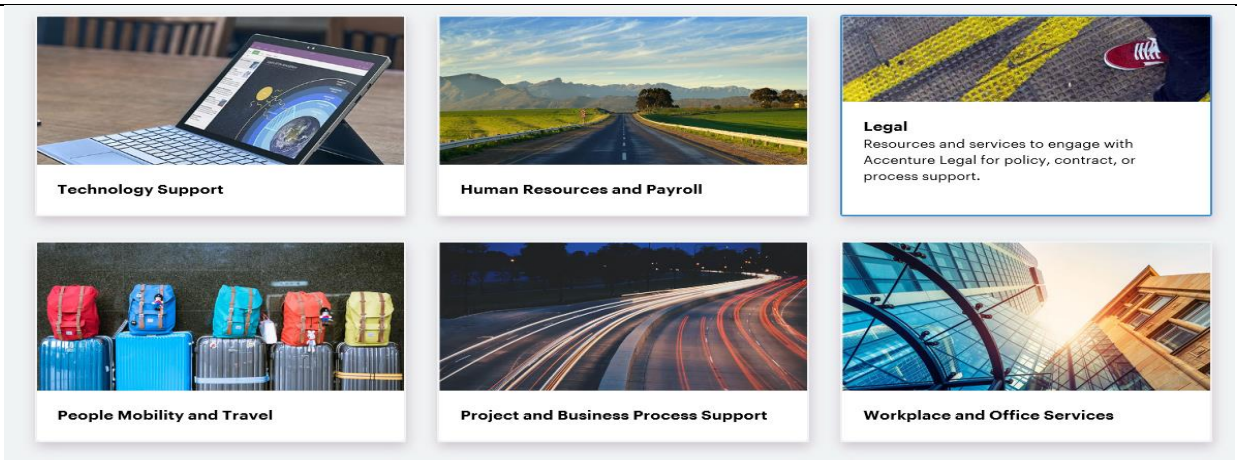
2. Scope

The process steps outlined below cover the requestor's creation of the NSSR request:

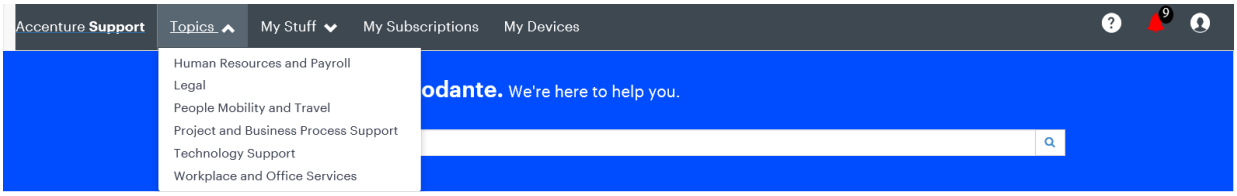
- Employee NSSR request
- Submission & Admin monitoring of required documents
- Auto-integration of approved NSSR request

3. **Process Steps**

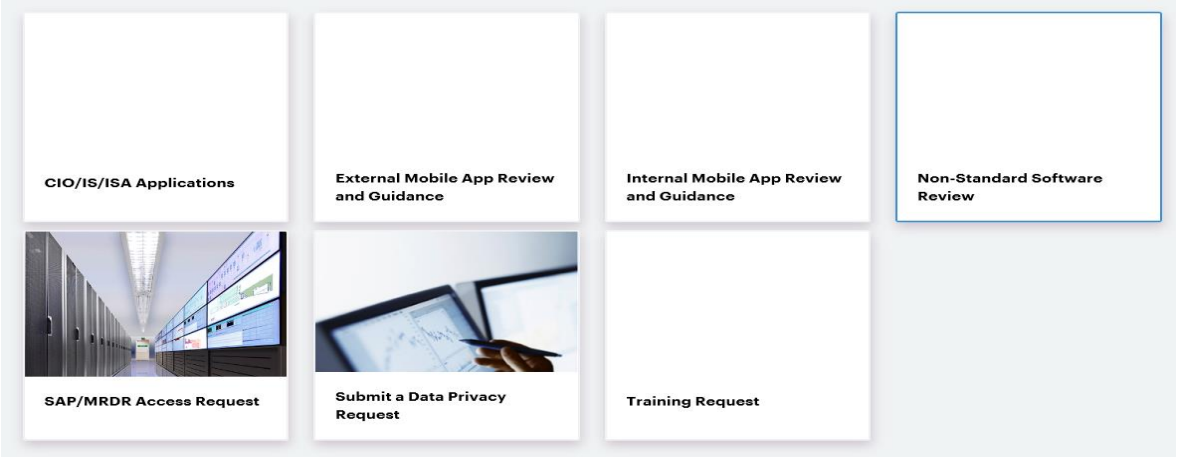
Step 1	**Employee logs NSSR request in Non-Standard Software Review tool via Accenture Internal Log Site.**
	Responsibility: Employee
	1.1 Employee logs in to Accenture Internal Log site(Support portal dashboard).  1.2 Click legal catalog in the dashboard page



or user can also access it by clicking Topics in the header navigation and click Legal



1.3 Click the Non-Standard Software Review catalog in the Legal Page



1.4.1 User fills out the required fields in the request page

General Questions Section

1 Software Name (required field)

1.a If software is not in the list, provide software name (becomes enable and required if

2 Software Version (required field)

3 Project Name (required field)

4 Will the software be used for client service delivery? (becomes enabled and required if field 3 is populated)

	4.a What is the client name? (becomes enabled and required if the answer under field 4 is populated) 5 Has the software been installed? (required field) 5.a Reason for Installation (becomes enabled and required if the answer under field 5 is yes) **Requestor & Project Details Section** 6 Requestor (Auto-Populated and un-editable) 7 Facility (Auto-Populated and un-editable) 8 Contact Number (becomes enabled and required if field 4 is populated) 9 Operating Group (Auto populated but editable) 10 Project Manager (at least level7) (becomes enabled and required if field 4 is populated) 11 Project most senior Managing Director (becomes enabled and required if field 4 is populated) 12 Client Email ID (becomes enabled and required if field 4 is populated) 13 Legal Account Lead / Contract Manager (becomes enabled and required if field 4 is populated) 14 Charge Code (becomes enabled and required if field 4 is populated) **Software Usage Questions Section** 15 Software License Type (becomes enabled and required if field 4 is populated) 16 Source of Software (becomes enabled and required if field 4 is populated) 17 Total # of license to obtained (becomes enabled and required if field 4 is populated) 18 How many resources will use the software? (becomes enabled and required if field 4 is populated) 18.a Please attach the fully accomplished form indicating the Users EIDs and Asset Tags. Use the Excel Template Above (need to attach the users and asset file based on the value inputted in field 18) 19 In what Country will the software be used? (becomes enabled and required if field 4 is populated) 19.a Enter country name here if it is not in the list ((becomes enabled and required if field 19 is others) 20 What is the key software capability and how do you intend to use it? (becomes enabled and required if field 4 is populated) 21 Will the software source code be modified? (becomes enabled and required if field 4 is populated) 22 Will the software be installed on a temporary basis? (becomes enabled and required if field 4 is populated) 22.a If temporary, enter the usage end date (became enabled and required if the answer under field 22 is yes) 23 Do you plan to distribute the software? (becomes enabled and required if field 4 is populated) 24 Will the software be used for system development? (becomes enabled and required if field 4 is populated) 24.a Will the developed system be distributed outside Accenture? (becomes enabled and required if field 24 is yes) 25 Will there be any Personally Identifiable Information (PII) involved in using the software? (becomes enabled and required if field 4 is populated) 25.a Is the client aware in the use of Personally Identifiable Information(PII)? (becomes enabled and required if field 25 is yes)

25.b Whose Personally Identifiable Information(PII) will be involved? (becomes enabled and required if field 25 is yes)

25.c Other involved Personally Identifiable Information(PII)? (becomes enabled and required if field 25.b is Others, please specify)

26 Does the software have a recording feature? (becomes enabled and required if field 4 is populated)

26.a Does your project provide notice to call/meeting participants after calls? If yes, please attach Notice of Recording document. (becomes enabled and required if field 26 is populated)

27 Did this go through IT procurement approval? (To be filled in for IDC requests only)

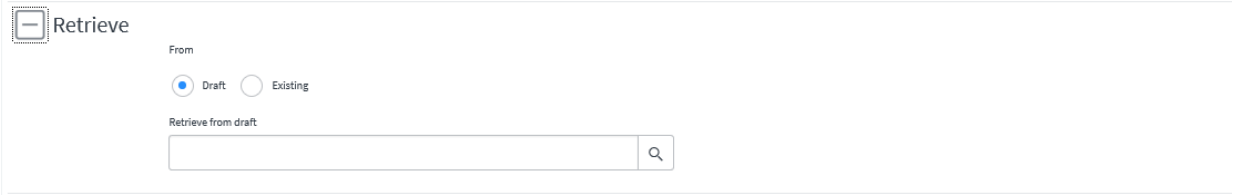
28 Will the software integrate with another system? (becomes enabled and required if field 4 is populated)

28.a Where will it integrate? (becomes enabled and required if field 28 is yes)

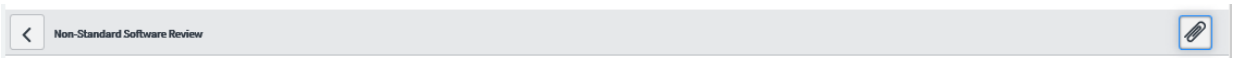
29 Provide the link where EULA was obtained and attach the copy of it in this request (becomes enabled and required if field 4 is populated)

30 Other Comments (optional field)

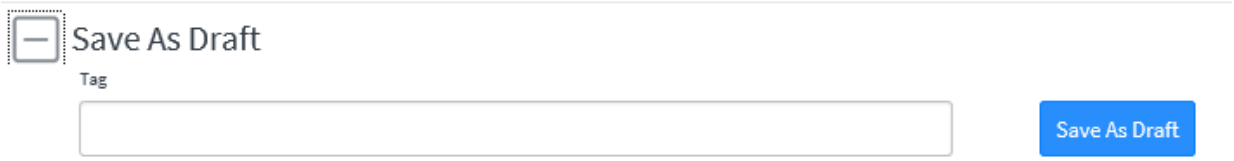
1.4.2 User can retrieve saved NSSR entry by populating the retrieve field and clicking the search button



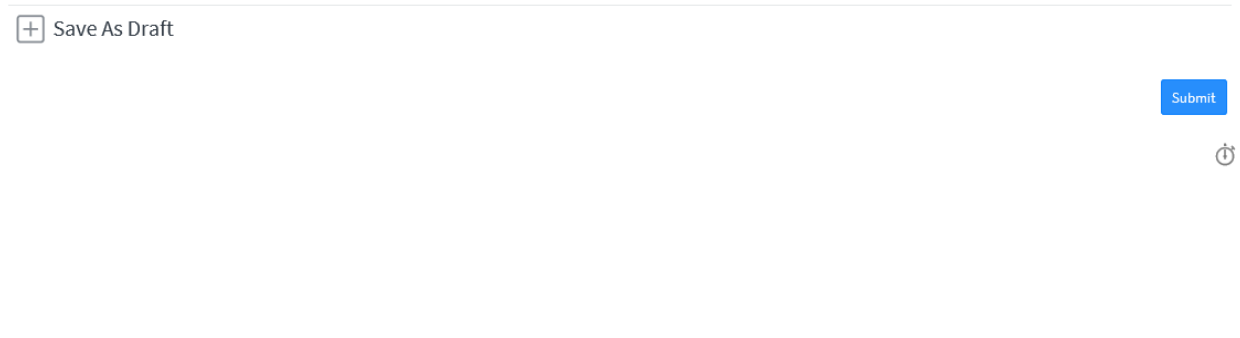
1.5 Attach all necessary files



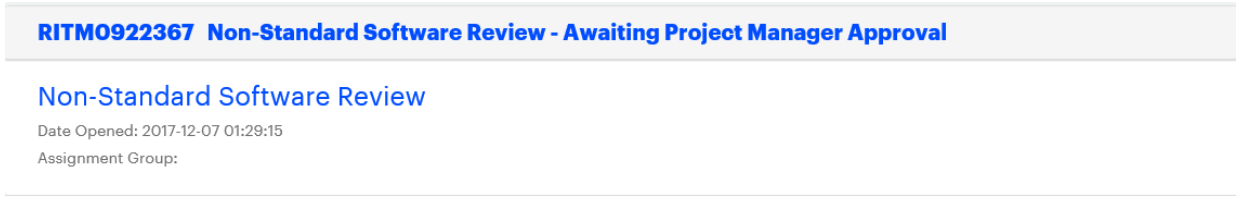
1.6.1 User can save as draft or else see 1.6.2



1.6.2 User submit the entry with complete populated fields and attachments



1.7 Newly created NSSR was displayed with status Awaiting Project Manager Approval



Project Manager DWI

1. Purpose

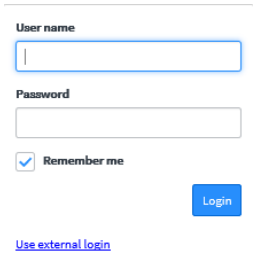
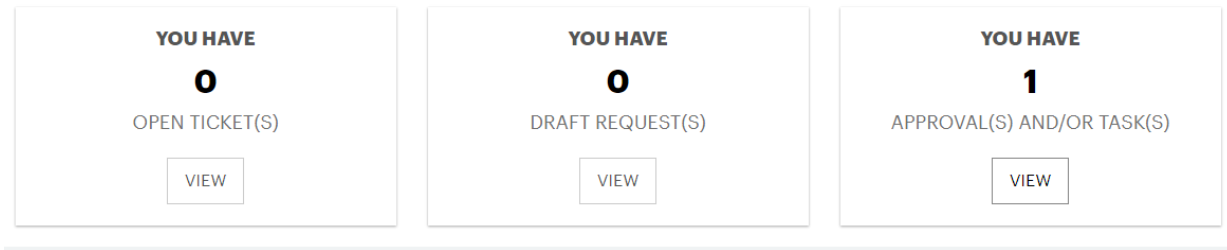
The purpose of this document is to outline the steps done by the Project Manager for completing the process in the NSSR request. The major system involved in this process is the Accenture Internal Site.

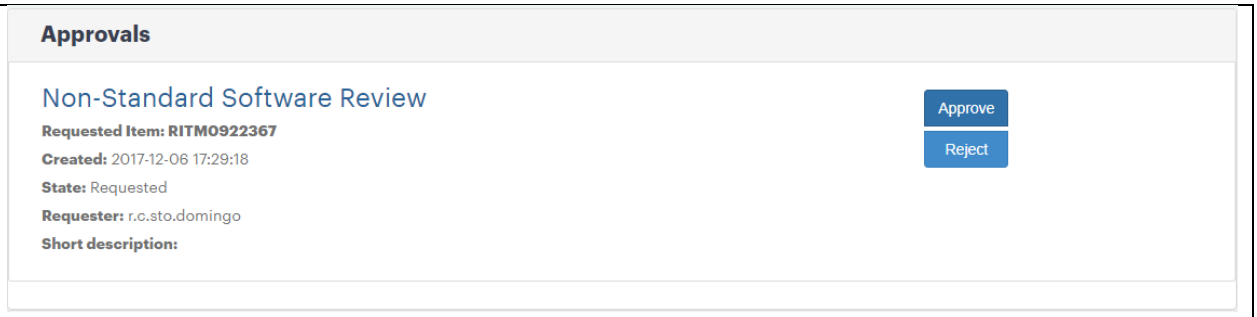
2. Scope

The process steps outlined below cover the Project Manager process of NSSR request:

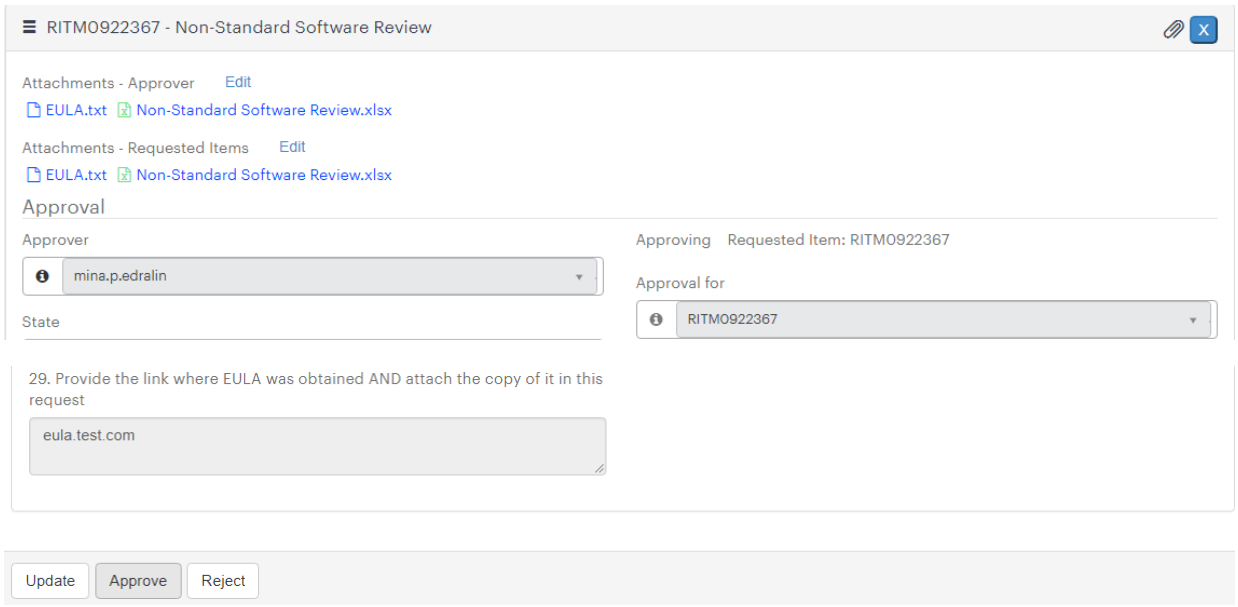
- Project Manager approval
- Review of NSSR request information

3. Process Steps

Step 1	**Project Manager updates NSSR request in Non-Standard Software Review tool via Accenture Internal Log Site.**
	Responsibility: Project Manager
	1.1 Project Manager approves the initial NSSR request of the requestor
	1.1.1 Project Manager logs in to Accenture Internal Log site(Support portal dashboard).  1.1.2 PM clicks the view under Approval(s) and/or task(s) catalog  1.1.2.1 Project Manager clicks the approved button in the approval list for the correct requested item or see 1.1.2.2



1.1.2.2 Project Manager opens the item by opening the requested item and clicking the approve button in the bottom of the approval page



Contract Manager or Legal Account Lead DWI

1. Purpose

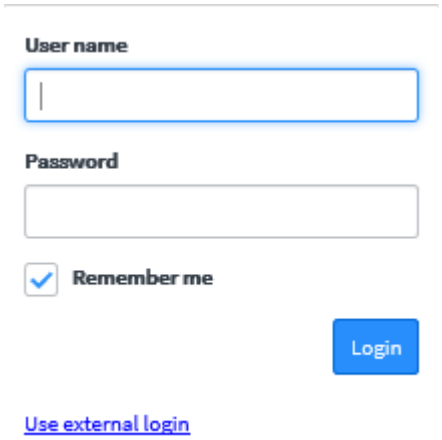
The purpose of this document is to outline the steps done by the Contract Manager / Legal Account Lead for completing the process in the NSSR request. The major system involved in this process is the Accenture Internal Site.

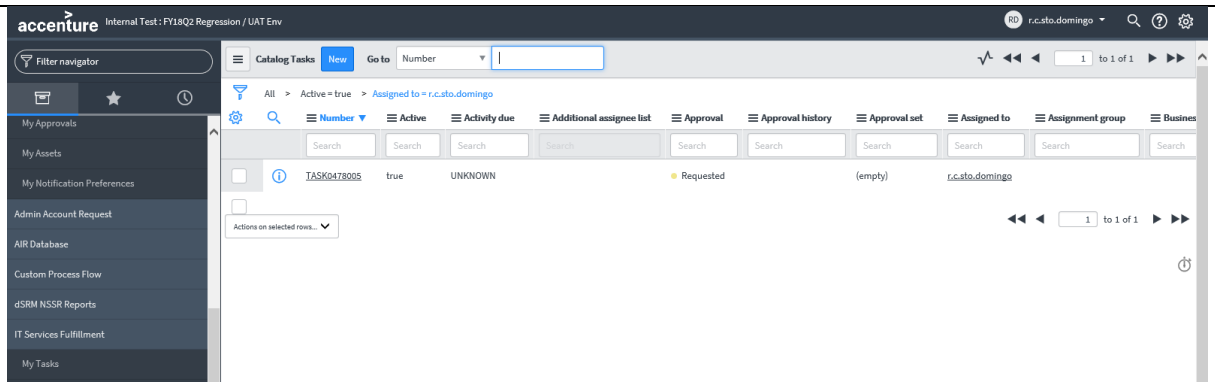
2. Scope

The process steps outlined below cover the Contract Manager / Legal Account Lead process of NSSR request:

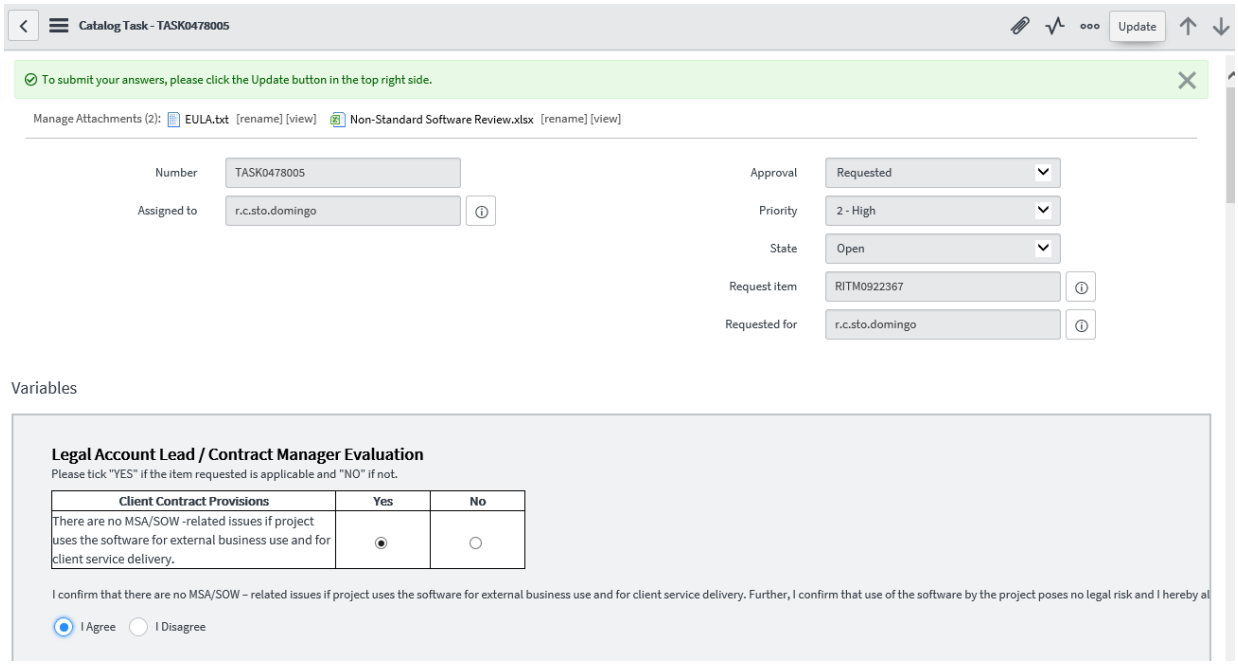
- Contract Manager / Legal Account Lead approval
- Review of NSSR request information

3. Process Steps

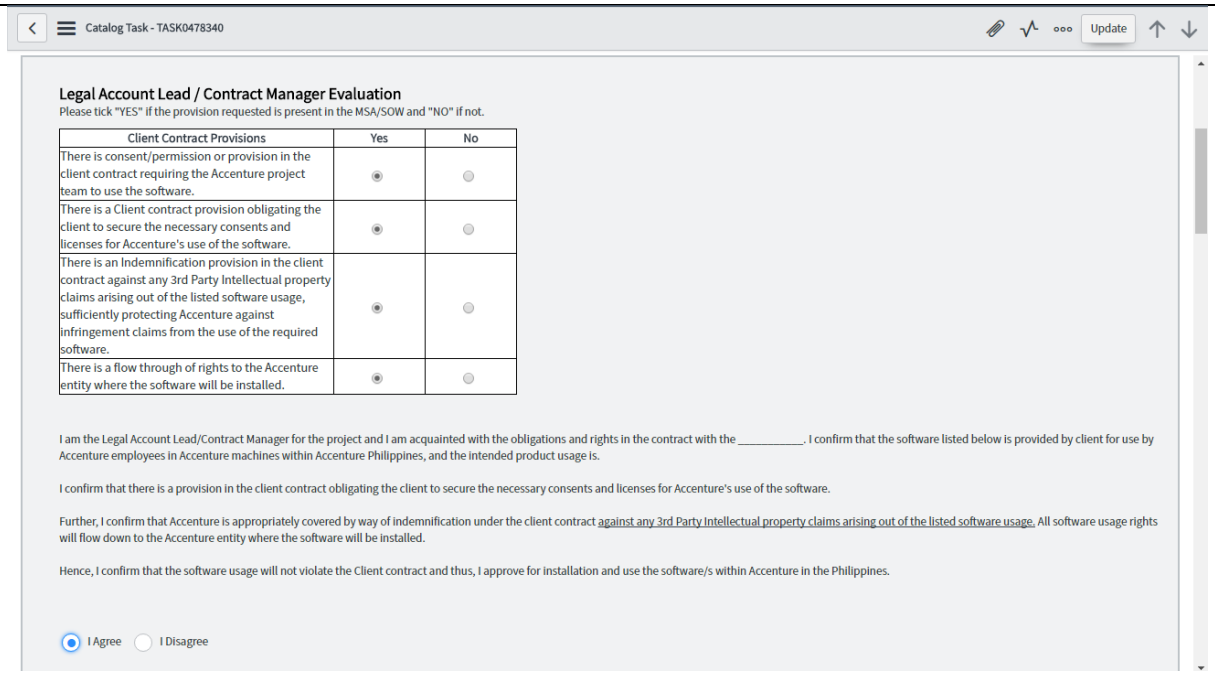
Step 1	**Contract Manager / Legal Account Lead updates NSSR request in Non-Standard Software Review tool via Accenture Internal Log Site.**
	Responsibility: Contract Manager / Legal Account Lead
	1.1 Contract Manager / Legal Account Lead evaluates the questionnaire and confirm.
	1.1.1 Contract Manager/Legal Account Lead logs in to Accenture Internal Log Site(backend view).  1.1.2 Contract Manager/Legal Account Lead navigates the left side navigation -> IT Services Fulfillment -> My Tasks -> Click the task number



1.1.3 Approved and agree to the evaluation question and click update in the upper right corner of the task page



Or



Legal Account Lead / Contract Manager Evaluation

Please tick "YES" if the provision requested is present in the MSA/SOW and "NO" if not.

