**Assessment and Enhancement to Encryption software to support MP4 in Google Chrome**

This SOW caters to the specific issue related to the changes made in the Firefox v39 update. The recent changes prevents HTML5 player not to buffer the entire video for play.

In order to ensure that the videos buffer fully during playback, there needs to be change in the encryption software as described below:

1. Research on the streaming method – progressive download vs RTMP and check if one or other option will resolve the issue.
2. Review encryptor algorithm to check if any method might be causing the buffering issue in Firefox.
3. Add the issue fix to R24 codebase.
4. Re-build the installation and generate multiple VILT distribution including old and new (Articulate) formats of content
5. Test the changes in all browsers:
   1. Windows – IE 11, Google Chrome, Firefox
   2. Mac – Safari, Firefox, Chrome
6. Release with documentation

Deliverables:

1. Encryption Software – Updated with the fix
2. Master copies made with encryption software to validate the fix
3. Detailed Use Test Cases
4. Testing

**“Vendor” Provided Service**

1. Development of encryption service to fix the issue detailed above
2. Mastering the USB with the fix
3. Detailed Use Test case.
4. Testing

**Services, Fees and Expenses** – No services shall begin until a Purchase Order Number from Docuserve,Inc is issued to “Vendor”. Any service requested that is not specified below, requires an addendum the PO issued.

**Approximate time line: 3 weeks**