

# Sailor - Pioneers of the digital entrepreneurship

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## Memorandum of Understanding

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Version	Modifier	Date	Description of Change
0.1	M. Ferrari	18/04/2020	Initial rough draft.
0.2	A. D'Onofrio	18/04/2020	Document Approval.

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# 1. Purpose

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The purpose of this *Memorandum of Understanding* (MOU) is to serve as a written understanding between Federal Communications Commission and *The Flipped Company*. This MOU documents the responsibility of the principal organizations involved in the deployment of Sailor.

## 2. Objectives, Scope and Major Activities

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- Objective: The objective of Sailor is to provide services of several types. *Sailor* will provide for a number of services *mainly* in the IT / Graphic fields to people that don't have the required skills to produce all the assets needed to start an online business.
- Scope: The scope of Sailor is to provide several types of assets and services that could be used to launch and/or improve an online business. *Sailor* establishes the means and a standard for integrating existing, under development and future online businesses and activities. *Sailor* will provide seamless, integrated, automated services and assets addressing functional areas including starting and managing an online business platform.
- Major Activities: The major activities of this system will be to manage Sailor in accordance with *Federal Agency offering services requirements*, FCC Computer Security Program Directive, FCC Instruction 1479.2 and other relevant FCC guidances. The FCC system custodian will ensure that the system, designing the engineering concept, architectural and interface baselines and interoperability at all levels is consistent with FCC policies, including the System Development Life Cycle (SDLC) and change management processes.

### 3. Responsibilities

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- Federal Communications Commission (FCC), The Flipped Company  
As the principal FCC representative for the Sailor functional area, *The Flipped Company* is the proponent for *Sailor* and is ultimately responsible for review and validation of the system documentation and proposed system modifications. In addition, *The Flipped Company* will:
  - i. Seek support for, program for, budget and provide the funding necessary for successful integration of the system, including all necessary information assurance, data and computer security requirements;
  - ii. Ensure that appropriate ITC program managers and the Customer Service Representative are kept apprised of any planned or proposed system modifications so that adequate time for consideration can be offered to the system;
  - iii. Ensure that required strategic functional plan for *Sailor* are developed;
  - iv. Provide all required informations pertaining to the system as required by OMB Circular A-130, Appendix III and other Federal mandates;
  - v. Ensure compliance with all applicable Federal mandates with regard to computer-based system usage; and
  - vi. Sign this agreement and act in the best interest of the FCC to ensure continued availability and integrity of *Sailor* and associated data.
- MOU Federal Agency Name  
*The Flipped Company* will provide all necessary computer based services to the FCC, to ensure the succesful deployment of *Sailor*. In addition *The Flipped Company* will:
  - i. Provide strategic guidance and oversight to FCC, on the secure and adequate implementation of *Sailor*;
  - ii. Ensure that baseline agreements on system availability, reliability and accessibility are met or otherwise highlighted and discussed with the FCC;
  - iii. Define/redefine requirements and push solutions/capabilities to the FCC as quickly as possible;
  - iv. Ensure system alternatives and solutions will be supportable and usable by FCC users;
  - v. Perform the system engineering, test, configuration management and total integration effort in concert with FCC points of contact. Define the system architecture, interfaces and develop support concepts for the FCC system(s);

- vi. Work with the other signatories of this MOU to ensure total program involvement and understanding is reached and to ensure the program is executed in a successful manner and the goals are met;
- vii. Exercise the functional responsibility for the management of *Sailor*, reporting to the FCC point of contact on all issues concerning integration of processes and data in the system; and
- viii. Monitor execution of services provided by *Sailor*, including the infrastructure efforts required ensuring continued availability.

## 4. Services

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All services provided under this MOU shall be highlighted in this section, including but not limited to:

- *Sailor* will be made by a database where all the information about customers and transactions will be stored and the second part is the website where anyone can access and search for every bundle or service that they may need to start or improve their online business;
- The Orders section will be tested by doing example purchases to ensure both the platforms and the database's correct behaviour;
- The only support needed is a strong server with DB functionalities and enough bandwidth to handle the requests;
- Available from 01/06/2020 (*not definitive date*);
- The transactions will be mainly handled by the user's banking service but every information that will be recorded on the database will be securely encrypted and kept secret;
- Backup Schedule: the backup of the database will be done once each month. *The timeframe will be gradually reduced to weeks and even days when the amount of requests requires so.*
- If anything goes wrong because of negligence of our system and it results impossible to get the order back in place the user will get the refund and a notification of what went wrong.

## 5. Duration and Amendments of the MOU

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This MOU will be reviewed annually from the date signed. The FCC System Program Manager will be responsible for this review.