Client Contract Provisions	Yes	No
There is consent/permission or provision in the client contract requiring the Accenture project team to use the software.	◉	○
There is a Client contract provision obligating the client to secure the necessary consents and licenses for Accenture's use of the software.	◉	○
There is an Indemnification provision in the client contract against any 3rd Party Intellectual property claims arising out of the listed software usage, sufficiently protecting Accenture against infringement claims from the use of the required software.	◉	○
There is a flow through of rights to the Accenture entity where the software will be installed.	◉	○

I am the Legal Account Lead/Contract Manager for the project and I am acquainted with the obligations and rights in the contract with the _____. I confirm that the software listed below is provided by client for use by Accenture employees in Accenture machines within Accenture Philippines, and the intended product usage is.

I confirm that there is a provision in the client contract obligating the client to secure the necessary consents and licenses for Accenture's use of the software.

Further, I confirm that Accenture is appropriately covered by way of indemnification under the client contract against any 3rd Party Intellectual property claims arising out of the listed software usage. All software usage rights will flow down to the Accenture entity where the software will be installed.

Hence, I confirm that the software usage will not violate the Client contract and thus, I approve for installation and use the software/s within Accenture in the Philippines.

◉ I Agree ○ I Disagree

Most Senior Managing Director DWI

1. Purpose

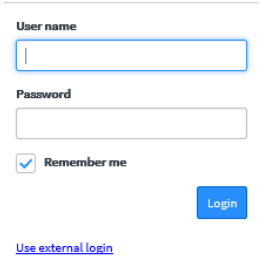
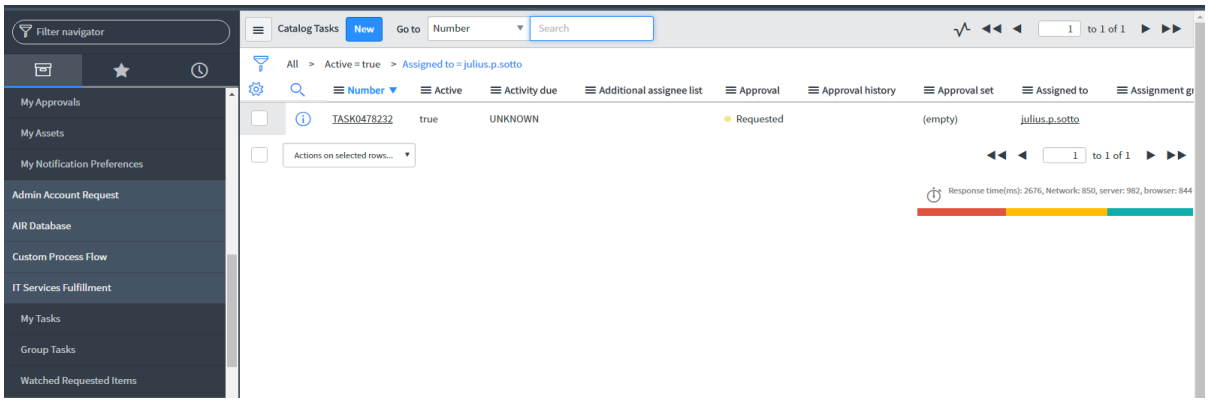
The purpose of this document is to outline the steps done by the Managing Director for completing the process in the NSSR request. The major system involved in this process is the Accenture Internal Site.

2. Scope

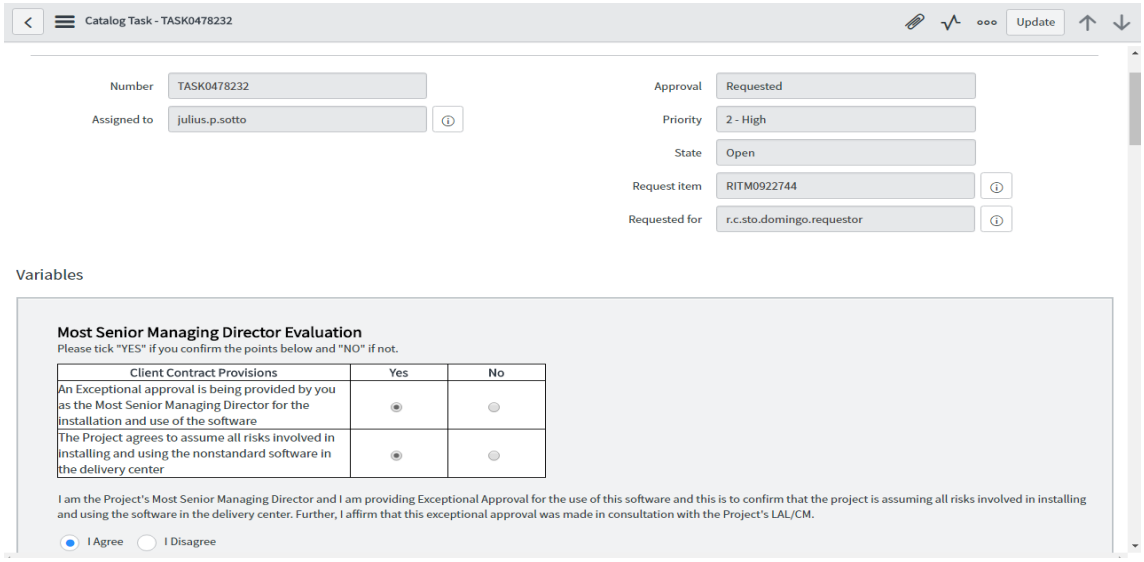
The process steps outlined below cover the Managing Director process of NSSR request:

- Managing Director approval
- Review of NSSR request information

3. Process Steps

Step 1	**Managing Director updates NSSR request in Non-Standard Software Review tool via Accenture Internal Log Site.**
	Responsibility: Managing Director
	1.1 Managing Director evaluates the questionnaire and confirm.
	1.1.1 Managing Director logs in Accenture Internal Log site(backend view).  1.1.2 Managing Director navigates the left side navigation -> IT Services Fulfillment -> My Tasks -> Click the task number 

1.1.3 Approved and agree to the evaluation question and click update in the upper right corner of the task



Legal DWI

1. Purpose

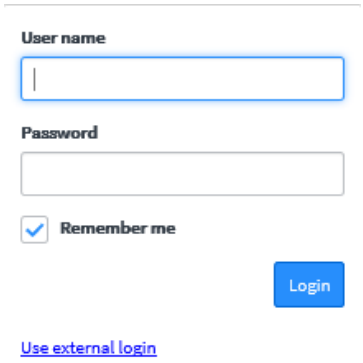
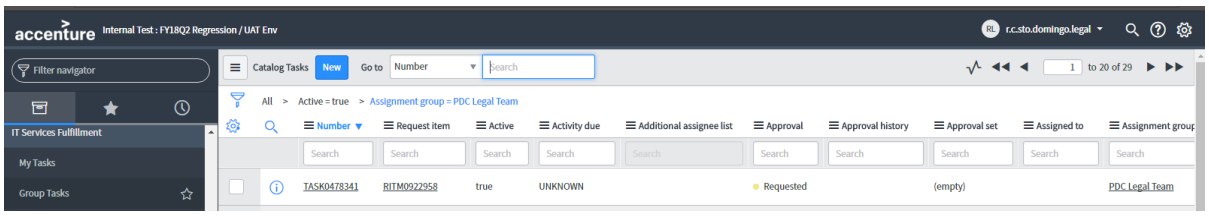
The purpose of this document is to outline the steps done by the Legal for completing the process in the NSSR request. The major system involved in this process is the Accenture Internal Site.

2. Scope

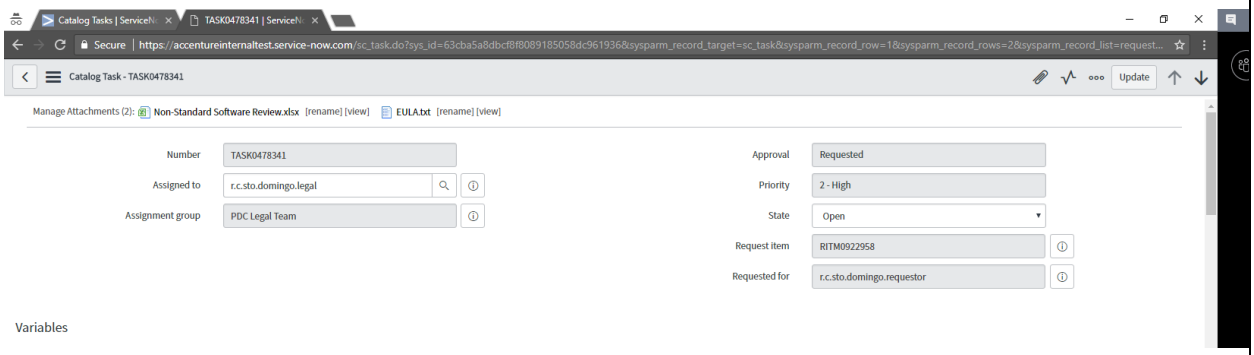
The process steps outlined below cover the Legal process of NSSR request:

- Legal approval
- Review of NSSR request information

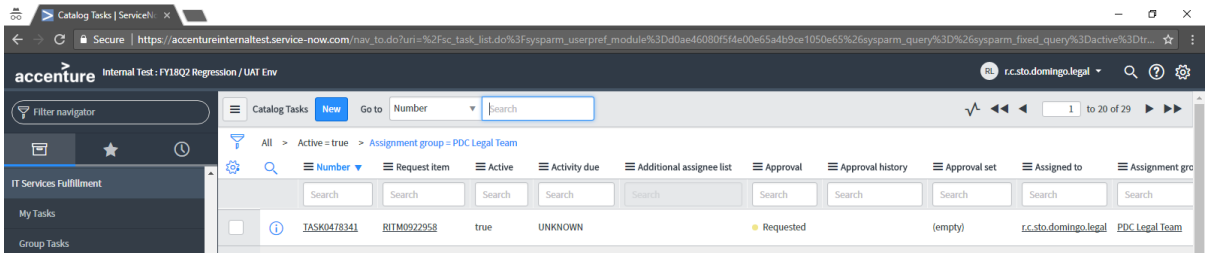
3. Process Steps

Step 1	**Legal updates NSSR request in Non-Standard Software Review tool via Accenture Internal Log Site.**
	Responsibility: Legal
	1.1 Legal evaluates the questionnaire and confirm.
	1.1.1 Legal logs into Accenture Log Site(backend view).  1.1.2 Legal navigates the left side navigation -> Team task -> Search the Request item/Task number 

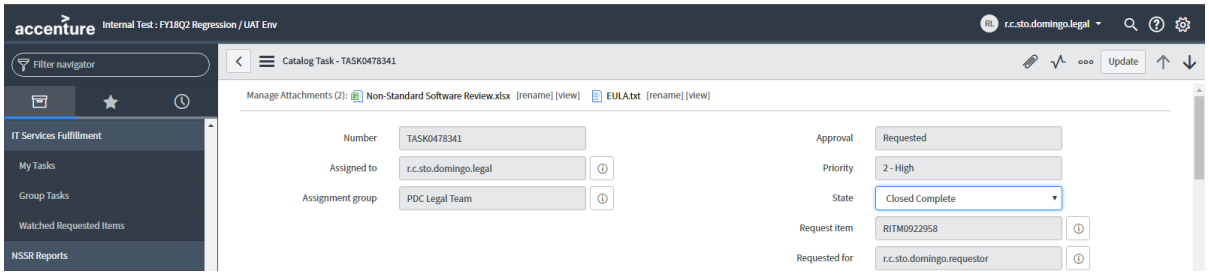
1.1.3 Legal opens the item and assign the task to itself under Assigned to field and click the update button

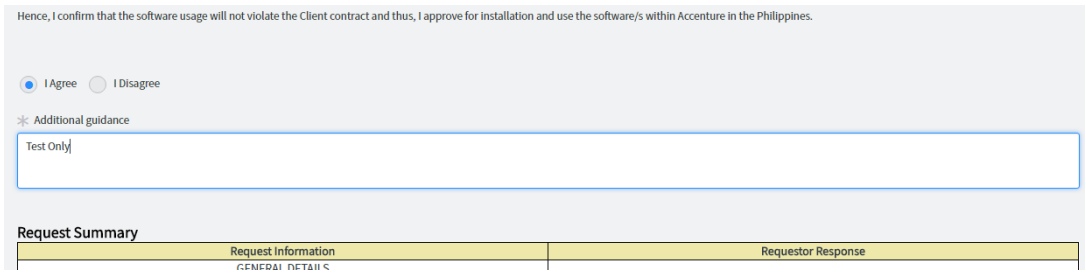


1.1.4 Legal navigates the left side navigation -> Team task -> Search the Request item/Task number and reopen and you may notice the assigned to is now assigned to you



1.1.5 Update the State into closed complete and update additional guidance field between the agreement section and request summary section





End to End Process DWI

1. **Purpose**

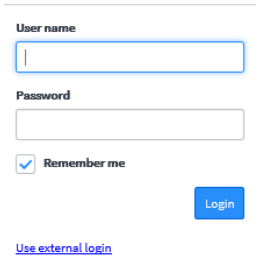
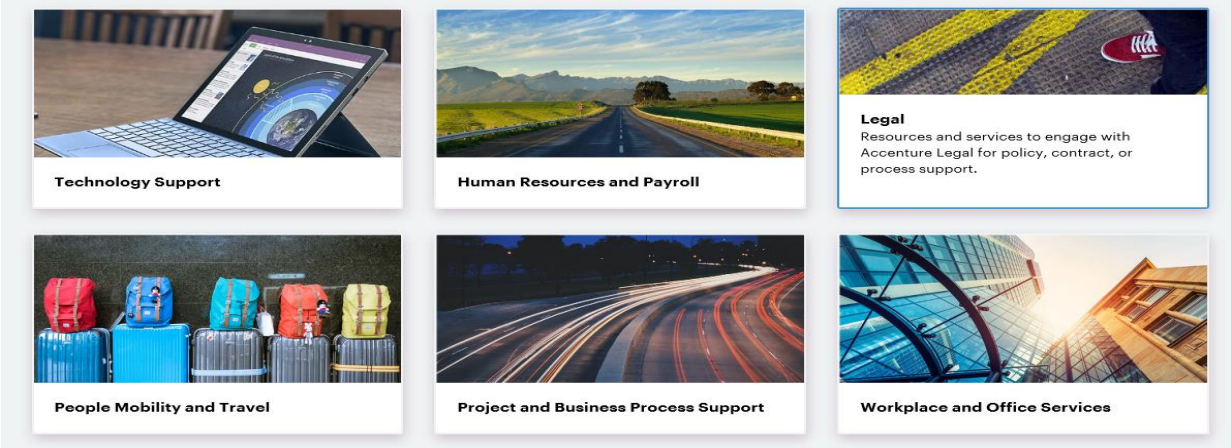
The purpose of this document is to outline the steps taken in processing the NSSR from the time employee logs a request until it would be approved by the approvers. The major system involved in this process is the Accenture Internal Site.

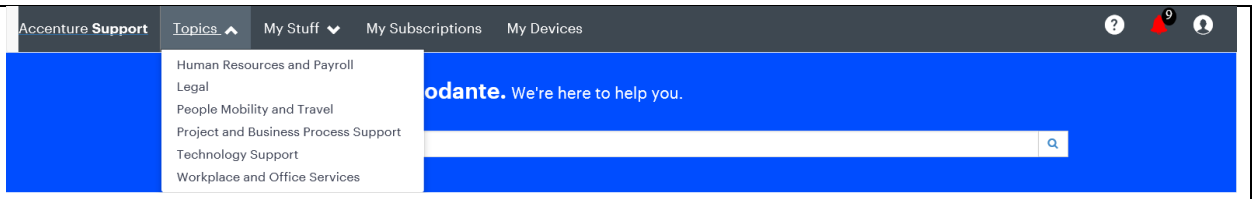
2. **Scope**

The process steps outlined below cover the end to end process of NSSR request:

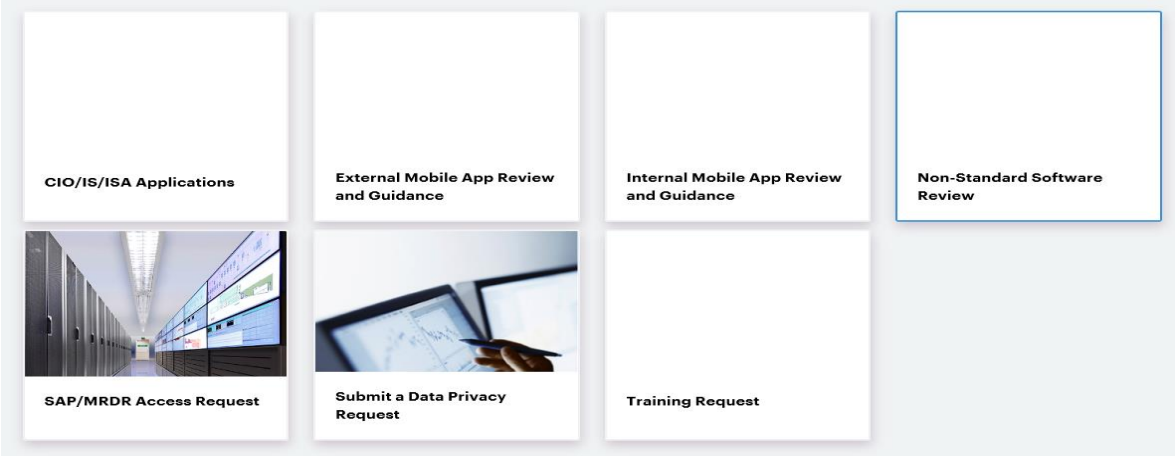
- Employee NSSR request
- Submission & Admin monitoring of required documents
- Auto-integration of approved NSSR request

3. Process Steps

Step 1	**Employee logs NSSR request in Non-Standard Software Review tool via Accenture Internal Log Site.**
	Responsibility: Employee
	1.4 Employee logs in to ***Accenture Internal Log site***(Support portal dashboard).  1.5 Click legal catalog in the dashboard page  or user can also access it by clicking Topics in the header navigation and click Legal



1.6 Click the Non-Standard Software Review catalog in the Legal Page



1.4.3 User fills out the required fields in the request page

General Questions Section

1 Software Name (required field)

1.a If software is not in the list, provide software name (becomes enable and required if

2 Software Version (required field)

3 Project Name (required field)

4 Will the software be used for client service delivery? (becomes enabled and required if field 3 is populated)

4.a What is the client name? (becomes enabled and required if the answer under field 4 is populated)

5 Has the software been installed? (required field)

5.a Reason for Installation (becomes enabled and required if the answer under field 5 is yes)

Requestor & Project Details Section

6 Requestor (Auto-Populated and un-editable)

7 Facility (Auto-Populated and un-editable)

8 Contact Number (becomes enabled and required if field 4 is populated)

9 Operating Group (Auto populated but editable)

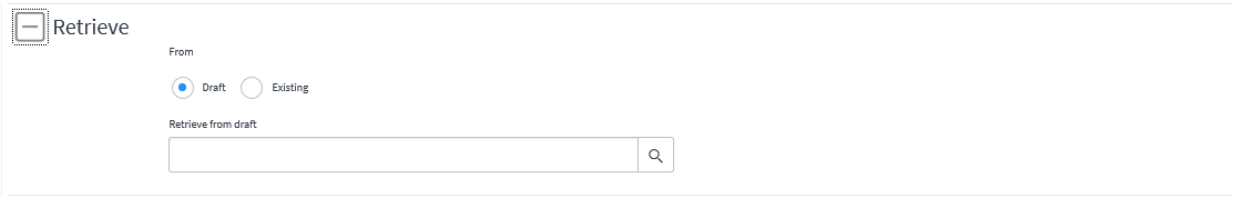
	10 Project Manager (at least level7) (becomes enabled and required if field 4 is populated) 11 Project most senior Managing Director (becomes enabled and required if field 4 is populated) 12 Client Email ID (becomes enabled and required if field 4 is populated) 13 Legal Account Lead / Contract Manager (becomes enabled and required if field 4 is populated) 14 Charge Code (becomes enabled and required if field 4 is populated) **Software Usage Questions Section** 15 Software License Type (becomes enabled and required if field 4 is populated) 16 Source of Software (becomes enabled and required if field 4 is populated) 17 Total # of license to obtained (becomes enabled and required if field 4 is populated) 18 How many resources will use the software? (becomes enabled and required if field 4 is populated) 18.a Please attach the fully accomplished form indicating the Users EIDs and Asset Tags. Use the Excel Template Above (need to attach the users and asset file based on the value inputted in field 18) 19 In what Country will the software be used? (becomes enabled and required if field 4 is populated) 19.a Enter country name here if it is not in the list ((becomes enabled and required if field 19 is others) 20 What is the key software capability and how do you intend to use it? (becomes enabled and required if field 4 is populated) 21 Will the software source code be modified? (becomes enabled and required if field 4 is populated) 22 Will the software be installed on a temporary basis? (becomes enabled and required if field 4 is populated) 22.a If temporary, enter the usage end date (became enabled and required if the answer under field 22 is yes) 23 Do you plan to distribute the software? (becomes enabled and required if field 4 is populated) 24 Will the software be used for system development? (becomes enabled and required if field 4 is populated) 24.a Will the developed system be distributed outside Accenture? (becomes enabled and required if field 24 is yes) 25 Will there be any Personally Identifiable Information (PII) involved in using the software? (becomes enabled and required if field 4 is populated) 25.a Is the client aware in the use of Personally Identifiable Information(PII)? (becomes enabled and required if field 25 is yes) 25.b Whose Personally Identifiable Information(PII) will be involved? (becomes enabled and required if field 25 is yes) 25.c Other involved Personally Identifiable Information(PII)? (becomes enabled and required if field 25.b is Others, please specify) 26 Does the software have a recording feature? (becomes enabled and required if field 4 is populated) 26.a Does your project provide notice to call/meeting participants after calls? If yes, please attach Notice of Recording document. (becomes enabled and required if field 26 is populated) 27 Did this go through IT procurement approval? (To be filled in for IDC requests only) 28 Will the software integrate with another system? (becomes enabled and required if field 4 is populated)

28.a Where will it integrate? (becomes enabled and required if field 28 is yes)

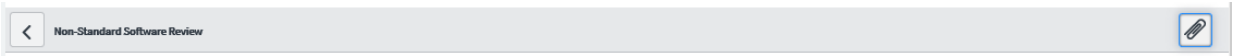
29 Provide the link where EULA was obtained and attach the copy of it in this request (becomes enabled and required if field 4 is populated)

30 Other Comments (optional field)

1.4.4 User can retrieve saved NSSR entry by populating the retrieve field and clicking the search button

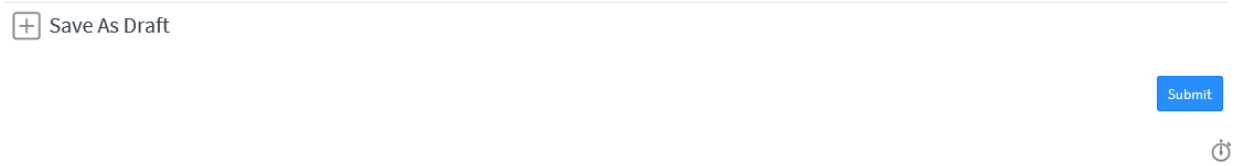


1.5 Attach all necessary files



1.6.1 User can save as draft or else see 1.6.2

1.6.2 User submit the entry with complete populated fields and attachments



1.7 Newly created NSSR was displayed with status Awaiting Project Manager Approval

RITM0922367 Non-Standard Software Review - Awaiting Project Manager Approval

Non-Standard Software Review

Date Opened: 2017-12-07 01:29:15

Assignment Group:

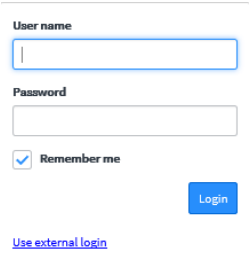
Step 2	**Different users update and approved Non Standard Software Request for different scenarios**

Step 2.1

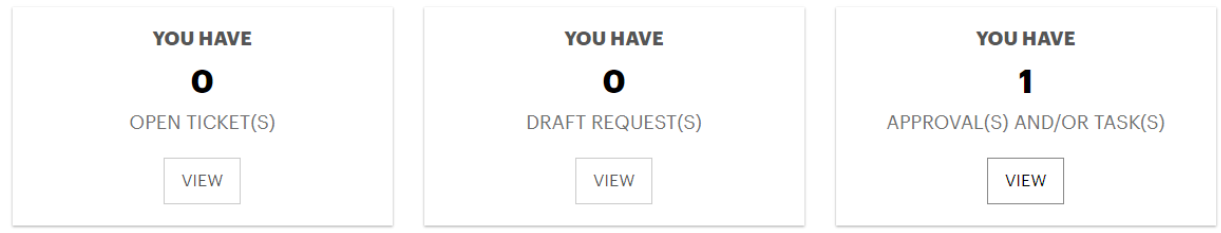
Scenario 1: Requester -> Project Manager -> Contract Manager/Legal Account Lead -> Auto-approval

Field Questionnaire	**Answer**
4. Will the software be used for client service delivery?	Yes
15. Software License Type	Any
16. Source of Software	License to client and provided by client to Accenture/project
Part of List for auto-approval	Yes
Other Conditions/Qualifier	CM/LAL answered yes to all agreed

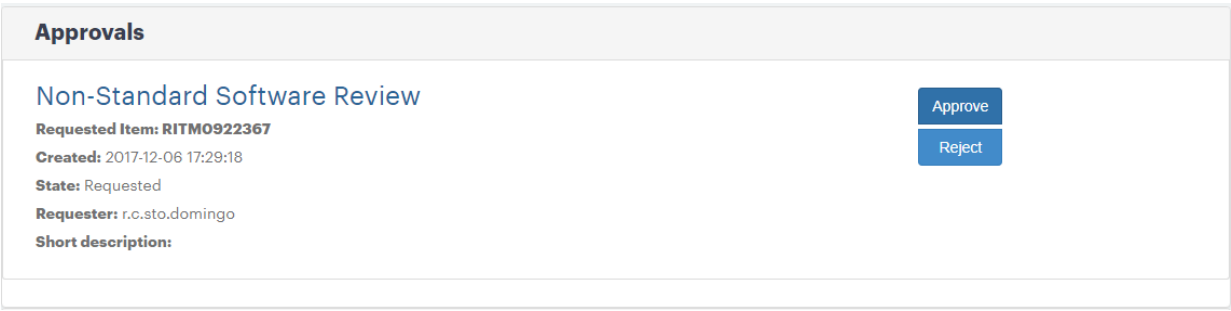
2.1.1 Project Manager logs in to ***Accenture Internal Log site***(Support portal dashboard).



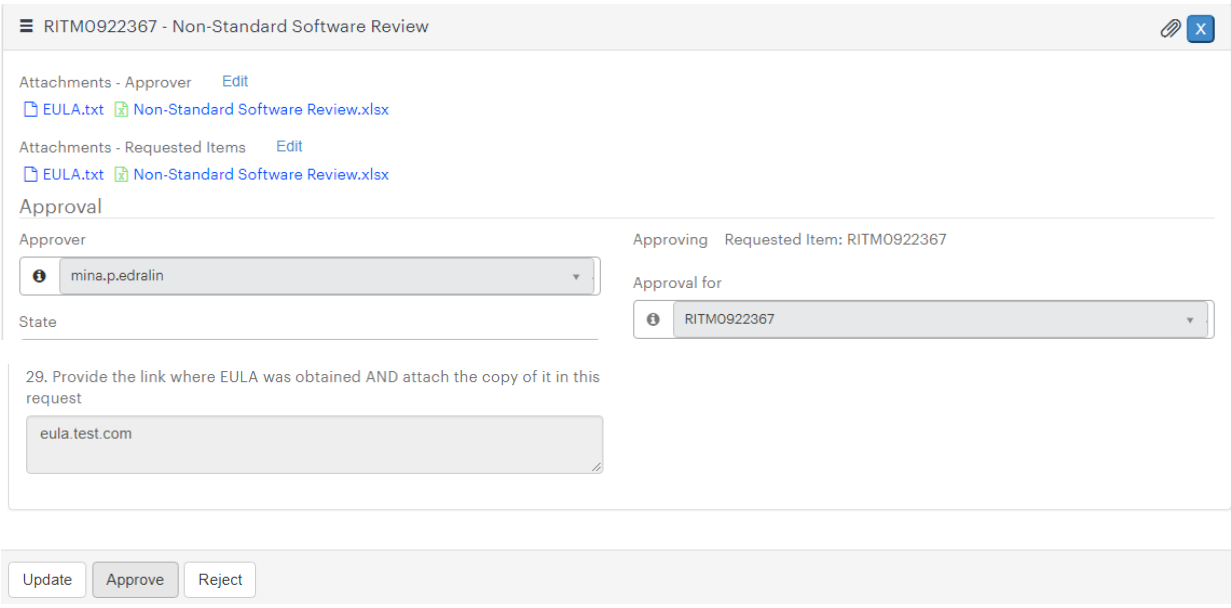
2.1.2 PM clicks the view under Approval(s) and/or task(s) catalog



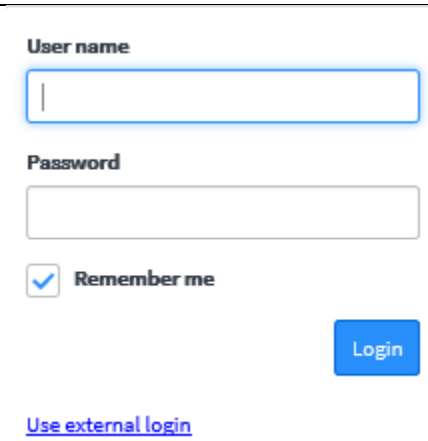
2.1.2.1 Project Manager clicks the approved button in the approval list for the correct requested item or see 2.1.2.2



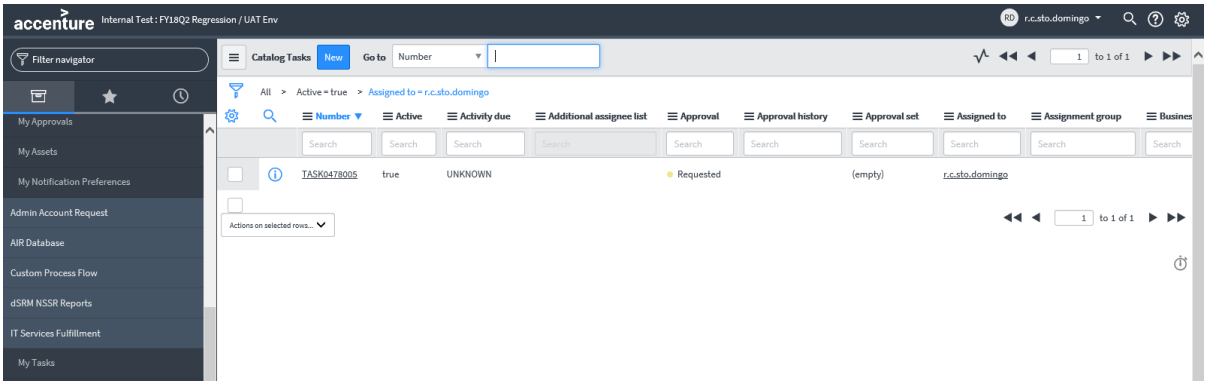
2.1.2.2 Project Manager opens the item by opening the requested item and clicking the approve button in the bottom of the approval page



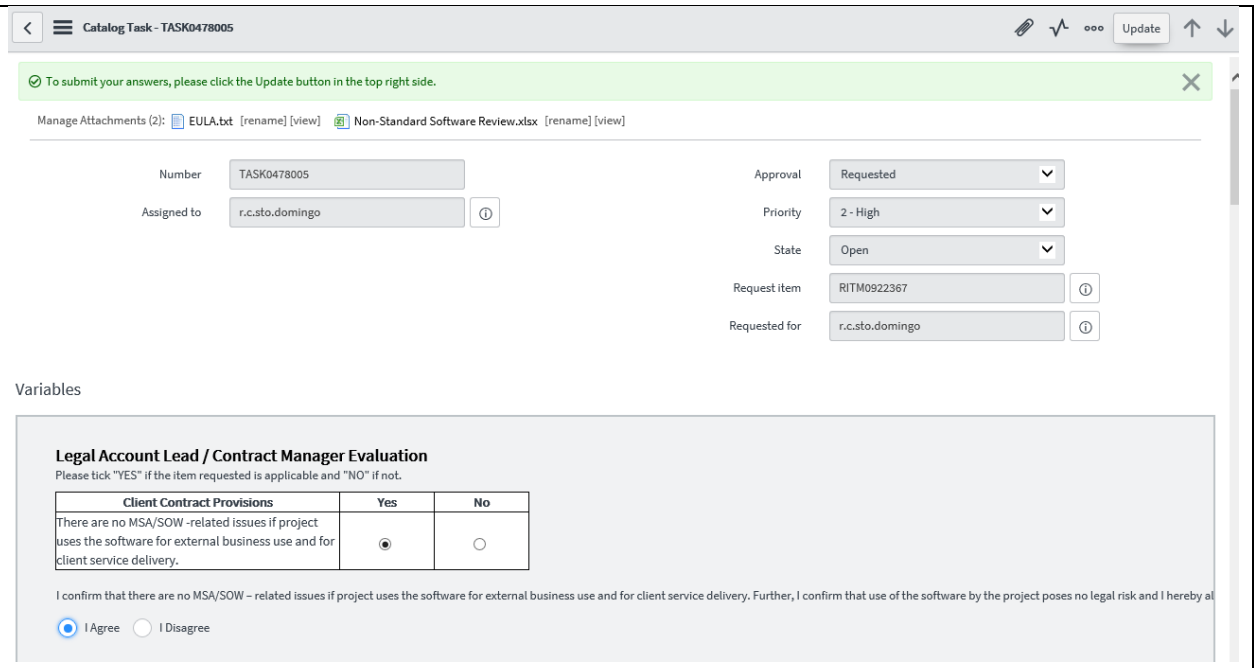
2.1.3 Contract Manager/Legal Account Lead logs in to ***Accenture Internal Log Site***(backend view).



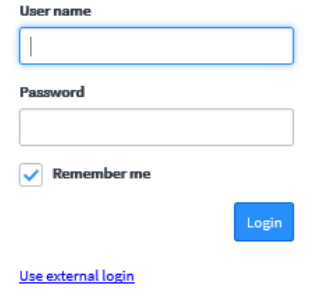
2.1.4 Contract Manager/Legal Account Lead navigates the left side navigation -> IT Services Fulfillment -> My Tasks -> Click the task number



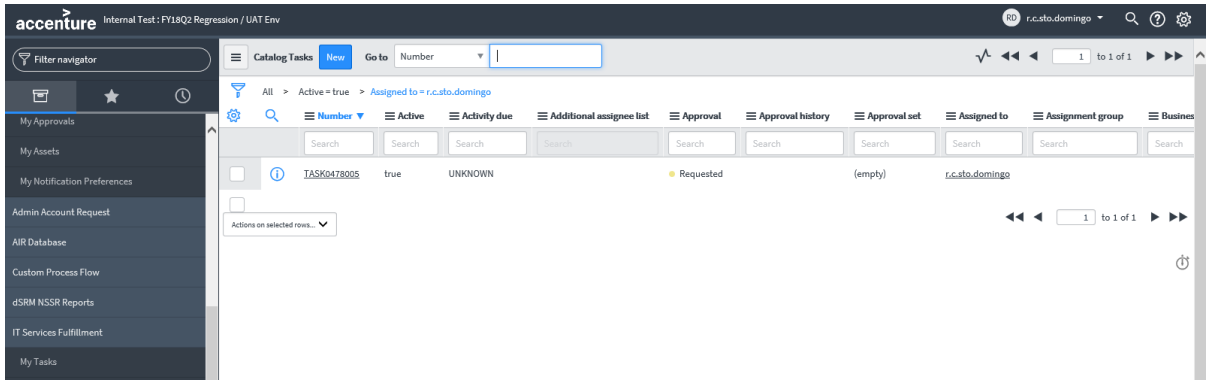
2.1.5 Approved and agree to the evaluation question and click update in the upper right corner of the task page



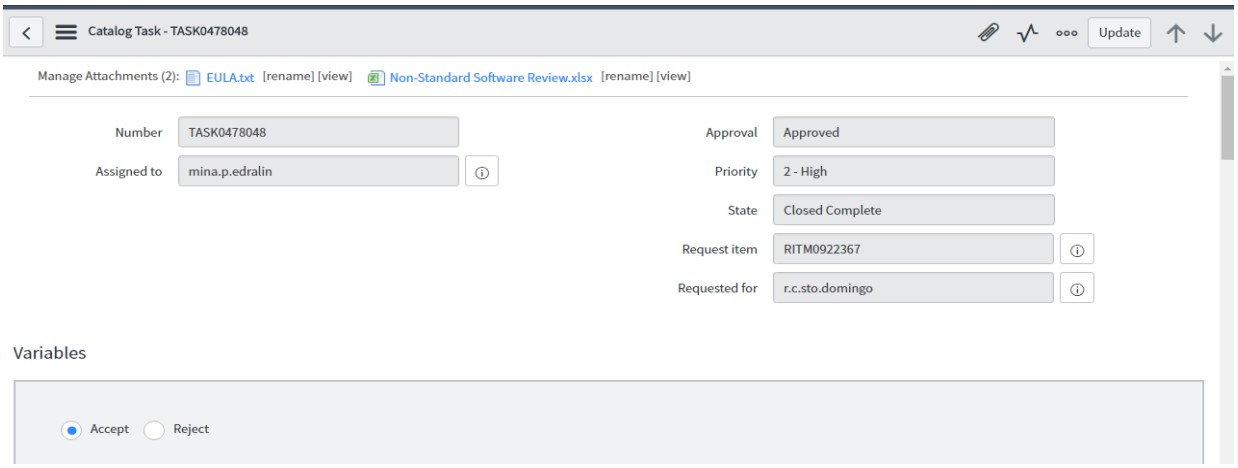
2.1.6 Project Manager logs in to ***Accenture Internal Log Site***(backend view).



2.1.7 Project Manager navigates the left side navigation -> IT Services Fulfillment -> My Tasks -> Click the task number



2.1.8 Accept the terms and conditions and click update in the upper right corner of the task page

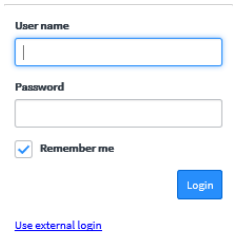


Step 2.2

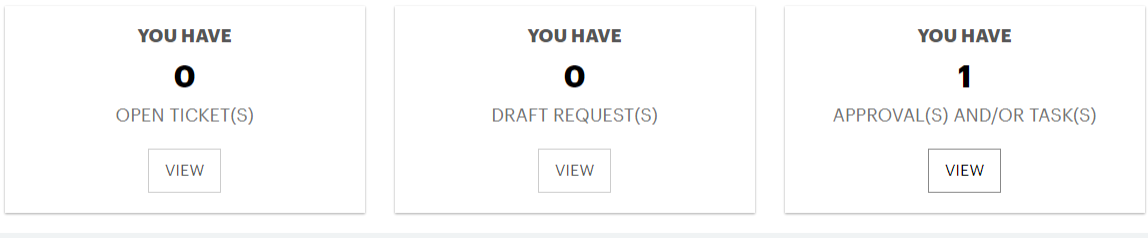
Scenario 2: Requester -> Project Manager -> Contract Manager/Legal Account Lead -> Managing Director -> Auto-approval

Field Questionnaire	**Answer**
Use of software	Yes
License Type	Any
Source of software	License to client and provided by client to Accenture/project
Part of List for auto-approval	Yes
Other Conditions/Qualifier	CM/LAL answered no to 1 or more question then but agreed no risk

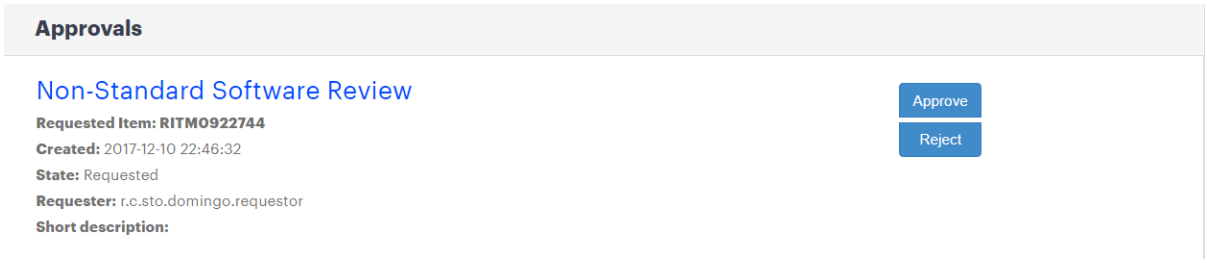
2.2.1 Project Manager logs in to ***Accenture Internal Log site***(Support portal dashboard).



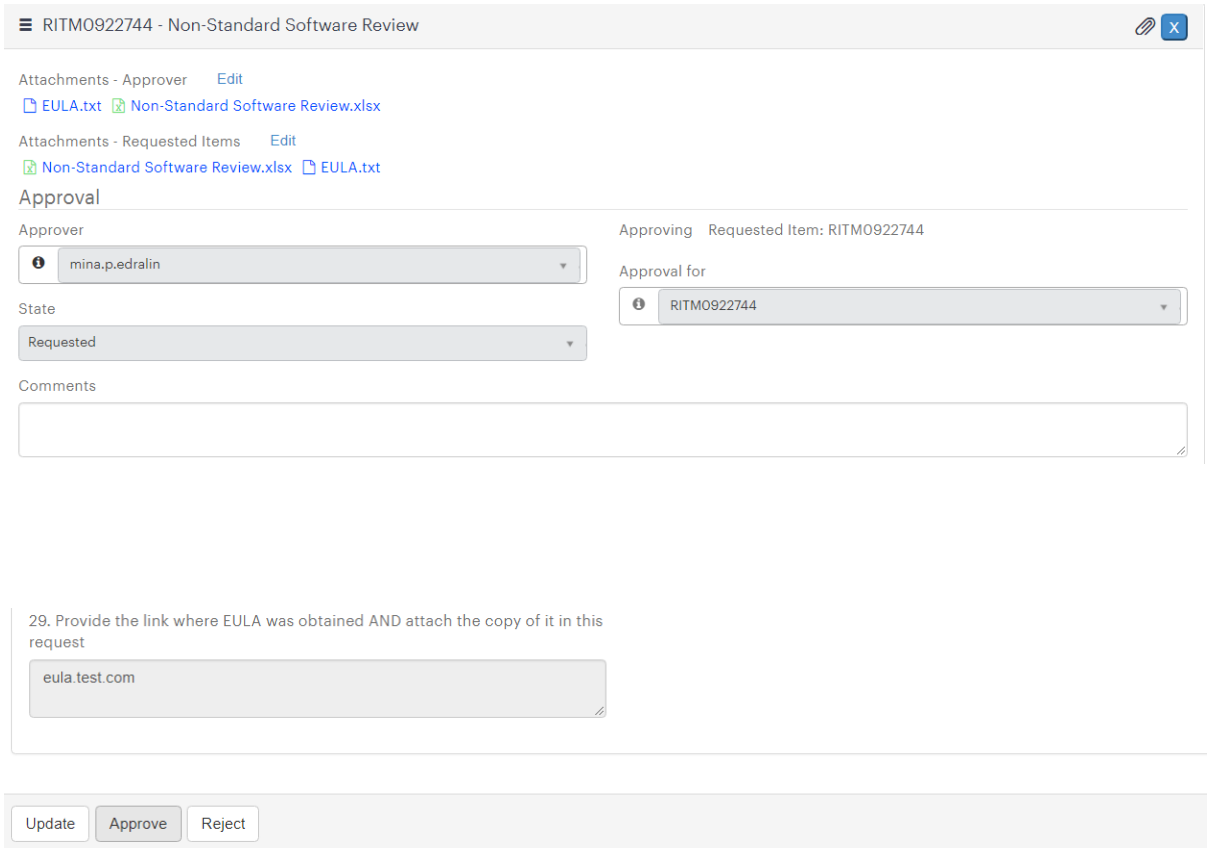
2.2.2 Project Manager clicks the view under Approval(s) and/or task(s) catalog



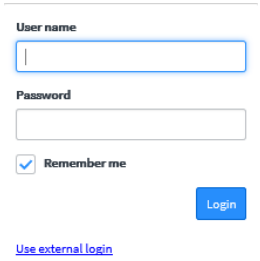
2.2.2.1 Project Manager clicks the approved button in the approval list for the correct requested item or see 2.2.2.2



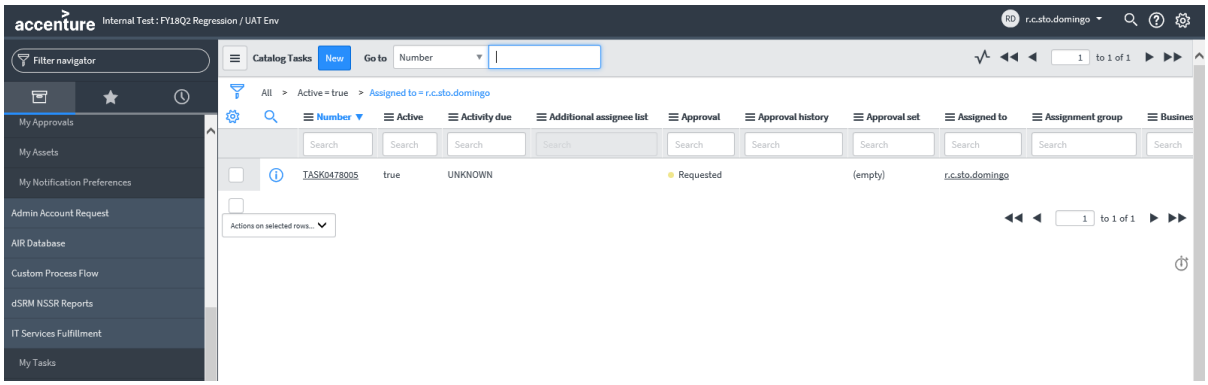
2.2.2.2 Project Manager opens the item by opening the requested item and clicking the approve button in the bottom of the approval page



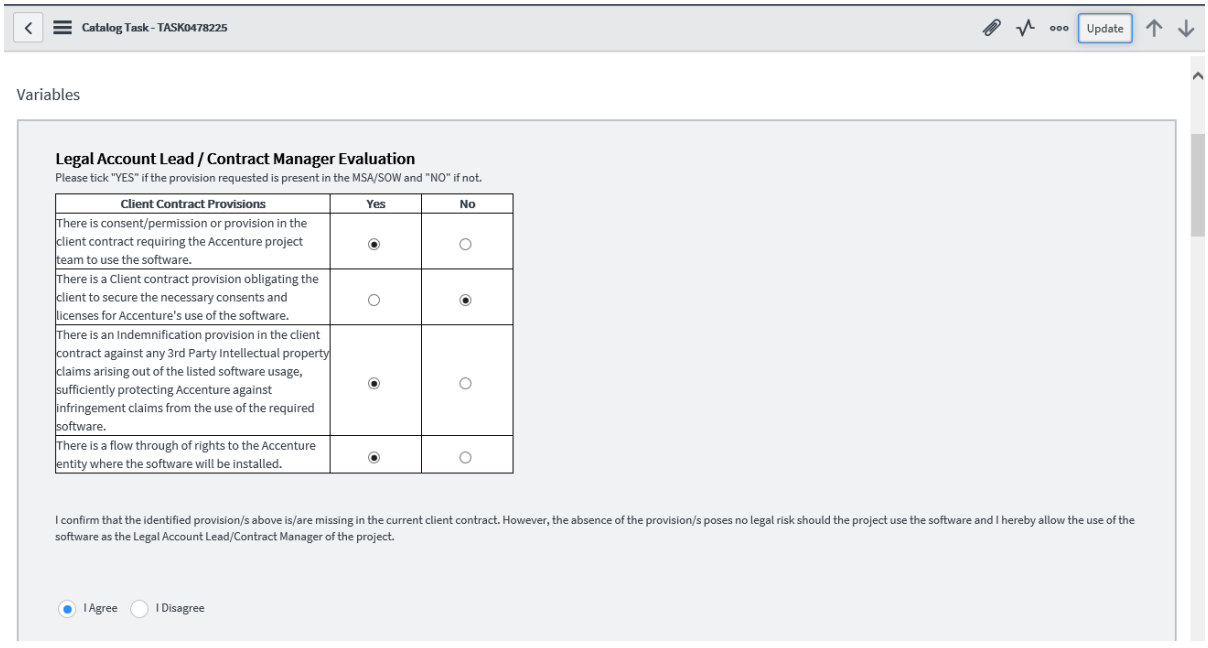
2.2.3 Contract Manager/Legal Account Lead logs in to ***Accenture Internal Log site***(backend view).



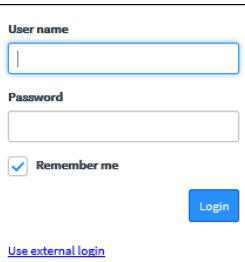
2.2.4 Contract Manager/Legal Account Lead navigates the left side navigation -> IT Services Fulfillment -> My Tasks -> Click the task number



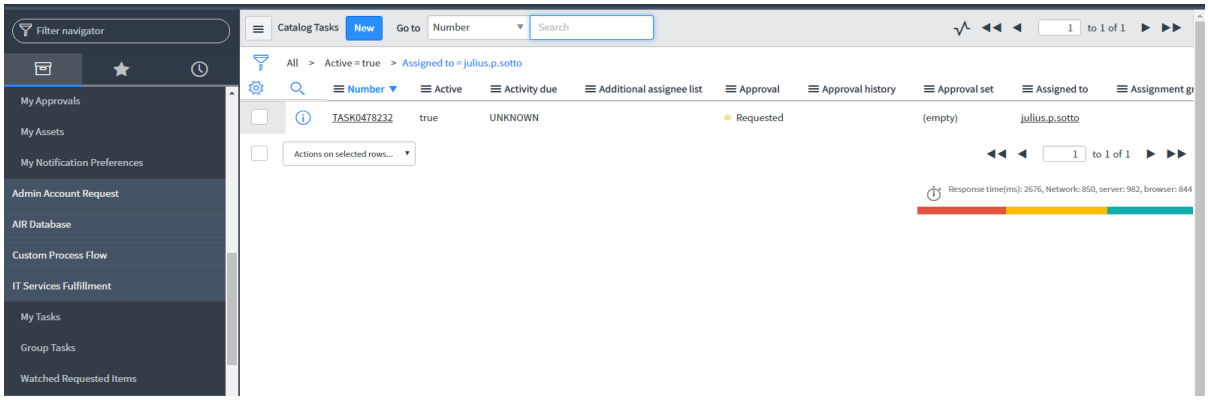
2.2.5 Populate evaluation question with a yes and a no combination and agree to the agreement question and click update in the upper right corner of the task page



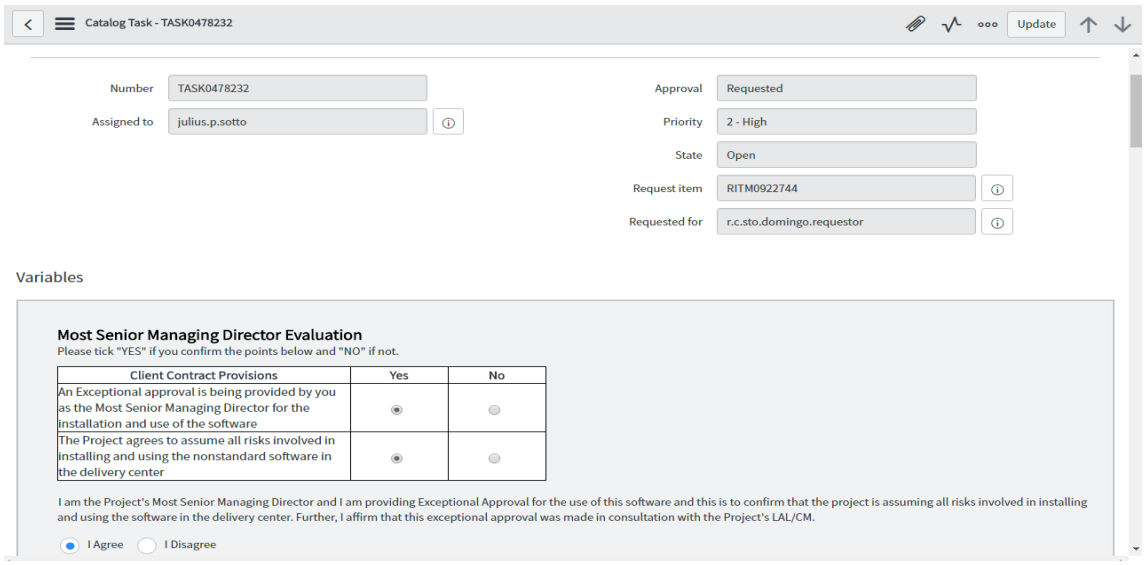
2.2.6 Managing Director logs in ***Accenture Internal Log site***(backend view).



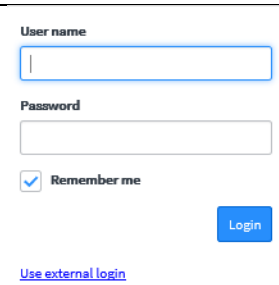
2.2.7 Managing Director navigates the left side navigation -> IT Services Fulfillment -> My Tasks -> Click the task number



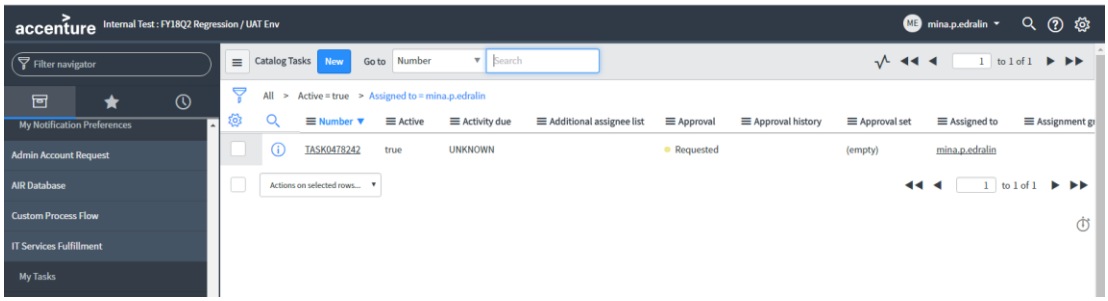
2.2.8 Approved and agree to the evaluation question and click update in the upper right corner of the task



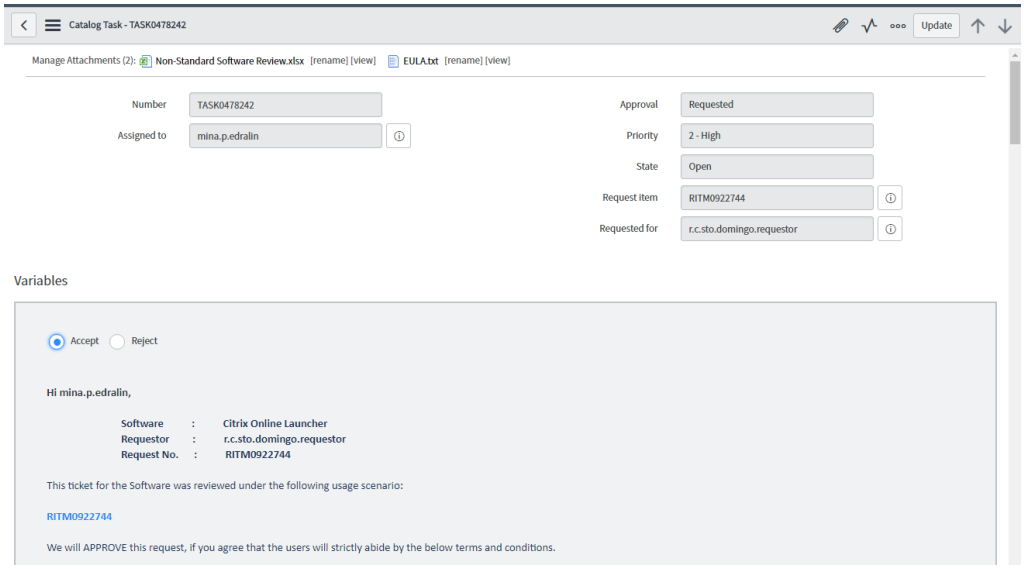
2.2.9 Project Manager logs in ***Accenture Internal Log site***(backend view).



2.2.10 Project Manager navigates the left side navigation -> IT Services Fulfillment -> My Tasks -> Click the task number



2.2.11 Accept the terms and conditions and click update in the upper right corner of the task page



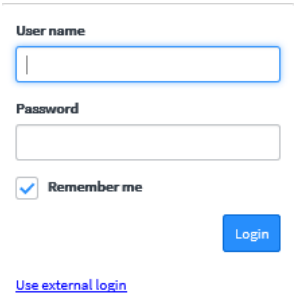
Step 2.3

Scenario 3: Requester -> Project Manager -> Auto-approval

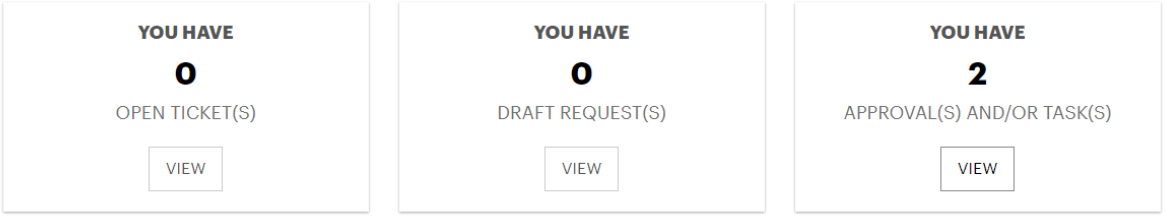
Field Questionnaire	**Answer**
4. Will the software be used for client service delivery?	No

15. Software License Type	Any
16. Source of Software	All except Client Requested but Accenture procured, and License to client and provided by client to Accenture/project
Part of List for auto-approval	Yes
Other Conditions/Qualifier	Did not go through CM/LAL

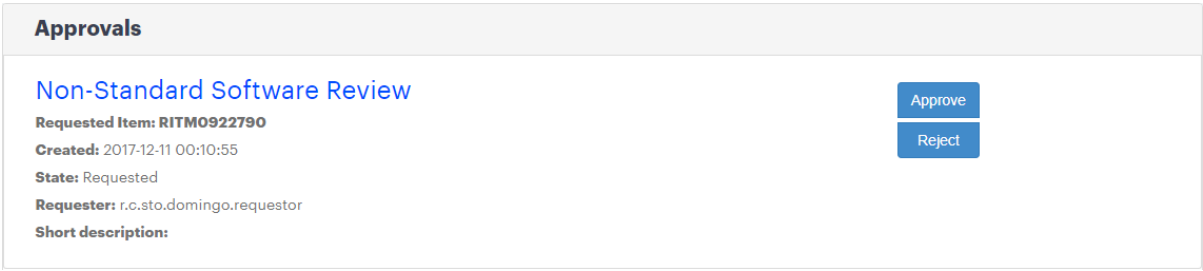
2.3.1 Project Manager logs in to ***Accenture Internal Log site***(Support Portal view).



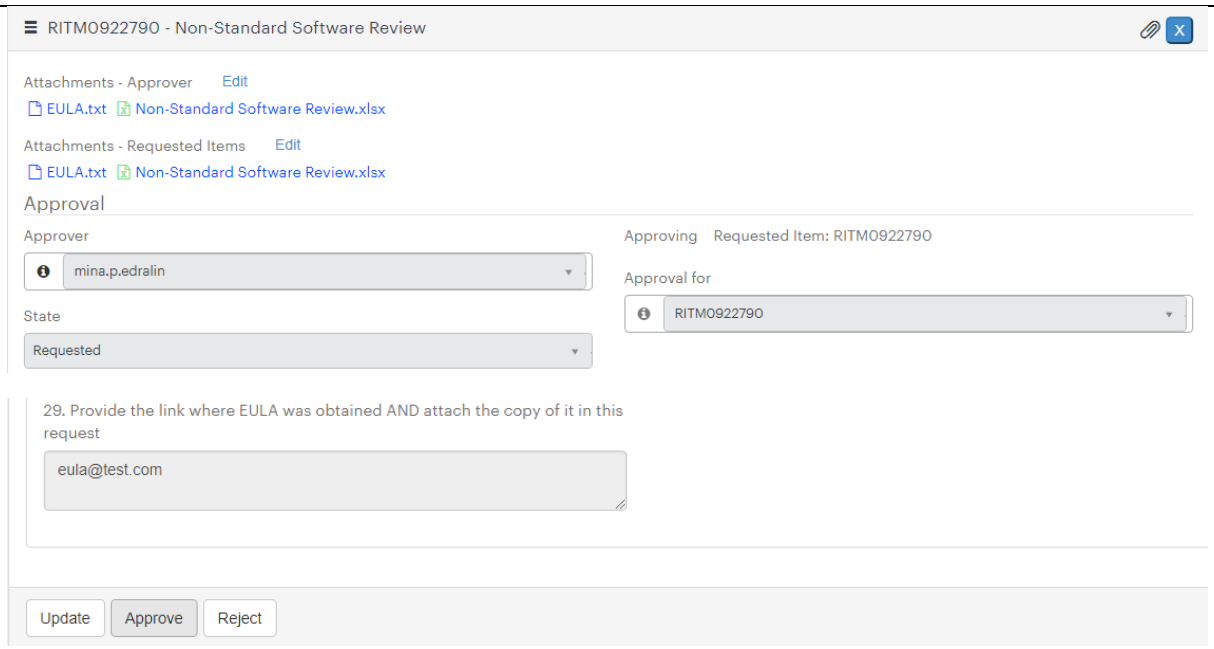
2.3.2 Project Manager clicks the view under Approval(s) and/or task(s)



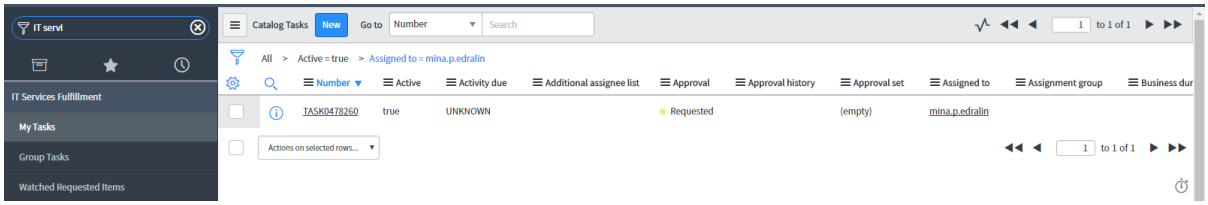
2.3.3.1 Project Manager clicks the approved button in the approval list for the correct requested item or see 2.3.3.2



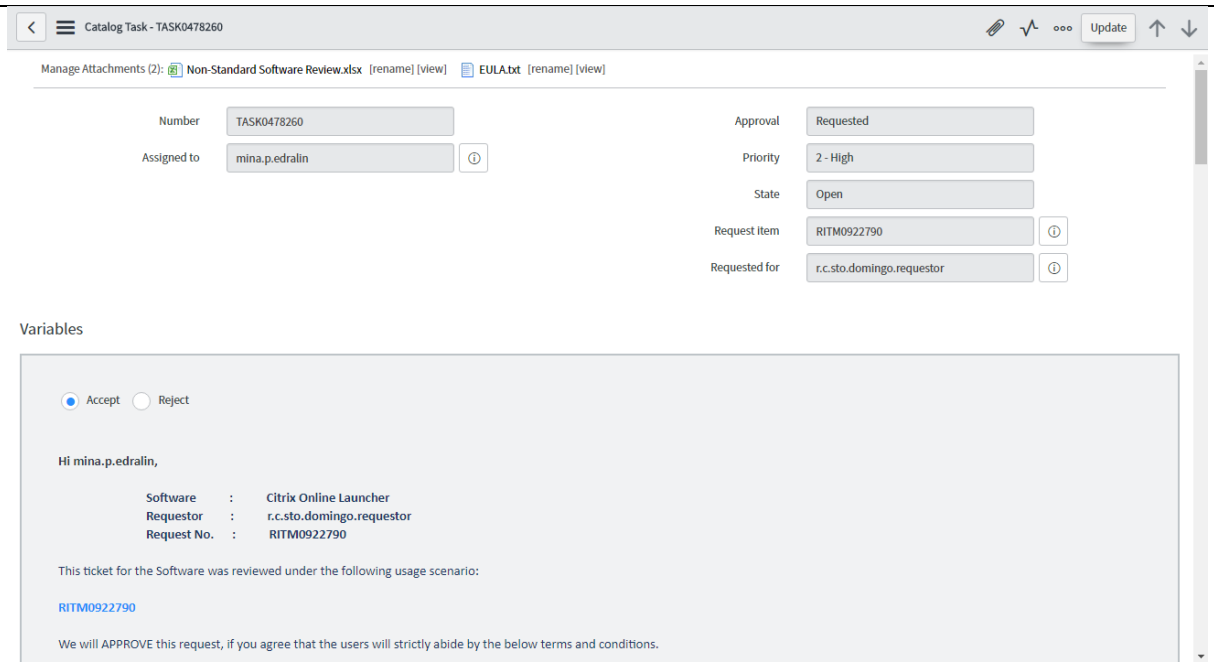
2.3.3.2 Project Manager opens the item by opening the requested item and clicking the approve button in the bottom of the approval page



2.3.4 Project Manager navigates the backend -> left side navigation -> IT Services Fulfillment -> My Tasks -> Click the task number



2.3.5 Project Manager Accept the terms and conditions and click update in the upper right corner of the task page

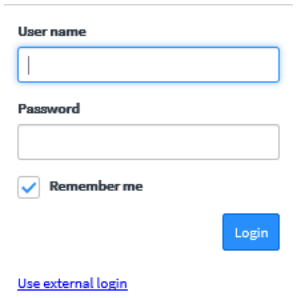


Step 2.4

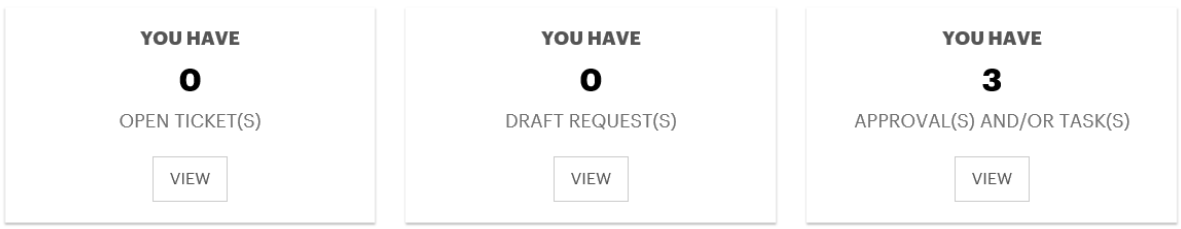
Scenario 4: Requester -> Project Manager -> Contract Manager/Legal Account Lead -> Legal

Field Questionnaire	**Answer**
4. Will the software be used for client service delivery?	Yes
15. Software License Type	Any
16. Source of Software	Client Requested but Accenture procured, or License to client and provided by client to Accenture/project
Part of List for auto-approval	No
Other Conditions/Qualifier	CM/LAL answered yes to all and agreed

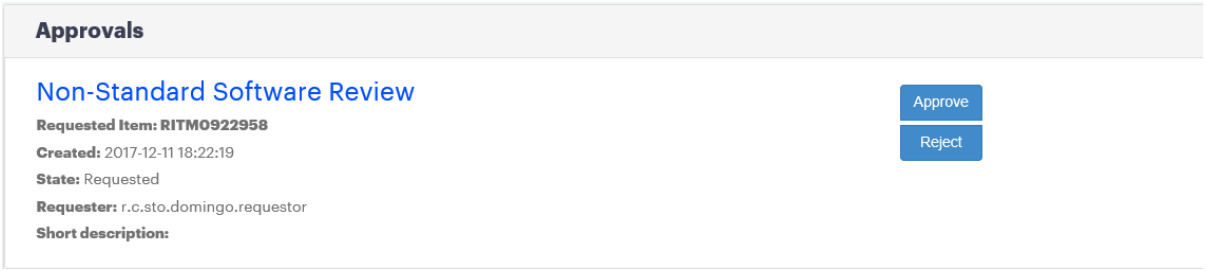
2.4.1 Project Manager logs into ***Accenture Internal Log site*** (support portal view).



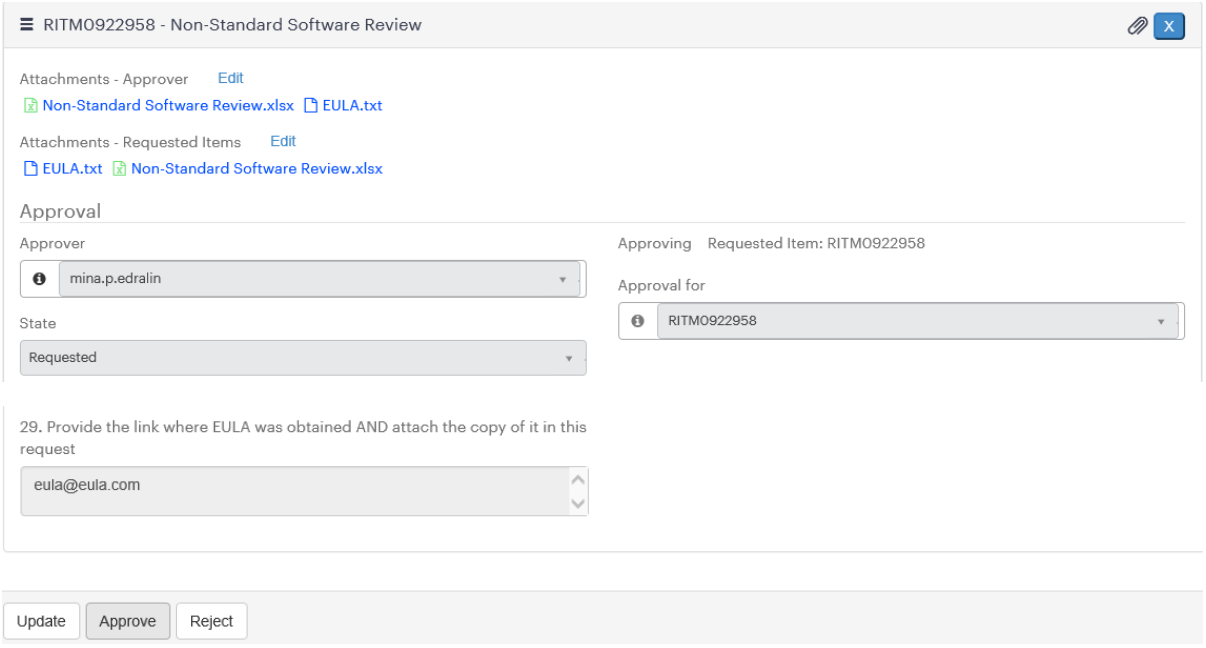
2.4.2 Project Manager clicks the view under Approval(s) and/or task(s)



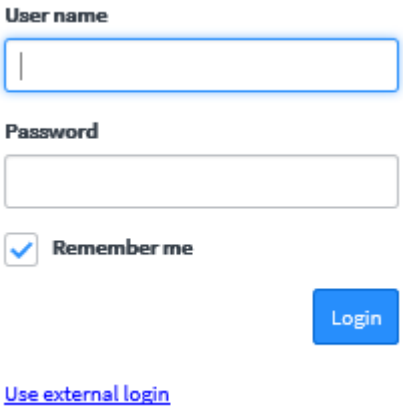
2.4.3.1 Project Manager clicks the approved button in the approval list for the correct requested item or see 2.4.3.2



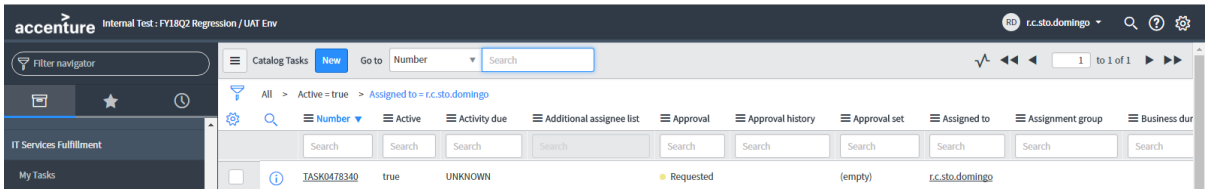
2.4.3.2 Project Manager opens the item by opening the requested item and clicking the approve button in the bottom of the approval page



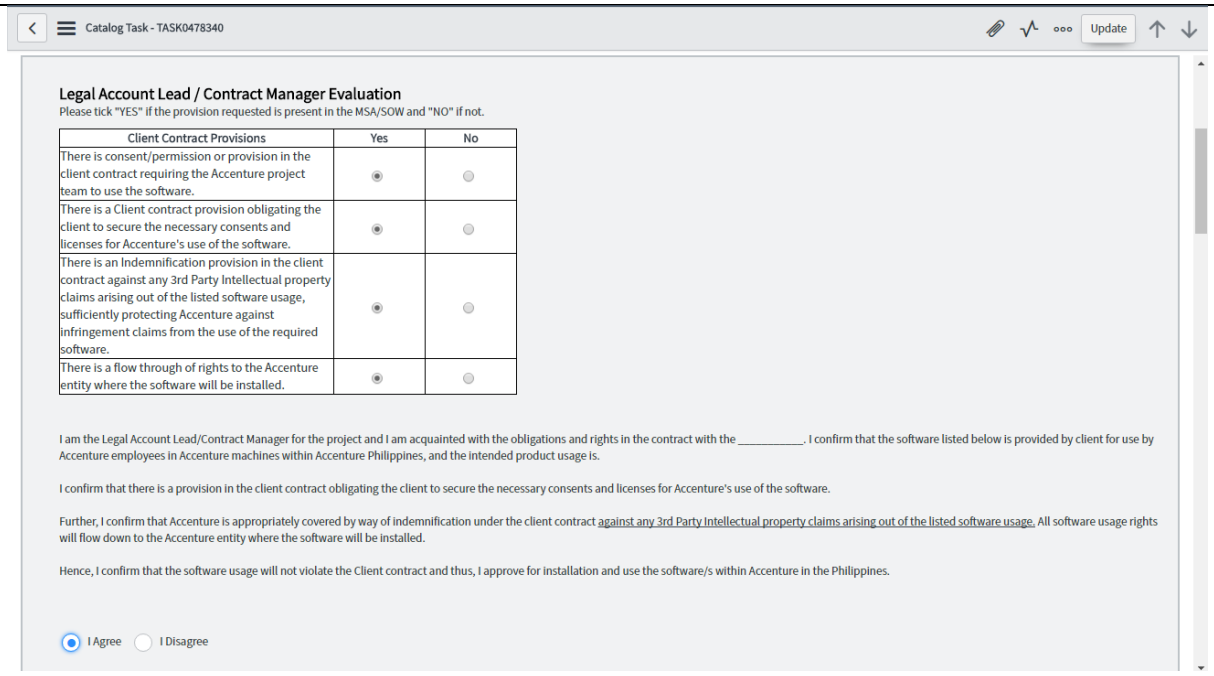
2.4.4 Contract Manager/Legal Account Lead logs into ***Accenture Internal Log site***(backend view)



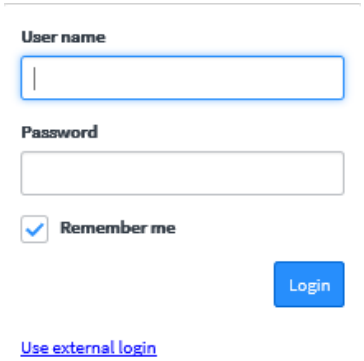
2.4.5 Contract Manager/Legal Account Lead navigates the left side navigation -> IT Services Fulfillment -> My Tasks -> Click the task number



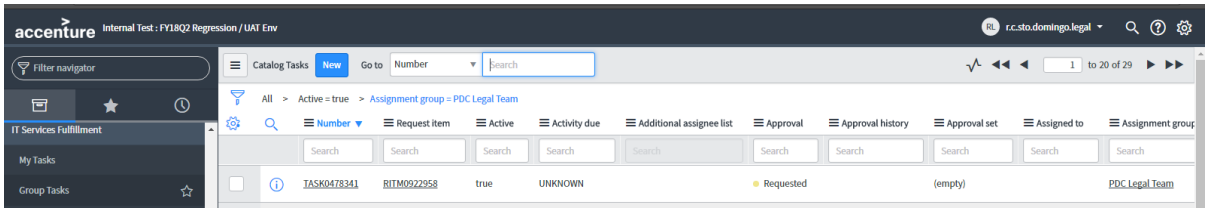
2.4.6 Populate evaluation question with a yes answer to all questions and agree to the agreement question and click update in the upper right corner of the task page



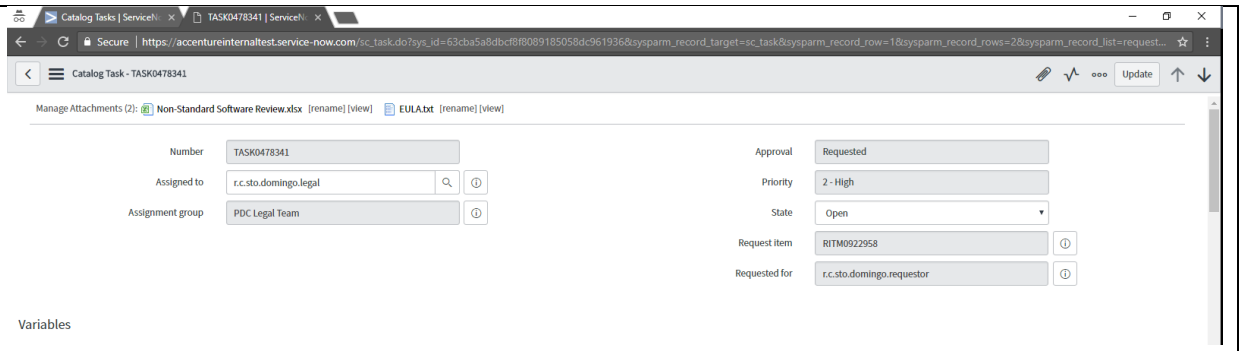
2.4.7 Legal logs into ***Accenture Log Site***(backend view).



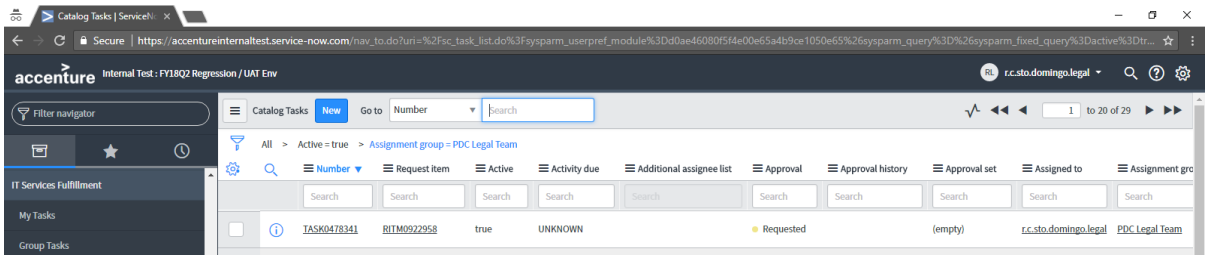
2.4.8 Legal navigates the left side navigation -> Team task -> Search the Request item/Task number



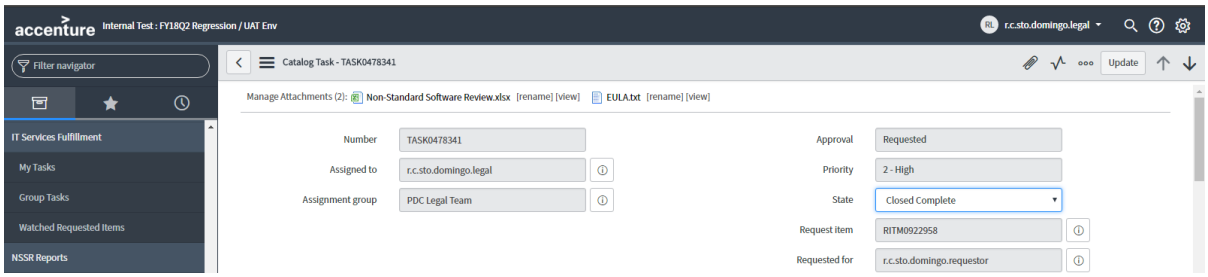
2.4.9 Legal opens the item and assign the task to itself under Assigned to field and click the update button

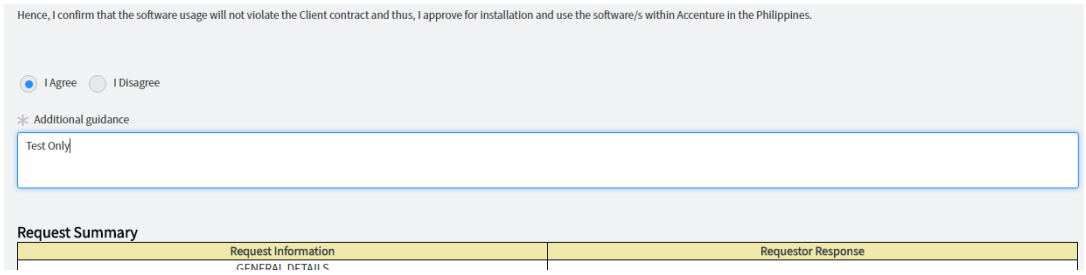


2.4.10 Legal navigates the left side navigation -> Team task -> Search the Request item/Task number and reopen and you may notice the assigned to is now assigned to you

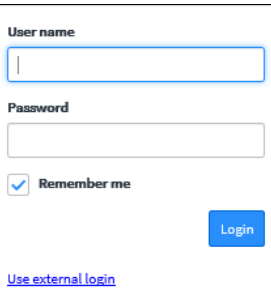


2.4.11 Update the State into closed complete and update additional guidance field between the agreement section and request summary section

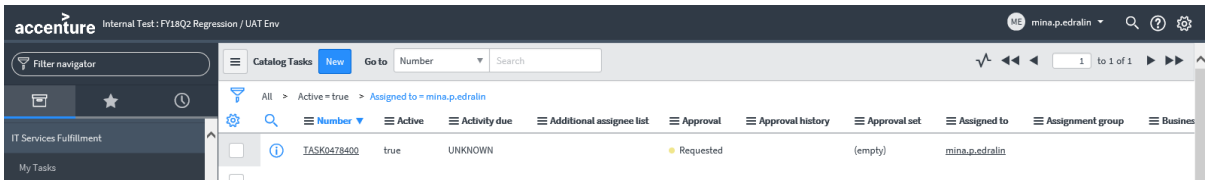




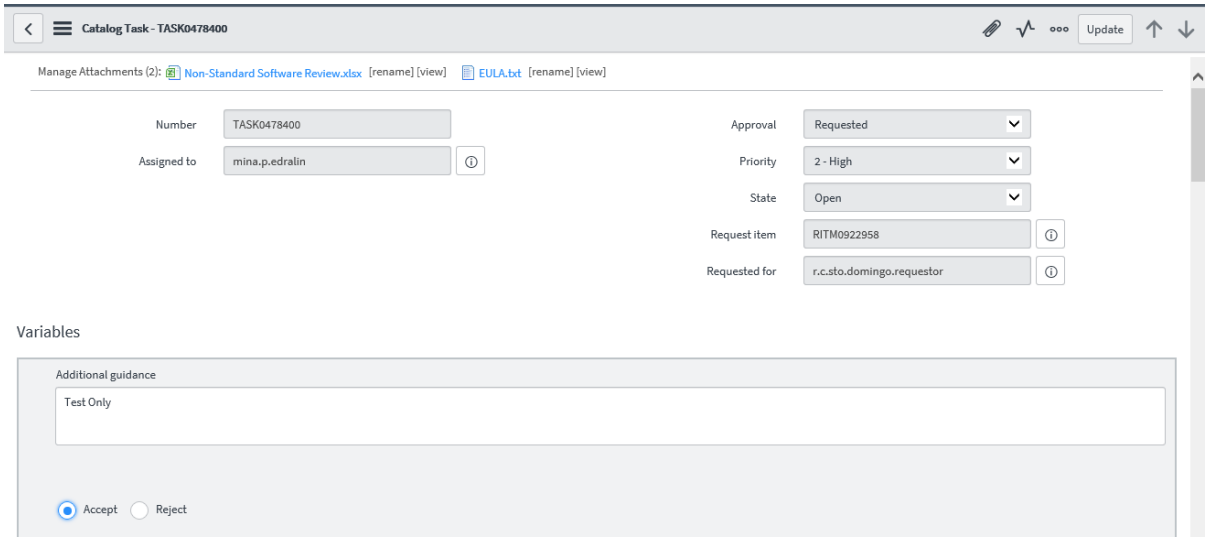
2.4.12 Project Manager logs into ***Accenture log site***(backend view).



2.4.13 Project Manager navigates the backend -> left side navigation -> IT Services Fulfillment -> My Tasks -> Click the task number



2.4.14 Project Manager Accept the terms and conditions and click update in the upper right corner of the task page



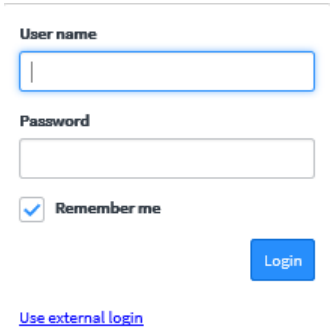
Step 2.5

Scenario 5: Requester -> Project Manager -> Contract Manager/Legal Account Lead -> Managing Director Approval -> Legal

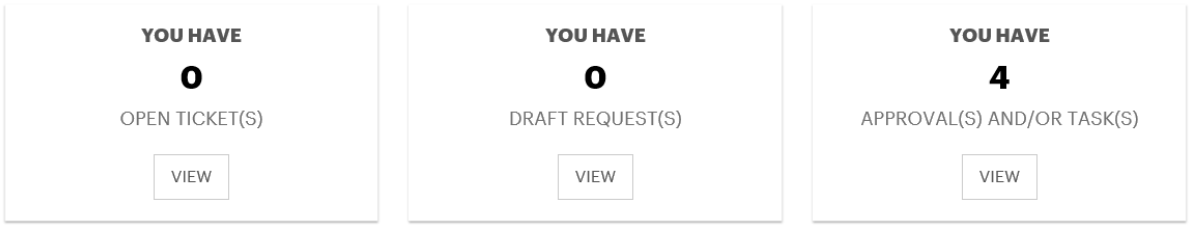
Field Questionnaire	**Answer**
4. Will the software be used for client service delivery?	Yes

15. Software License Type	Any
16. Source of Software	Client Requested but Accenture procured, or License to client and provided by client to Accenture/project
Part of List for auto-approval	No
Other Conditions/Qualifier	CM/LAL answered no to 1 or more question then but agreed no risk

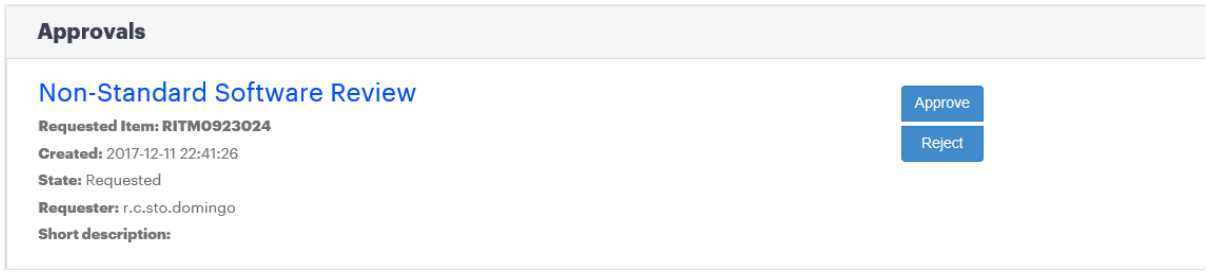
2.5.1 PM logs into ***Accenture Internal Log site***(Support portal dashboard view)



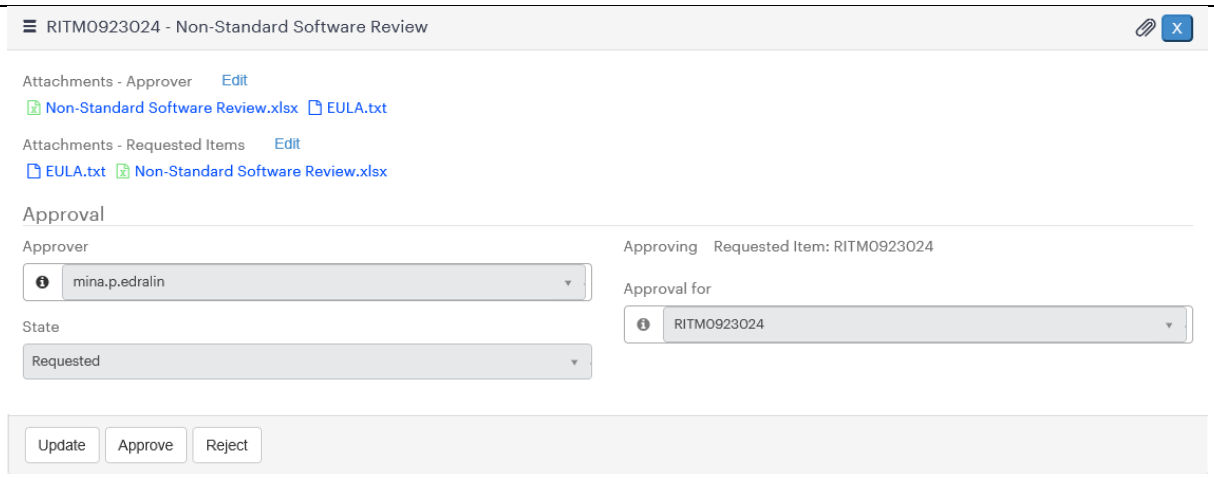
2.5.2 Project Manager clicks the view under Approval(s) and/or task(s)



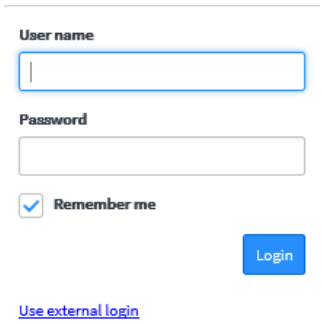
2.5.3.1 Project Manager clicks the approved button in the approval list for the correct requested item or see 2.5.3.2



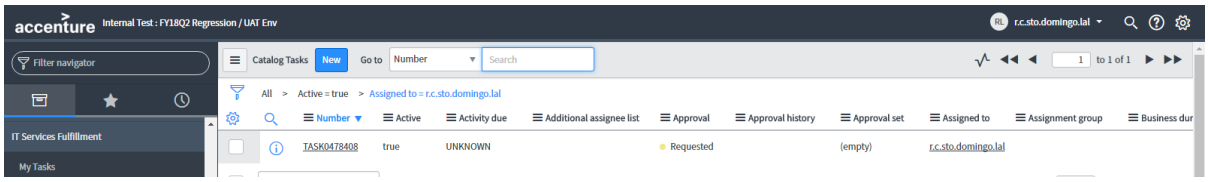
2.5.3.2 Project Manager opens the item by opening the requested item and clicking the approve button in the bottom of the approval page



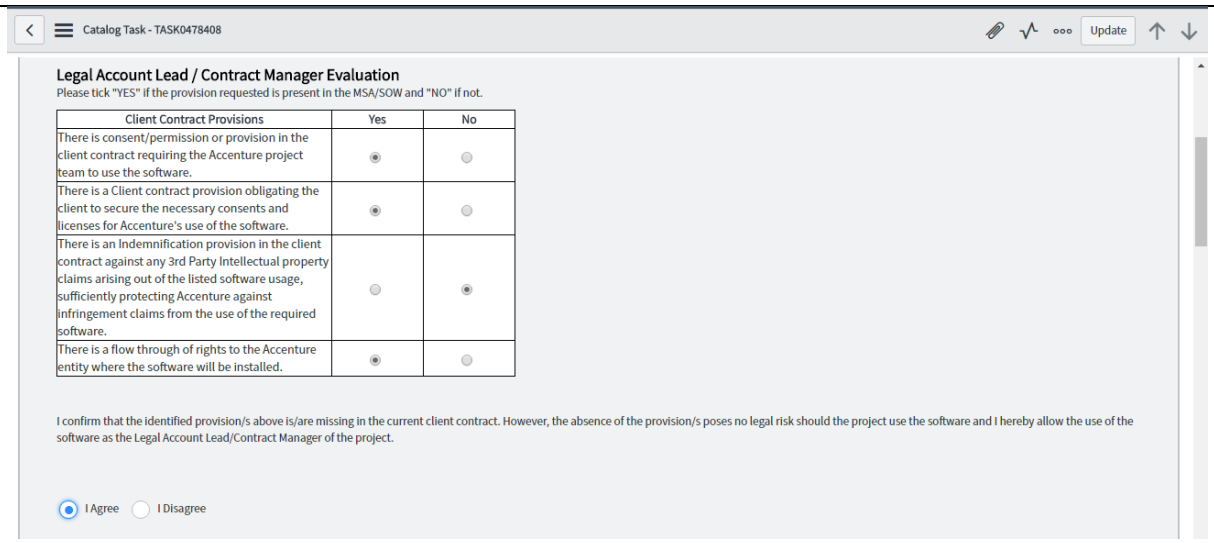
2.5.4 Contract Manager/Legal Account Lead logs into ***Accenture Internal Log site***(backend view).



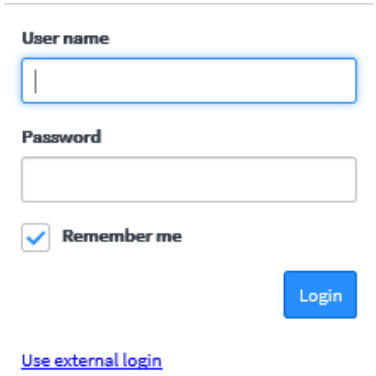
2.5.5 Contract Manager/Legal Account Lead navigates the left side navigation -> IT Services Fulfillment -> My Tasks -> Click the task number



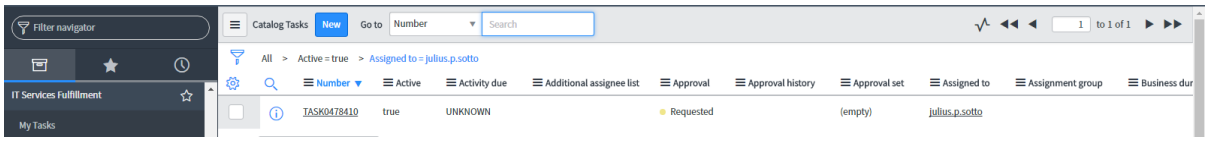
2.5.6 Populate evaluation question with a combination of a yes/no answer to all questions and agree to the agreement question and click update in the upper right corner of the task page



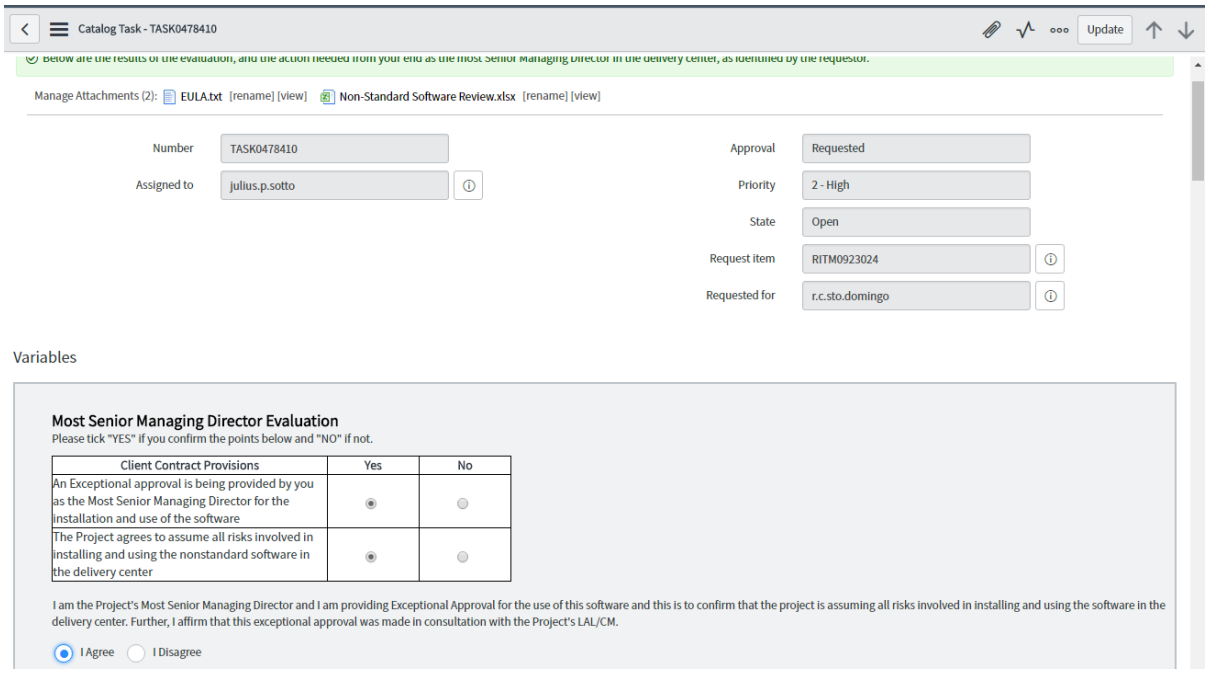
2.5.7 Managing Director logs in to Accenture log site



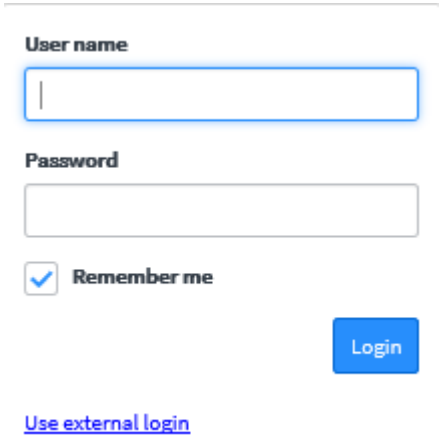
2.5.8 Managing Director navigates the left side navigation -> IT Services Fulfillment -> My Tasks -> Click the task number



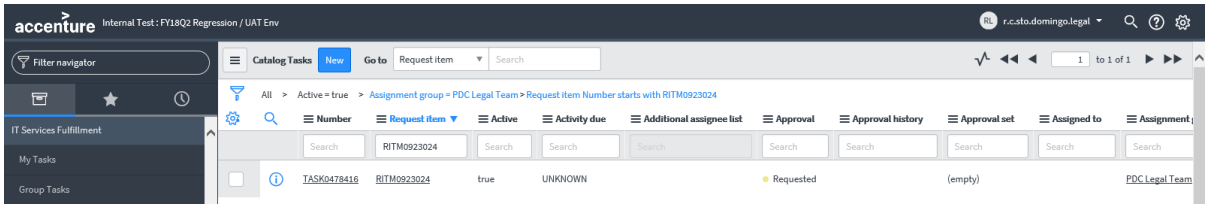
2.5.9 Approved and agree to the evaluation question and click update in the upper right corner of the task



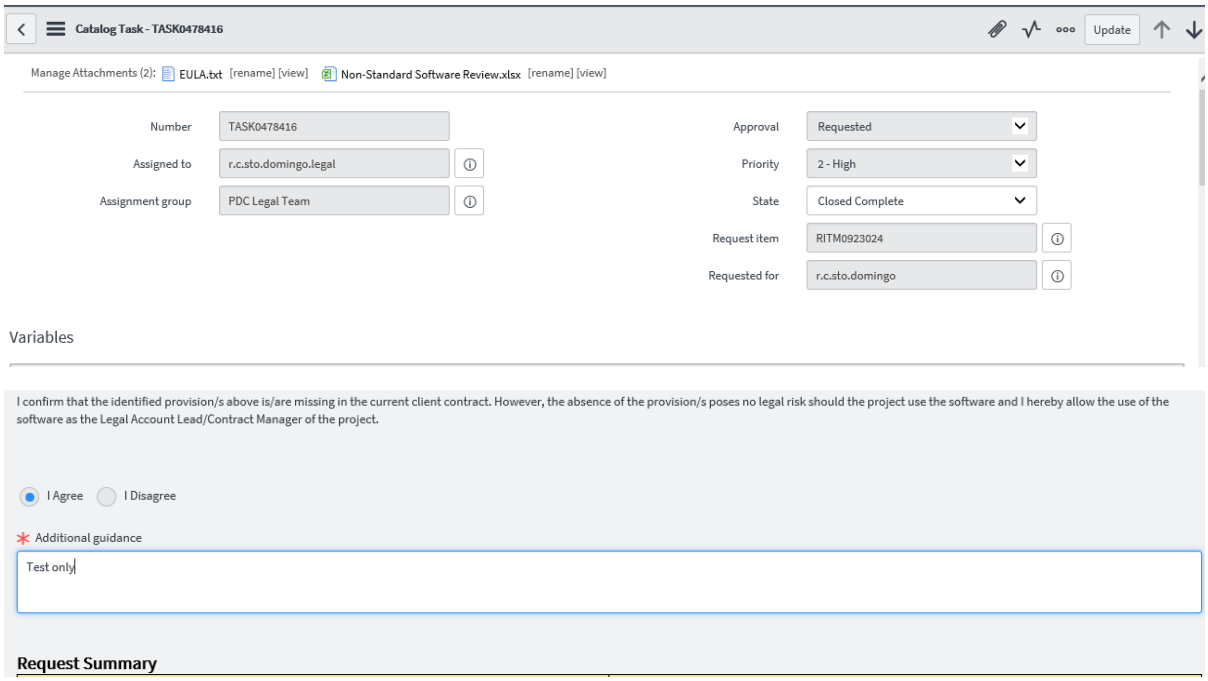
2.5.10 Legal logs in to ***Accenture log site***(backend view).



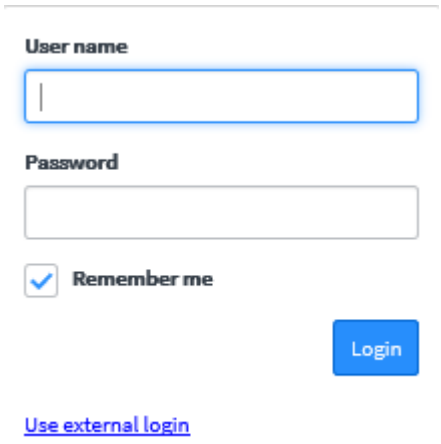
2.5.11 Legal navigates the left side navigation -> Team task -> Search the Request item/Task number



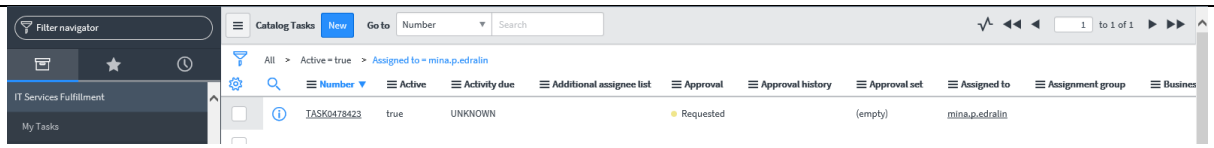
2.5.12 Legal opens the item and assign the task to itself under Assigned to field, update the state into Closed complete and populate Additional guidance field in between agreement section and request summary section and click the update button in the upper right corner



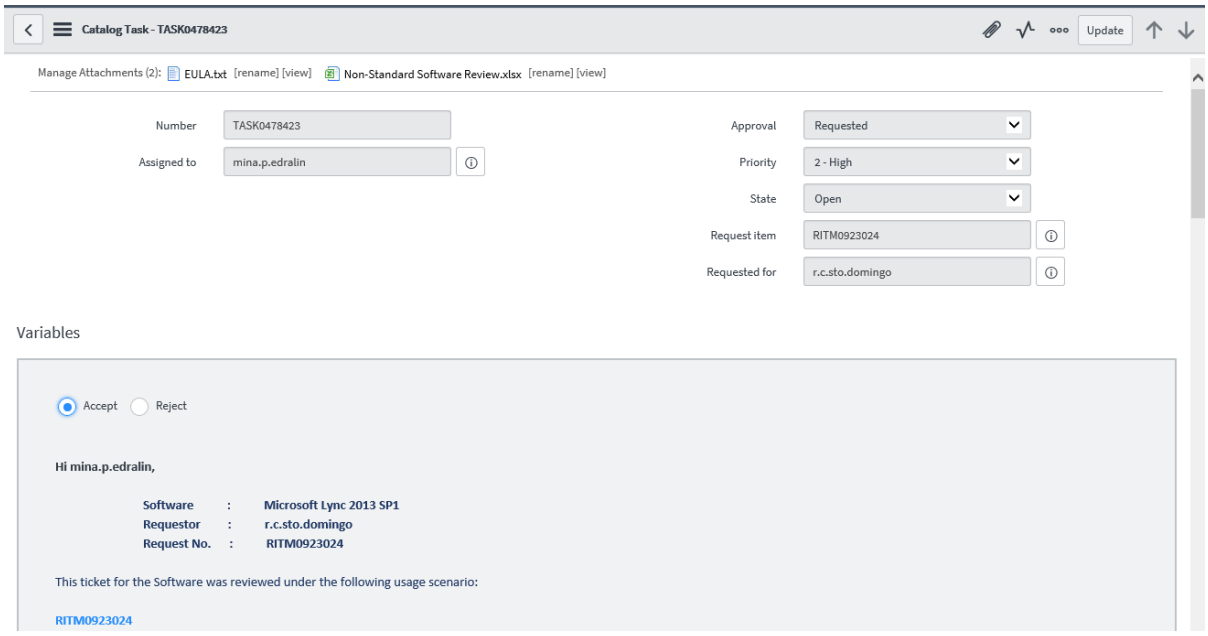
2.5.13 Project Manager logs into ***Accenture log site***(backend view)



2.5.14 Project Manager navigates the backend -> left side navigation -> IT Services Fulfillment -> My Tasks -> Click the task number



2.4.15 PM Accept the terms and conditions and click update in the upper right corner of the task page



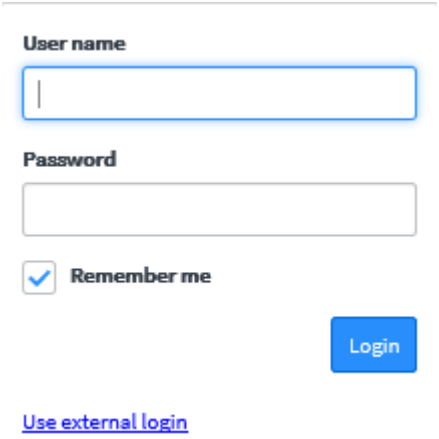
Step 2.6

Scenario 6: Requester -> Project Manager -> Legal

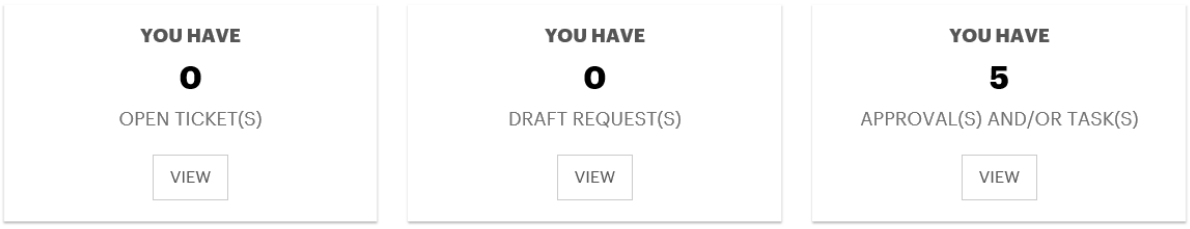
Field Questionnaire	**Answer**
4. Will the software be used for client service delivery?	No
15. Software License Type	Any

16. Source of Software	From an alliance partner
Part of List for auto-approval	No
Other Conditions/Qualifier	Did not go through to CM/LAL

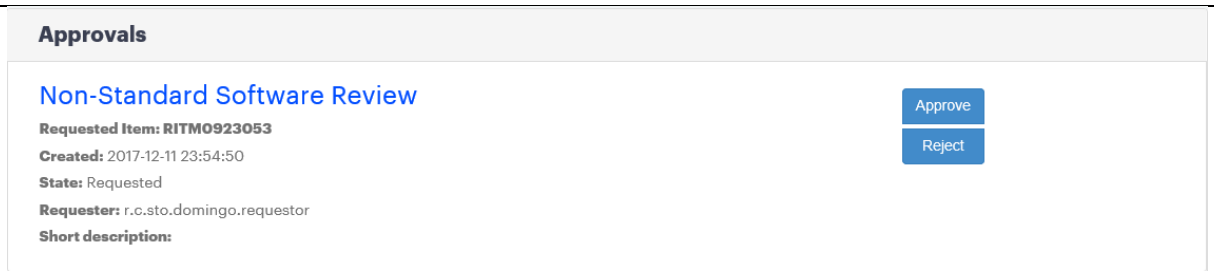
2.6.1 Project Manager logs in to ***Accenture Log Site***(Support portal dashboard view)



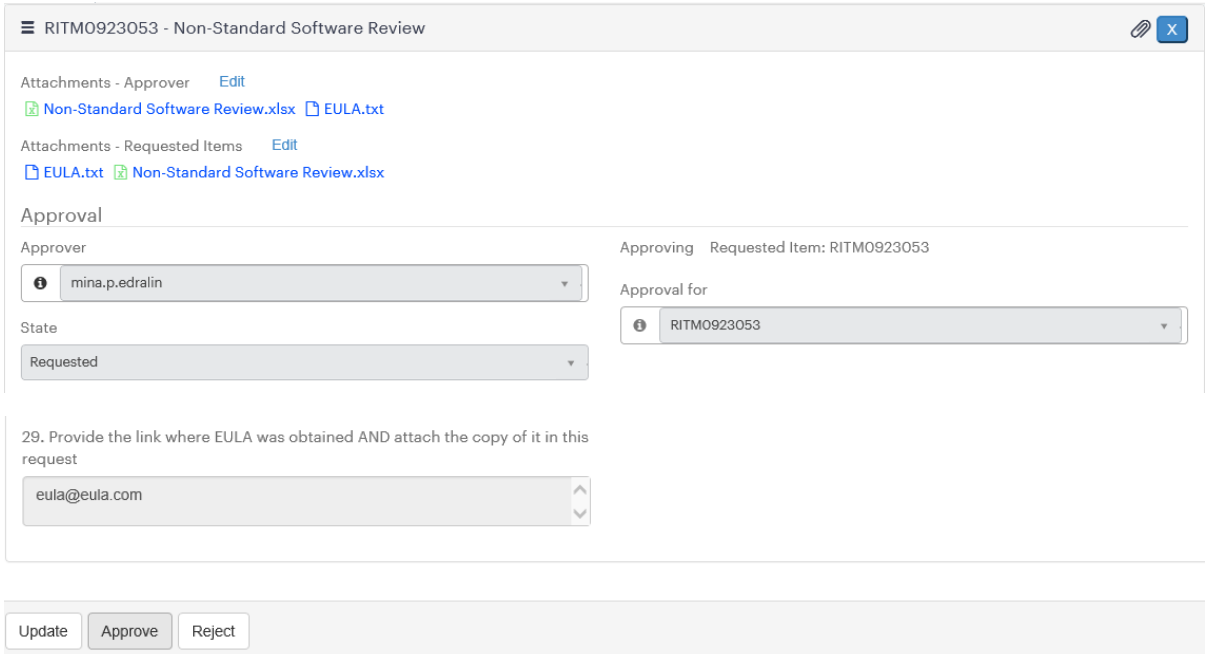
2.6.2 Project Manager clicks the view under Approval(s) and/or task(s)



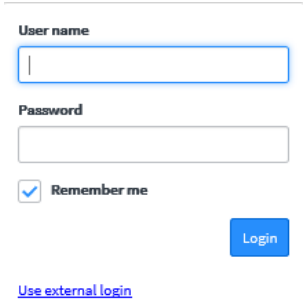
2.6.3.1 Project Manager clicks the approved button in the approval list for the correct requested item or see 2.6.3.2



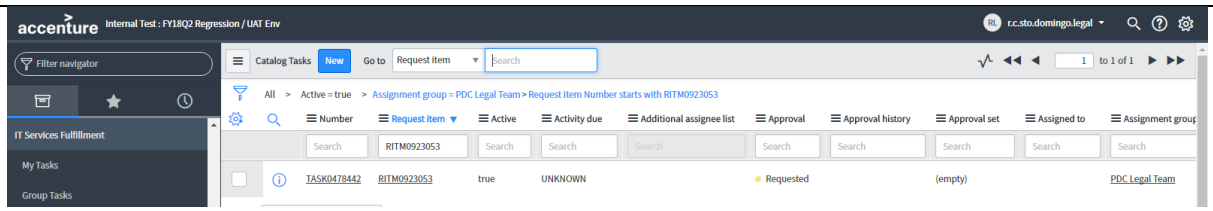
2.6.3.2 Project Manager opens the item by opening the requested item and clicking the approve button in the bottom of the approval page



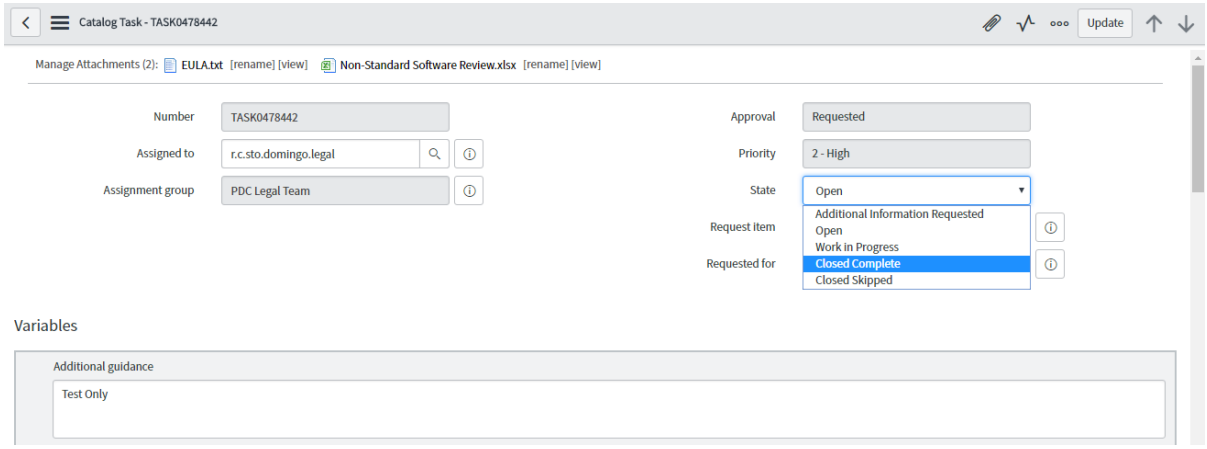
2.6.4 Legal logs into ***Accenture Internal Log site***(backend view).



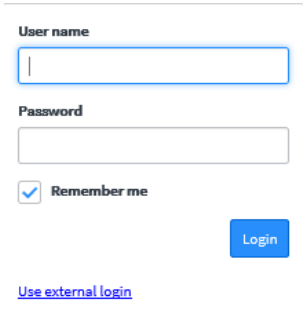
2.6.5 Legal navigates the left side navigation -> Team task -> Search the Request item/Task number



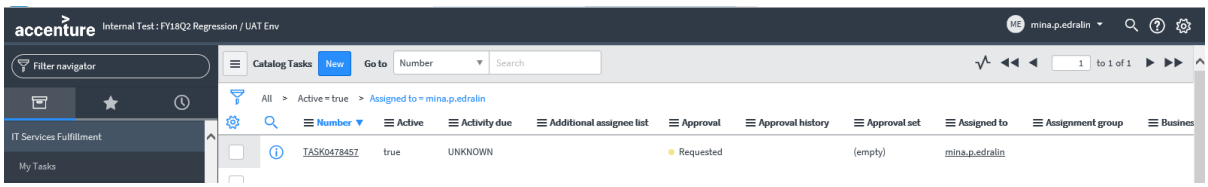
2.6.6 Legal opens the item and assign the task to itself under Assigned to field, update the state into Closed complete and populate Additional guidance field and click the update button in the upper right corner



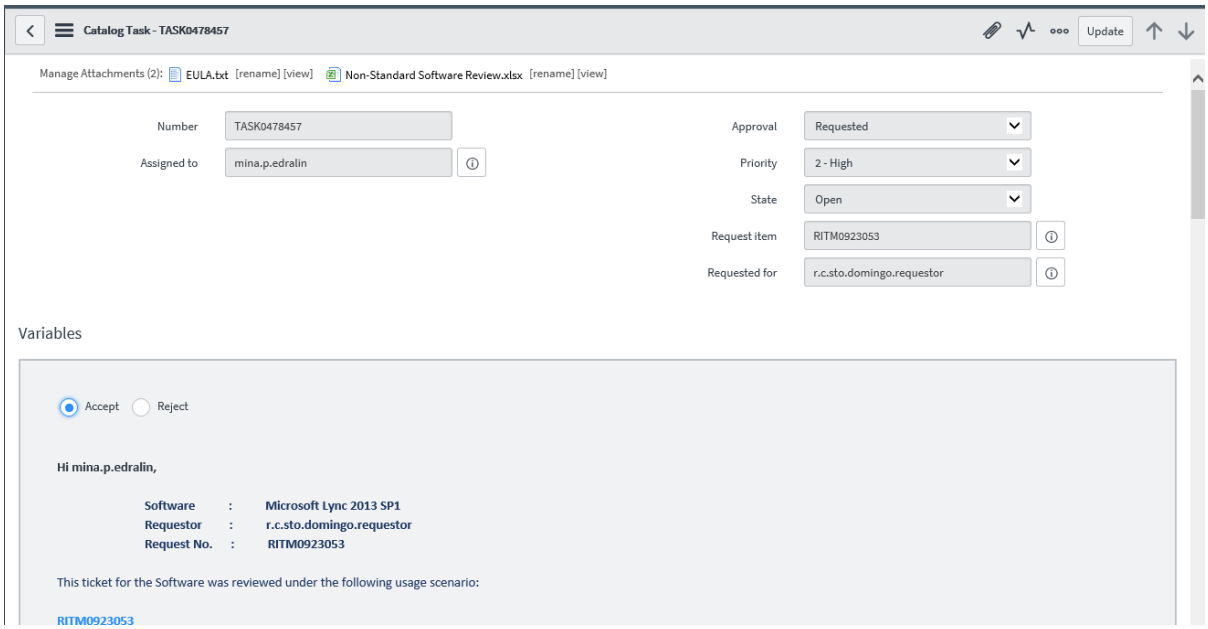
2.6.7 PM logs into ***Accenture Internal Log site***(backend view).



2.6.8 Project Manager navigates the backend -> left side navigation -> IT Services Fulfillment -> My Tasks -> Click the task number



2.6.9 PM Accept the terms and conditions and click update in the upper right corner of the task page



Step 3	**E-mail notification**
	Responsibility: NSSR Tool

3.1 Requestor sends a NSSR Request

3.1.1 NSSR Request Submitted received by requestor

Email Subject: NSSR [Ticket number request] – Request Submitted

To: Requestor

CC: None

Hi r.c.sto.domingo,

Ticket Number RITM0922367 has been sent to your Supervisor for Approval.

The ticket will only be reviewed if approved by your Supervisor.

Your supervisor must act on the request within 2 business days, otherwise it shall be automatically closed and you will need to raise a new ticket.

3.1.2 NSSR Request submitted received by the Project Manager

Email Subject: NSSR [Ticket number request] – Awaiting Approval

To: Project Manager

CC: None

Hi mina.p.edralin,

Ticket Number RITM0922367 has been created and is pending your Approval on the tool.
This ticket will be reviewed once you have approved it on the NSSR Tool.
The Ticket will automatically close if no response is provided within 2 business days.

Please click here to approve or disapprove the ticket.

NSSR Request Details	
Request Number	RITM0922367
Requestor	r.c.sto.domingo
Request Raised Date	2017-12-06 17:29:16 PST
Supervisor	mina.p.edralin
Client Name	Test
Project Name	Windchimes Formerly AT&T And Sbc
Software Name	Citrix Online Launcher
Software Version	1

IDC - For any queries or escalations, write to cmgsc.EULA.India@accenture.com

PDC - For any queries or escalations, write to CM.Manila.EULA.Review@accenture.com

3.2 Project Manager has approved NSSR request

3.2.1 Project Manager has approved the ticket email sent to the requestor

Email Subject: NSSR [Ticket Number request] – Request Approved

To: Requestor

CC: None

Hi r.c.sto.domingo,

Ticket Number RITM0922367 has been approved by your Supervisor.

The ticket shall now progress to the next level of review.

IDC - For any queries or escalations, write to cmgsc.EULA.India@accenture.com

PDC - For any queries or escalations, write to CM.Manila.EULA.Review@accenture.com

3.2.2 Project Manager has approved the ticket with the number 24 question in the entry is yes email sent to ARTL.Legal Nab Group

Email Subject: NSSR [Ticket Number request] – ARTL

To: ***ARTL.Legal@accenture.com***

CC: Requestor

Hi,

This request for installation of non-standard software was raised with the NSSR Team.

Below are the details of the proposed use of the software by the project team.

Please reach out to r.c.sto.domingo for any clarifications.

NSSR Request Details	
Request Number	RITM0922367
Request Raised Date	2017-12-06 17:29:16 PST
Supervisor	mina.p.edralin
Client Name	Test
Project Name	Windchimes Formerly AT&T And Sbc
Software Name	Citrix Online Launcher
Software Version	1

3.2.3 Project Manager has approved the ticket email sent to the Legal Account Lead or Contract Manager

Email Subject: NSSR [Ticket Number request] – Awaiting LAL Approval

To: Legal Account Lead or Contract Manager

CC: Project Manager, Requestor

Hi r.c.sto.domingo,

This request for installation of non-standard software was raised with the NSSR Team.

As the Project LAL/CM, please advise if there are any MSA/SOW-related issues if Project uses the software.

For reference, below is a summary of the proposed use of the software:

NSSR Request Details	
Request Number	RITM0922367
Requestor	r.c.sto.domingo
Request Raised Date	2017-12-06 17:29:16 PST
Supervisor	mina.p.edralin
Client Name	Test
Project Name	Windchimes Formerly AT&T And Sbc
Software Name	Citrix Online Launcher
Software Version	1

Please Note:

The NSSR team has no visibility on the contractual obligation and any arrangement with the client.

It shall therefore rely solely on your confirmation in the review of the software.

Thus, kindly ensure that any confirmation or feedback provided to the NSSR team are up-to-date,

accurate and complete, so that Accenture is sufficiently protected from any claims,

including IP infringement claims or other third party suits.

To provide approval, please click here.

IDC - For any queries or escalations, write to cmgsc.EULA.India@accenture.com

PDC - For any queries or escalations, write to CM.Manila.EULA.Review@accenture.com

3.3 Legal Account Lead or Contract Manager has approved NSSR request with a yes answer in all the questionnaire

3.3.1 Legal Account Lead or Contract Manager has approved the ticket email sent to the requestor

Subject: NSSR [Ticket Number request] – LAL Approved

To: Requestor

CC: None

Ticket Number RITM0922367 has been reviewed by your project Legal Account Lead/Contract Manager, who has cleared the use of the software under the client contract. We shall now continue with the review of the request.

Please expect feedback from the NSSR team shortly.

	3.3.1.1 Legal Team had already assigned the ticket into a Legal member Subject: NSSR [Ticket Number request] – Assigned To: Requestor CC: Legal Member assigned Hi r.c.sto.domingo.requestor, Ticket Number RITM0922958 has been approved by your supervisor. Ticket is now queued for NSSR Team's review. Your assigned reviewer is r.c.sto.domingo.legal. IDC - For any queries or escalations, write to cmgsc.EULA.India@accenture.com PDC - For any queries or escalations, write to CM.Manila.EULA.Review@accenture.com **3.3.2 Legal Account Lead or Contract Manager has approved the ticket with a no answer in the questionnaire** 3.3.2.1 Legal Account Lead or Contract Manager has approved the ticket email will be sent to the Managing Director Subject: NSSR [Ticket Number request] – Awaiting MD Approval To: Managing Director CC: Requestor, Project Manager

Hi julius.p.sotto,

This request for installation of client-provided non-standard software was raised with the NSSR Team.
However, the CM/LAL of the Project has confirmed that certain provision/s for the protection of Accenture in the use of the software is/are missing in the client contract.
As the Project's Most Senior Managing Director, please confirm that the project is willing to assume risks in the use of this software based on the following details:

NSSR Request Details	
Request Number	RITM0922744
Requestor	r.c.sto.domingo.requestor
Request Raised Date	2017-12-10 22:46:31 PST
Supervisor	mina.p.edralin
Client Name	Test
Project Name	Windchimes Formerly AT&T And Sbc
Software Name	Citrix Online Launcher
Software Version	2

To view requirements and provide approval, please click here.

3.3.2.2 Managing Director has approved the ticket email will be sent to the Requestor

Subject: NSSR [Ticket Number request] – Request Approved

To: Requestor

CC: None

Hi r.c.sto.domingo.requestor,

Ticket Number RITM0922744 has been provided with exceptional approval by julius.p.sotto.

NSSR Request Details	
Request Number	RITM0922744
Requestor	r.c.sto.domingo.requestor
Request Raised Date	2017-12-10 22:46:31 PST
Supervisor	mina.p.edralin
Client Name	Test
Project Name	Windchimes Formerly AT&T And Sbc
Software Name	Citrix Online Launcher
Software Version	2

IDC - For any queries or escalations, write to cmgsc.EULA.India@accenture.com
PDC - For any queries or escalations, write to CM.Manila.EULA.Review@accenture.com

3.4 Legal Account Lead/Contract Manager/Managing Director/Project Manager has approved the ticket and heading to the acceptance of terms and conditions

3.4.1 Legal Account Lead/Contract Manager/Managing Director/Project Manager has approved the ticket email sent to the Project Manager

Subject: NSSR [Ticket Number request] – For Acceptance of Terms & Conditions

To: Project Manager

CC: Requestor

Hi mina.p.edralin,

Ticket Number RITM0922367 has been approved by NSSR team.

You must now accept the Terms and Conditions on the tool before the release of the NSSR Team's approval.

Please click here to accept the terms and conditions.

CITRIX ONLINE LAUNCHER

PLEASE READ CAREFULLY THE FOLLOWING DO'S AND DONTS:

For the User:

1. You may install and use the requested Software only for the purpose and time indicated in the request. Once purpose has been served and the time has lapsed, the Software may no longer be used;
2. You may only use the software for internal business or for client service delivery
3. If dealing with the open source component of the software, your use of the software must be in consonance with AP 314.
4. The Software is protected by copyright laws and international treaty provisions.
    a. Therefore, you will not use the services of the software in any manner that infringes the intellectual property rights of Licensor or any third party.
    b. You shall strictly follow all other terms and conditions found in the End User License Agreement.
5. You must not use the logos, trade names, trademarks, service marks, or product names of the Licensor.
6. You must not allow the Licensor or any of its affiliates to use Accenture's logo, trade names, trademarks, service marks or product names without securing approval from Accenture's Marketing and Communications Group.
7. You must not disclose any confidential client-data information, personal identifiable information or any sensitive information that will expose Accenture to risk. Whenever you are required to submit data or information to the Licensor, you need to reach out to PDC legal for guidance.
8. You must not modify, distribute, prepare derivative works of, reverse engineer, reverse assemble, disassemble, decompile or attempt to decipher any code relating to the Services.
9. You shall not knowingly or negligently access or use the Services in a manner that abuses or disrupts the Citrix networks, security systems, user accounts, or Services of Citrix or any third party, or attempts to gain unauthorized access to any of the above through unauthorized means.
10. You must not transmit through or post on the Services any material that is deemed abusive, harassing, obscene, slanderous, fraudulent, libelous or otherwise objectionable or unlawful.
11. You must not market, offer to sell, and/or resell the Services to any unauthorized third party.
12. You must not use the Services in violation of Citrix policies, applicable laws, ordinances or regulations.
13. You must not use the Services to send unsolicited or unauthorized advertising, junk mail, or spam.
14. You must not harvest, collect, or gather information or data regarding other users without their consent.
15. You must not transmit through or post on the Services any material that may infringe the intellectual property rights or other rights of third parties, including trademark, copyright, data privacy or right of publicity.

16. You must not transmit or post on the Services any material that contains software viruses or other harmful or deleterious computer code, files or programs.
17. You must not if you or the client is a Citrix competitor for the relevant Services, use the Services directly or indirectly for competitive benchmarking or other competitive analysis.
18. You must not submit to, or store in the Services, any Protected Health Information ("PHI") unless you or the client has purchased the ShareFile Service and entered into a Citrix Business Associate Agreement ("BAA"). Please see section 5.1 of the End User License Agreement.
19. You must not make any representations with respect to Citrix or the Agreement (including, without limitation, that Citrix is a warrantor or co-seller of any of your or your client's products and/or services). Citrix shall have sole and exclusive discretion to determine applicability of the restrictions set forth above and any violations thereof.
20. You must not use, register or apply for registration of any trademark, service mark, business name, company/trade name, domain name or social media account name or handle which is comprised of or incorporates in whole or in part any Citrix Mark, or is otherwise confusingly similar to a Citrix Mark.
21. You must agree to comply with all federal, state, and local laws in the relevant jurisdiction when using recording functionality. Citrix disclaims all liability with respect to you or your client's recording of audio or shared data while using the Services, and you or your client's releases and agrees to hold Citrix harmless from and against any damages or liabilities related to the recording of any audio and/or data.
22. You must comply with the applicable U.S. export laws. Software may not be downloaded or otherwise exported or re-exported to any of the following:

a. Any country subject to U.S. trade sanctions governing the software;
b. Sanctioned countries including Cuba, Iran, North Korea, Sudan and Syria;
c. By citizens or residents of such countries except citizens who are lawful permanent residents of countries not subject to such sanctions;
d. Anyone on the U.S. Treasury Department's list of Specially Designated Nationals and Blocked Persons or the U.S. Commerce Department's Table of Denial.

For more information, please see Accenture Policy.

For the Supervisor:

1. Please take note of the foregoing Do's and Don'ts and ensure that the users comply with them.
2. You should supervise and control the use of the Software and ensure that the Software is used by indicated users in accordance with the term of the License;
3. Only the named user/s can download and use the Software; and
4. Only the identified assets in the request can download and use the Software:

Comments:

Please take note that this request was reviewed and approved based on the usage scenario described in this request. Please follow the terms provided and please be reminded of your duties and responsibilities and follow the terms and conditions set forth in the license agreement applicable to the requested software. Kindly contact your designated reviewer in the Legal Global Service Center in the event that your usage scenario has changed.

Also, please take note of the following provisions:

- Citrix warrants that the services will conform to the service descriptions under normal use. Citrix does not represent or warrant that (i) the use of such services will be timely, uninterrupted or error free, or operate in combination with any other hardware, software, system or data, (ii) such services will meet customer's requirements or expectations, or (iii) all errors or defects will be corrected. Citrix entire liability and customer's exclusive remedy under this warranty will be, at Citrix sole option and subject to applicable law, to provide conforming service, or to terminate the non-conforming services, or applicable order and the agreement, and provide a pro-rated refund of any prepaid fees from the period of non-conformance through the end of the remaining term. To the extent permitted by applicable law, Citrix disclaims all other warranties and conditions, whether express, implied, statutory or otherwise, including any express or implied warranties of merchantability, satisfactory quality, title, fitness for a particular purpose and non-infringement. Some jurisdictions do not allow the exclusion of certain warranties and conditions, therefore some of the above exclusions may not apply to customers located in such jurisdictions.
- Neither party shall be liable to the other party or to any other person for any indirect, special, consequential or incidental loss, exemplary or other damages, whether direct or indirect, arising out of or relating to: (i) loss of data, (ii) loss of income, (iii) loss of opportunity, (iv) lost profits, (v) costs of recovery or any other damages, however caused and based on any theory of liability, including, but not limited to, breach of contract, tort (including negligence), or violation of statute, whether or not such party has been advised of the possibility of such damages. Some jurisdictions do not allow limitation or exclusion of liability for incidental or consequential damages, so some of the above limitations may not apply. To the extent permitted by applicable law, the total cumulative liability of either party and their respective licensors and suppliers arising out of this agreement, shall be limited to the sum of the amounts paid for the applicable service during the twelve (12) months immediately preceding the incident giving rise to the liability. The foregoing shall not limit customer's obligations to pay any undisputed fees and/or other sums due under any order.

Kindly note that the Non-Standard Software Review (NSSR) is a Legal Review Process. It is not an Information Technology (IT) process nor does it include a Security review of the software or application. Users are still expected to adhere to company security policies, particularly Accenture Policies 56, 57, 59 and 314 on System Security; Acceptable Use of Information, Devices and Technology; Acceptable Use of Software; and Open Source Software.

IDC - For any queries or escalations, write to cmgsc.EULA.India@accenture.com

PDC - For any queries or escalations, write to CM.Manila.EULA.Review@accenture.com

3.4.2 Project Manager accepts the terms and condition and an email will be sent to the Project Manager

Subject: NSSR [Ticket Number request] – Terms & Conditions Accepted

To: Project Manager

CC: None

Hi mina p.edralin,

Since you have accepted the terms and conditions for Ticket Number RITM0922367, the requestor and users indicated may now proceed with installing the software.

They shall each receive a copy of the terms and conditions for the proper use of the software.

Please monitor and ensure their compliance with the terms and conditions.

3.4.3 Project Manager accepts the terms and condition and an email will be sent to all users identified in the requested ticket

	Subject: NSSR [Ticket Number request] – Terms & Conditions Accepted To: Users CC: None

Dear r.c.sto.domingo,

You are hereby allowed to use this software for the project Windchimes Formerly AT&T And Sbc, under the following terms and conditions:

Approved Terms and Conditions:

CITRIX ONLINE LAUNCHER

PLEASE READ CAREFULLY THE FOLLOWING DO'S AND DONTS:

For the User:

1. You may install and use the requested Software only for the purpose and time indicated in the request. Once purpose has been served and the time has lapsed, the Software may no longer be used;
2. You may only use the software [for internal business] or [for client service delivery]
3. If dealing with the open source component of the software, your use of the software must be in consonance with AP 314.
4. The Software is protected by copyright laws and international treaty provisions.
    a. Therefore, you will not use the services of the software in any manner that infringes the intellectual property rights of Licensor or any third party.
    b. You shall strictly follow all other terms and conditions found in the End User License Agreement.
5. You must not use the logos, trade names, trademarks, service marks, or product names of the Licensor.
6. You must not allow the Licensor or any of its affiliates to use Accenture's logo, trade names, trademarks, service marks or product names without securing approval from Accenture's Marketing and Communications Group.
7. You must not disclose any confidential client-data information, personal identifiable information or any sensitive information that will expose Accenture to risk. Whenever you are required to submit data or information to the Licensor, you need to reach out to PDC legal for guidance.
8. You must not modify, distribute, prepare derivative works of, reverse engineer, reverse assemble, disassemble, decompile or attempt to decipher any code relating to the Services.
9. You shall not knowingly or negligently access or use the Services in a manner that abuses or disrupts the Citrix networks, security systems, user accounts, or Services of Citrix or any third party, or attempts to gain unauthorized access to any of the above through unauthorized means.
10. You must not transmit through or post on the Services any material that is deemed abusive, harassing, obscene, slanderous, fraudulent, libelous or otherwise objectionable or unlawful.
11. You must not market, offer to sell, and/or resell the Services to any unauthorized third party.
12. You must not use the Services in violation of Citrix policies, applicable laws, ordinances or regulations.
13. You must not use the Services to send unsolicited or unauthorized advertising, junk mail, or spam.
14. You must not harvest, collect, or gather information or data regarding other users without their consent.
15. You must not transmit through or post on the Services any material that may infringe the intellectual property rights or other rights of third parties, including trademark, copyright, data privacy or right of publicity.

16. You must not transmit or post on the Services any material that contains software viruses or other harmful or deleterious computer code, files or programs.
17. You must not if you or the client is a Citrix competitor for the relevant Services, use the Services directly or indirectly for competitive benchmarking or other competitive analysis.
18. You must not submit to, or store in the Services, any Protected Health Information ("PHI") unless you or the client has purchased the ShareFile Service and entered into a Citrix Business Associate Agreement ("BAA"). Please see section 5.1 of the End User License Agreement.
19. You must not make any representations with respect to Citrix or the Agreement (including, without limitation, that Citrix is a warrantor or co-seller of any of your or your client's products and/or services). Citrix shall have sole and exclusive discretion to determine applicability of the restrictions set forth above and any violations thereof.
20. You must not use, register or apply for registration of any trademark, service mark, business name, company/trade name, domain name or social media account name or handle which is comprised of or incorporates in whole or in part any Citrix Mark, or is otherwise confusingly similar to a Citrix Mark.
21. You must agree to comply with all federal, state, and local laws in the relevant jurisdiction when using recording functionality. Citrix disclaims all liability with respect to you or your client's recording of audio or shared data while using the Services, and you or your client's releases and agrees to hold Citrix harmless from and against any damages or liabilities related to the recording of any audio and/or data.
22. You must comply with the applicable U.S. export laws. Software may not be downloaded or otherwise exported or re-exported to any of the following:

a. Any country subject to U.S. trade sanctions governing the software;
b. Sanctioned countries including Cuba, Iran, North Korea, Sudan and Syria;
c. By citizens or residents of such countries except citizens who are lawful permanent residents of countries not subject to such sanctions;
d. Anyone on the U.S. Treasury Department's list of Specially Designated Nationals and Blocked Persons or the U.S. Commerce Department's Table of Denial.

For more information, please see Accenture Policy [redacted]

For the Supervisor:

1. Please take note of the foregoing Do's and Don'ts and ensure that the users comply with them.
2. You should supervise and control the use of the Software and ensure that the Software is used by indicated users in accordance with the term of the License;
3. Only the named user/s can download and use the Software; and
4. Only the identified assets in the request can download and use the Software:

Comments:

Please take note that this request was reviewed and approved based on the usage scenario described in this request. Please follow the terms provided and please be reminded of your duties and responsibilities and follow the terms and conditions set forth in the license agreement applicable to the requested software. Kindly contact your designated reviewer in the Legal Global Service Center in the event that your usage scenario has changed.

Also, please take note of the following provisions:

- Citrix warrants that the services will conform to the service descriptions under normal use. Citrix does not represent or warrant that (i) the use of such services will be timely, uninterrupted or error free, or operate in combination with any other hardware, software, system or data, (ii) such services will meet customer's requirements or expectations, or (iii) all errors or defects will be corrected. Citrix entire liability and customer's exclusive remedy under this warranty will be, at Citrix sole option and subject to applicable law, to provide conforming service, or to terminate the non-conforming services, or applicable order and the agreement, and provide a pro-rated refund of any prepaid fees from the period of non-conformance through the end of the remaining term. To the extent permitted by applicable law, Citrix disclaims all other warranties and conditions, whether express, implied, statutory or otherwise, including any express or implied warranties of merchantability, satisfactory quality, title, fitness for a particular purpose and non-infringement. Some jurisdictions do not allow the exclusion of certain warranties and conditions, therefore some of the above exclusions may not apply to customers located in such jurisdictions.
- Neither party shall be liable to the other party or to any other person for any indirect, special, consequential or incidental loss, exemplary or other damages, whether direct or indirect, arising out of or relating to: (i) loss of data, (ii) loss of income, (iii) loss of opportunity, (iv) lost profits, (v) costs of recovery or any other damages, however caused and based on any theory of liability, including, but not limited to, breach of contract, tort (including negligence), or violation of statute, whether or not such party has been advised of the possibility of such damages. Some jurisdictions do not allow limitation or exclusion of liability for incidental or consequential damages, so some of the above limitations may not apply. To the extent permitted by applicable law, the total cumulative liability of either party and their respective licensors and suppliers arising out of this agreement, shall be limited to the sum of the amounts paid for the applicable service during the twelve (12) months immediately preceding the incident giving rise to the liability. The foregoing shall not limit customer's obligations to pay any undisputed fees and/or other sums due under any order.

Kindly note that the Non-Standard Software Review (NSSR) is a Legal Review Process. It is not an Information Technology (IT) process nor does it include a Security review of the software or application. Users are still expected to adhere to company security policies, particularly Accenture Policies 56, 57, 59 and 314 on System Security; Acceptable Use of Information, Devices and Technology; Acceptable Use of Software; and Open Source Software.

Please be reminded the of your duties and responsibilities and follow the terms and conditions set forth in the license agreement appicable to the requested software.

Tool Email Trigger DWI

1. **Purpose**

The purpose of this document is to outline the email notification triggered by the tool. The major system involved in this process is the Accenture Internal Site.

2. **Scope**

The process steps outlined below cover the complete list of NSSR email notification created by the tool:

- Email notification

3. **Process Steps**

Step 1	E-mail notification
	Responsibility: NSSR Tool
	1.1 Requestor sends a NSSR Request 1.1.1 NSSR Request Submitted received by requestor Email Subject: NSSR [Ticket number request] – Request Submitted To: Requestor CC: None Hi r.c.sto.domingo, Ticket Number RITM0922367 has been sent to your Supervisor for Approval. The ticket will only be reviewed if approved by your Supervisor. Your supervisor must act on the request within 2 business days, otherwise it shall be automatically closed and you will need to raise a new ticket. 1.1.2 NSSR Request submitted received by the Project Manager Email Subject: NSSR [Ticket number request] – Awaiting Approval To: Project Manager CC: None

Hi mina.p.edralin,

Ticket Number RITM0922367 has been created and is pending your Approval on the tool.
This ticket will be reviewed once you have approved it on the NSSR Tool.
The Ticket will automatically close if no response is provided within 2 business days.

Please click here to approve or disapprove the ticket.

NSSR Request Details	
Request Number	RITM0922367
Requestor	r.c.sto.domingo
Request Raised Date	2017-12-06 17:29:16 PST
Supervisor	mina.p.edralin
Client Name	Test
Project Name	Windchimes Formerly AT&T And Sbc
Software Name	Citrix Online Launcher
Software Version	1

IDC - For any queries or escalations, write to cmgsc.EULA.India@accenture.com

PDC - For any queries or escalations, write to CM.Manila.EULA.Review@accenture.com

1.2 Project Manager has approved NSSR request

1.2.1 Project Manager has approved the ticket email sent to the requestor

Email Subject: NSSR [Ticket Number request] – Request Approved
To: Requestor
CC: None

Hi r.c.sto.domingo,

Ticket Number RITM0922367 has been approved by your Supervisor.

The ticket shall now progress to the next level of review.

IDC - For any queries or escalations, write to cmgsc.EULA.India@accenture.com

PDC - For any queries or escalations, write to CM.Manila.EULA.Review@accenture.com

1.2.2 Project Manager has approved the ticket with the number 24 question in the entry is yes email sent to ARTL.Legal Nab Group

Email Subject: NSSR [Ticket Number request] – ARTL
To: ARTL.Legal@accenture.com
CC: Requestor

Hi,

This request for installation of non-standard software was raised with the NSSR Team.

Below are the details of the proposed use of the software by the project team.

Please reach out to r.c.sto.domingo for any clarifications.

NSSR Request Details	
Request Number	RITM0922367
Request Raised Date	2017-12-06 17:29:16 PST
Supervisor	mina.p.edralin
Client Name	Test
Project Name	Windchimes Formerly AT&T And Sbc
Software Name	Citrix Online Launcher
Software Version	1

1.2.3 Project Manager has approved the ticket email sent to the Legal Account Lead or Contract Manager

Email Subject: NSSR [Ticket Number request] – Awaiting LAL Approval
To: Legal Account Lead or Contract Manager
CC: Project Manager, Requestor

Hi r.c.sto.domingo,

This request for installation of non-standard software was raised with the NSSR Team.

As the Project LAL/CM, please advise if there are any MSA/SOW-related issues if Project uses the software.

For reference, below is a summary of the proposed use of the software:

NSSR Request Details	
Request Number	RITM0922367
Requestor	r.c.sto.domingo
Request Raised Date	2017-12-06 17:29:16 PST
Supervisor	mina.p.edralin
Client Name	Test
Project Name	Windchimes Formerly AT&T And Sbc
Software Name	Citrix Online Launcher
Software Version	1

Please Note:

The NSSR team has no visibility on the contractual obligation and any arrangement with the client.

It shall therefore rely solely on your confirmation in the review of the software.

Thus, kindly ensure that any confirmation or feedback provided to the NSSR team are up-to-date,

accurate and complete, so that Accenture is sufficiently protected from any claims,

including IP infringement claims or other third party suits.

To provide approval, please click here.

IDC - For any queries or escalations, write to cmgsc.EULA.India@accenture.com

PDC - For any queries or escalations, write to CM.Manila.EULA.Review@accenture.com

1.3 Legal Account Lead or Contract Manager has approved NSSR request with a yes answer in all the questionnaire

1.3.1 Legal Account Lead or Contract Manager has approved the ticket email sent to the requestor

Subject: NSSR [Ticket Number request] – LAL Approved
To: Requestor
CC: None

Ticket Number RITM0922367 has been reviewed by your project Legal Account Lead/Contract Manager, who has cleared the use of the software under the client contract. We shall now continue with the review of the request.

Please expect feedback from the NSSR team shortly.

1.3.1.1 Legal Team had already assigned the ticket into a Legal member

Subject: NSSR [Ticket Number request] – Assigned
To: Requestor
CC: Legal Member assigned

Hi r.c.sto.domingo.requestor,

Ticket Number RITM0922958 has been approved by your supervisor.

Ticket is now queued for NSSR Team's review. Your assigned reviewer is r.c.sto.domingo.legal.

IDC - For any queries or escalations, write to cmgsc.EULA.India@accenture.com

PDC - For any queries or escalations, write to CM.Manila.EULA.Review@accenture.com

1.3.2 Legal Account Lead or Contract Manager has approved the ticket with a no answer in the questionnaire

1.3.2.1 Legal Account Lead or Contract Manager has approved the ticket email will be sent to the Managing Director

Subject: NSSR [Ticket Number request] – Awaiting MD Approval
To: Managing Director
CC: Requestor, Project Manager

Hi julius.p.sotto,

This request for installation of client-provided non-standard software was raised with the NSSR Team.
However, the CM/LAL of the Project has confirmed that certain provision/s for the protection of Accenture in the use of the software is/are missing in the client contract.
As the Project's Most Senior Managing Director, please confirm that the project is willing to assume risks in the use of this software based on the following details:

NSSR Request Details	
Request Number	RITM0922744
Requestor	r.c.sto.domingo.requestor
Request Raised Date	2017-12-10 22:46:31 PST
Supervisor	mina.p.edralin
Client Name	Test
Project Name	Windchimes Formerly AT&T And Sbc
Software Name	Citrix Online Launcher
Software Version	2

To view requirements and provide approval, please click here.

1.3.2.2 Managing Director has approved the ticket email will be sent to the Requestor

Subject: NSSR [Ticket Number request] – Request Approved
To: Requestor
CC: None

Hi r.c.sto.domingo.requestor,

Ticket Number RITM0922744 has been provided with exceptional approval by julius.p.sotto.

NSSR Request Details	
Request Number	RITM0922744
Requestor	r.c.sto.domingo.requestor
Request Raised Date	2017-12-10 22:46:31 PST
Supervisor	mina.p.edralin
Client Name	Test
Project Name	Windchimes Formerly AT&T And Sbc
Software Name	Citrix Online Launcher
Software Version	2

IDC - For any queries or escalations, write to cmgsc.EULA.India@accenture.com
PDC - For any queries or escalations, write to CM.Manila.EULA.Review@accenture.com

1.4 Legal Account Lead/Contract Manager/Managing Director/Project Manager has approved the ticket and heading to the acceptance of terms and conditions

1.4.1 Legal Account Lead/Contract Manager/Managing Director/Project Manager has approved the ticket email sent to the Project Manager

Subject: NSSR [Ticket Number request] – For Acceptance of Terms & Conditions
To: Project Manager
CC: Requestor

Hi mina.p.edralin,

Ticket Number RITM0922367 has been approved by NSSR team.

You must now accept the Terms and Conditions on the tool before the release of the NSSR Team's approval.

Please click here to accept the terms and conditions.

CITRIX ONLINE LAUNCHER

PLEASE READ CAREFULLY THE FOLLOWING DO'S AND DONTS:

For the User:

1. You may install and use the requested Software only for the purpose and time indicated in the request. Once purpose has been served and the time has lapsed, the Software may no longer be used;
2. You may only use the software for internal business or for client service delivery
3. If dealing with the open source component of the software, your use of the software must be in consonance with AP 314.
4. The Software is protected by copyright laws and international treaty provisions.
    a. Therefore, you will not use the services of the software in any manner that infringes the intellectual property rights of Licensor or any third party.
    b. You shall strictly follow all other terms and conditions found in the End User License Agreement.
5. You must not use the logos, trade names, trademarks, service marks, or product names of the Licensor.
6. You must not allow the Licensor or any of its affiliates to use Accenture's logo, trade names, trademarks, service marks or product names without securing approval from Accenture's Marketing and Communications Group.
7. You must not disclose any confidential client-data information, personal identifiable information or any sensitive information that will expose Accenture to risk. Whenever you are required to submit data or information to the Licensor, you need to reach out to PDC legal for guidance.
8. You must not modify, distribute, prepare derivative works of, reverse engineer, reverse assemble, disassemble, decompile or attempt to decipher any code relating to the Services.
9. You shall not knowingly or negligently access or use the Services in a manner that abuses or disrupts the Citrix networks, security systems, user accounts, or Services of Citrix or any third party, or attempts to gain unauthorized access to any of the above through unauthorized means.
10. You must not transmit through or post on the Services any material that is deemed abusive, harassing, obscene, slanderous, fraudulent, libelous or otherwise objectionable or unlawful.
11. You must not market, offer to sell, and/or resell the Services to any unauthorized third party.
12. You must not use the Services in violation of Citrix policies, applicable laws, ordinances or regulations.
13. You must not use the Services to send unsolicited or unauthorized advertising, junk mail, or spam.
14. You must not harvest, collect, or gather information or data regarding other users without their consent.
15. You must not transmit through or post on the Services any material that may infringe the intellectual property rights or other rights of third parties, including trademark, copyright, data privacy or right of publicity.

16. You must not transmit or post on the Services any material that contains software viruses or other harmful or deleterious computer code, files or programs.
17. You must not if you or the client is a Citrix competitor for the relevant Services, use the Services directly or indirectly for competitive benchmarking or other competitive analysis.
18. You must not submit to, or store in the Services, any Protected Health Information ("PHI") unless you or the client has purchased the ShareFile Service and entered into a Citrix Business Associate Agreement ("BAA"). Please see section 5.1 of the End User License Agreement.
19. You must not make any representations with respect to Citrix or the Agreement (including, without limitation, that Citrix is a warrantor or co-seller of any of your or your client's products and/or services). Citrix shall have sole and exclusive discretion to determine applicability of the restrictions set forth above and any violations thereof.
20. You must not use, register or apply for registration of any trademark, service mark, business name, company/trade name, domain name or social media account name or handle which is comprised of or incorporates in whole or in part any Citrix Mark, or is otherwise confusingly similar to a Citrix Mark.
21. You must agree to comply with all federal, state, and local laws in the relevant jurisdiction when using recording functionality. Citrix disclaims all liability with respect to you or your client's recording of audio or shared data while using the Services, and you or your client's releases and agrees to hold Citrix harmless from and against any damages or liabilities related to the recording of any audio and/or data.
22. You must comply with the applicable U.S. export laws. Software may not be downloaded or otherwise exported or re-exported to any of the following:

a. Any country subject to U.S. trade sanctions governing the software;
b. Sanctioned countries including Cuba, Iran, North Korea, Sudan and Syria;
c. By citizens or residents of such countries except citizens who are lawful permanent residents of countries not subject to such sanctions;
d. Anyone on the U.S. Treasury Department's list of Specially Designated Nationals and Blocked Persons or the U.S. Commerce Department's Table of Denial.

For more information, please see Accenture Policy.

For the Supervisor:

1. Please take note of the foregoing Do's and Don'ts and ensure that the users comply with them.
2. You should supervise and control the use of the Software and ensure that the Software is used by indicated users in accordance with the term of the License;
3. Only the named user/s can download and use the Software; and
4. Only the identified assets in the request can download and use the Software:

Comments:

Please take note that this request was reviewed and approved based on the usage scenario described in this request. Please follow the terms provided and please be reminded of your duties and responsibilities and follow the terms and conditions set forth in the license agreement applicable to the requested software. Kindly contact your designated reviewer in the Legal Global Service Center in the event that your usage scenario has changed.

Also, please take note of the following provisions:

- Citrix warrants that the services will conform to the service descriptions under normal use. Citrix does not represent or warrant that (i) the use of such services will be timely, uninterrupted or error free, or operate in combination with any other hardware, software, system or data, (ii) such services will meet customer's requirements or expectations, or (iii) all errors or defects will be corrected. Citrix entire liability and customer's exclusive remedy under this warranty will be, at Citrix sole option and subject to applicable law, to provide conforming service, or to terminate the non-conforming services, or applicable order and the agreement, and provide a pro-rated refund of any prepaid fees from the period of non-conformance through the end of the remaining term. To the extent permitted by applicable law, Citrix disclaims all other warranties and conditions, whether express, implied, statutory or otherwise, including any express or implied warranties of merchantability, satisfactory quality, title, fitness for a particular purpose and non-infringement. Some jurisdictions do not allow the exclusion of certain warranties and conditions, therefore some of the above exclusions may not apply to customers located in such jurisdictions.
- Neither party shall be liable to the other party or to any other person for any indirect, special, consequential or incidental loss, exemplary or other damages, whether direct or indirect, arising out of or relating to: (i) loss of data, (ii) loss of income, (iii) loss of opportunity, (iv) lost profits, (v) costs of recovery or any other damages, however caused and based on any theory of liability, including, but not limited to, breach of contract, tort (including negligence), or violation of statute, whether or not such party has been advised of the possibility of such damages. Some jurisdictions do not allow limitation or exclusion of liability for incidental or consequential damages, so some of the above limitations may not apply. To the extent permitted by applicable law, the total cumulative liability of either party and their respective licensors and suppliers arising out of this agreement, shall be limited to the sum of the amounts paid for the applicable service during the twelve (12) months immediately preceding the incident giving rise to the liability. The foregoing shall not limit customer's obligations to pay any undisputed fees and/or other sums due under any order.

Kindly note that the Non-Standard Software Review (NSSR) is a Legal Review Process. It is not an Information Technology (IT) process nor does it include a Security review of the software or application. Users are still expected to adhere to company security policies, particularly Accenture Policies 56, 57, 59 and 314 on System Security; Acceptable Use of Information, Devices and Technology; Acceptable Use of Software; and Open Source Software.

IDC - For any queries or escalations, write to cmgsc.EULA.India@accenture.com

PDC - For any queries or escalations, write to CM.Manila.EULA.Review@accenture.com

1.4.2 Project Manager accepts the terms and condition and an email will be sent to the Project Manager

Subject: NSSR [Ticket Number request] – Terms & Conditions Accepted
To: Project Manager
CC: None

Hi mina.p.edralin,

Since you have accepted the terms and conditions for Ticket Number RITM0922367, the requestor and users indicated may now proceed with installing the software.

They shall each receive a copy of the terms and conditions for the proper use of the software.

Please monitor and ensure their compliance with the terms and conditions.

1.4.3 Project Manager accepts the terms and condition and an email will be sent to all users identified in the requested ticket

Subject: NSSR [Ticket Number request] – Terms & Conditions Accepted
To: Users
CC: None

Dear r.c.sto.domingo,

You are hereby allowed to use this software for the project Windchimes Formerly AT&T And Sbc, under the following terms and conditions:

Approved Terms and Conditions:

CITRIX ONLINE LAUNCHER

PLEASE READ CAREFULLY THE FOLLOWING DO'S AND DONTS:

For the User:

1. You may install and use the requested Software only for the purpose and time indicated in the request. Once purpose has been served and the time has lapsed, the Software may no longer be used;
2. You may only use the software [for internal business] or [for client service delivery]
3. If dealing with the open source component of the software, your use of the software must be in consonance with AP 314.
4. The Software is protected by copyright laws and international treaty provisions.
    a. Therefore, you will not use the services of the software in any manner that infringes the intellectual property rights of Licensor or any third party.
    b. You shall strictly follow all other terms and conditions found in the End User License Agreement.
5. You must not use the logos, trade names, trademarks, service marks, or product names of the Licensor.
6. You must not allow the Licensor or any of its affiliates to use Accenture's logo, trade names, trademarks, service marks or product names without securing approval from Accenture's Marketing and Communications Group.
7. You must not disclose any confidential client-data information, personal identifiable information or any sensitive information that will expose Accenture to risk. Whenever you are required to submit data or information to the Licensor, you need to reach out to PDC legal for guidance.
8. You must not modify, distribute, prepare derivative works of, reverse engineer, reverse assemble, disassemble, decompile or attempt to decipher any code relating to the Services.
9. You shall not knowingly or negligently access or use the Services in a manner that abuses or disrupts the Citrix networks, security systems, user accounts, or Services of Citrix or any third party, or attempts to gain unauthorized access to any of the above through unauthorized means.
10. You must not transmit through or post on the Services any material that is deemed abusive, harassing, obscene, slanderous, fraudulent, libelous or otherwise objectionable or unlawful.
11. You must not market, offer to sell, and/or resell the Services to any unauthorized third party.
12. You must not use the Services in violation of Citrix policies, applicable laws, ordinances or regulations.
13. You must not use the Services to send unsolicited or unauthorized advertising, junk mail, or spam.
14. You must not harvest, collect, or gather information or data regarding other users without their consent.
15. You must not transmit through or post on the Services any material that may infringe the intellectual property rights or other rights of third parties, including trademark, copyright, data privacy or right of publicity.

16. You must not transmit or post on the Services any material that contains software viruses or other harmful or deleterious computer code, files or programs.
17. You must not if you or the client is a Citrix competitor for the relevant Services, use the Services directly or indirectly for competitive benchmarking or other competitive analysis.
18. You must not submit to, or store in the Services, any Protected Health Information ("PHI") unless you or the client has purchased the ShareFile Service and entered into a Citrix Business Associate Agreement ("BAA"). Please see section 5.1 of the End User License Agreement.
19. You must not make any representations with respect to Citrix or the Agreement (including, without limitation, that Citrix is a warrantor or co-seller of any of your or your client's products and/or services). Citrix shall have sole and exclusive discretion to determine applicability of the restrictions set forth above and any violations thereof.
20. You must not use, register or apply for registration of any trademark, service mark, business name, company/trade name, domain name or social media account name or handle which is comprised of or incorporates in whole or in part any Citrix Mark, or is otherwise confusingly similar to a Citrix Mark.
21. You must agree to comply with all federal, state, and local laws in the relevant jurisdiction when using recording functionality. Citrix disclaims all liability with respect to you or your client's recording of audio or shared data while using the Services, and you or your client's releases and agrees to hold Citrix harmless from and against any damages or liabilities related to the recording of any audio and/or data.
22. You must comply with the applicable U.S. export laws. Software may not be downloaded or otherwise exported or re-exported to any of the following:

a. Any country subject to U.S. trade sanctions governing the software;
b. Sanctioned countries including Cuba, Iran, North Korea, Sudan and Syria;
c. By citizens or residents of such countries except citizens who are lawful permanent residents of countries not subject to such sanctions;
d. Anyone on the U.S. Treasury Department's list of Specially Designated Nationals and Blocked Persons or the U.S. Commerce Department's Table of Denial.

For more information, please see Accenture Policy [redacted]

For the Supervisor:

1. Please take note of the foregoing Do's and Don'ts and ensure that the users comply with them.
2. You should supervise and control the use of the Software and ensure that the Software is used by indicated users in accordance with the term of the License;
3. Only the named user/s can download and use the Software; and
4. Only the identified assets in the request can download and use the Software:

Comments:

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- Neither party shall be liable to the other party or to any other person for any indirect, special, consequential or incidental loss, exemplary or other damages, whether direct or indirect, arising out of or relating to: (i) loss of data, (ii) loss of income, (iii) loss of opportunity, (iv) lost profits, (v) costs of recovery or any other damages, however caused and based on any theory of liability, including, but not limited to, breach of contract, tort (including negligence), or violation of statute, whether or not such party has been advised of the possibility of such damages. Some jurisdictions do not allow limitation or exclusion of liability for incidental or consequential damages, so some of the above limitations may not apply. To the extent permitted by applicable law, the total cumulative liability of either party and their respective licensors and suppliers arising out of this agreement, shall be limited to the sum of the amounts paid for the applicable service during the twelve (12) months immediately preceding the incident giving rise to the liability. The foregoing shall not limit customer's obligations to pay any undisputed fees and/or other sums due under any order.

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Please be reminded the of your duties and responsibilities and follow the terms and conditions set forth in the license agreement appicable to the requested software.