

**ATTACHMENT C-1
IT AND DIGITAL OPERATIONS SERVICES**

to the

**STATEMENT OF WORK NO. 2
(IT AND DIGITAL OPERATIONS)**

between

ENTRUST CORPORATION

and

WIPRO LIMITED

Dated: September 13, 2024

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Attachment C-1 Corporate IT Services

1. OVERVIEW

1.1 General.

This Attachment sets forth the Corporate IT Services that Supplier will provide under the SOW as of the Service Commencement Date, including the major tasks, functions or activities to be performed by Supplier.

1.2 Definitions.

Unless otherwise defined in this Attachment, capitalized terms used in this Attachment will have the meanings set forth in Exhibit A to the Statement of Work or Schedule 1 to the Master Agreement. Other terms used in this Attachment are defined where they are used and have the meanings there indicated. Those terms, acronyms, phrases and abbreviations utilized in the business process and IT services industries or other pertinent business context will be interpreted in accordance with their generally understood meaning in such industries or business context.

1.3 References.

Any reference herein to a particular Article or Section number will mean that the reference is to the specified Article or Section in this Attachment, except to the extent that the cross-reference expressly refers to another document.

2. CORPORATE IT OVERVIEW

(A) The IT and Digital Ops Services include services related to desktops, laptops, mobile devices, servers, storage and networking devices, and corporate IT applications (as further described in Section 3.2(A)), and the individuals performing such services will have a comprehensive understanding of the intricate technological landscape of Entrust. The IT and Digital Ops Services will be provided across a number of diverse sites, including data centers, labs, and offices in NAM, LATAM, EMEA, and APAC, and will ensure seamless integration and optimal performance. The IT and Digital Ops Services include developing digital strategies that align with organizational goals and industry trends, managing transformation projects to ensure timely delivery and desired outcomes and focus on establishing accurate budget forecasts, optimizing cloud costs, and designing robust service solutions to drive successful digital transformation.

(B) The IT and Digital Ops Services also include the digital transformation team, which is responsible for developing digital strategies that align with organizational goals and industry trends (as further described in Section 3.2(A)). These services manage transformation projects to ensure timely delivery and desired outcomes, evaluate digital technologies, define solution requirements, and create transformation roadmaps for implementing digital solutions and focuses on establishing accurate budget forecasts, optimizing cloud costs, and designing robust service solutions to drive successful digital transformation.

3. ROLES AND RESPONSIBILITIES

3.1 Language and Time Zone Requirements.

(A) For local deskside support in certain countries, the following languages will be provided:

- (1) Japan – Japanese language;
- (2) Spain – Spanish language; and
- (3) France – French language.

(B) Global service delivery will be provided in English.

(C) The IT and Digital Ops Services will be provided during, and FTEs will be arranged to support full time zone coverage for the scope of work where Entrust's customers reside, including all US and European time zones.

3.2 Roles and Responsibilities Matrix.

The tables below describe in further detail the Services and which Party has the responsibility and accountability for performing the responsibility. The following designation shows which Party has the responsibility: Supplier's responsibility is identified as "X" in the Supplier column; Entrust's responsibility is identified as "X" in the Entrust column.

Supplier will provide the defined Services as described in the table below in accordance with the Agreement and Entrust's policies and procedures to be provided to the Supplier as part of the Agreement or during knowledge transfer and the Transition Services.

(A) Corporate IT Services

Function ID	Function	Responsibility	
		Entrust	Service Provider
1.0 End-User Services			
1.1 Service Desk			
1.1.1	<p>Provide a single point of contact (SPOC) 7x24x365 Service Desk</p> <p>Below definitions will be used for Tiers/Levels</p> <p>Tier 0 (Self-help): This is the self-service tier where users find information and perform tasks without IT staff assistance, using FAQs, knowledge bases, and automated solutions</p> <p>Tier 1 (Basic Support): At this level, support</p>		X

Function ID	Function	Responsibility	
		Entrust	Service Provider
	<p>personnel handle routine issues and requests that can be resolved quickly, such as password resets, software installations, and basic troubleshooting</p> <p>Tier 2 (Advanced Support): More complex problems that Tier 1 cannot resolve are escalated to Tier 2. These issues often require deeper technical knowledge and may involve system or network administrators</p> <p>Tier 3 (Expert Support): This tier deals with the most complex and critical issues. Specialists and experts, such as senior administrators, developers, or engineers, work on these problems, which may require complex configuration changes, code changes, or hardware repairs</p> <p>Tier 4 (External Support): When issues go beyond the organization's expertise, they are escalated to external vendors or partners who provide specialized support</p>		
1.1.2	Provide Level 1 support for Incidents		X
1.1.3	Level 2 and Level 3 support: Collaborate with other IT teams, such as technical support, infrastructure, and application teams, to ensure seamless service delivery and problem resolution		X
1.1.4	Ensure that incidents are properly categorized, prioritized, and assigned to the relevant teams or individuals based on their expertise and availability		X
1.1.5	Track and manage all priority levels of Incidents to resolution		X
1.1.6	Fulfill and manage customer service requests, such as password resets, software installations, or hardware replacements		X
1.1.7	Assist with the planning, coordination, and implementation of changes to IT services, ensuring minimal disruption to customers		X
1.1.8	Maintain a knowledge base of known issues, workarounds, and solutions to facilitate faster incident resolution and self-service for customers		X

Function ID	Function	Responsibility	
		Entrust	Service Provider
1.1.9	Communicate timely and effectively with customers regarding incident updates, service outages, and resolution progress		X
1.1.10	Utilize service desk software and tools to efficiently manage and track incidents, service requests, and other service management activities		X
1.2 Deskside Support			
1.2.1	Perform routine performance and availability monitoring of end-user systems to ensure optimal functionality and user satisfaction		X
1.2.2	Provide review of monitoring reports	X	
1.2.3	Support asset tracking and inventory for in-scope physical locations including tech cafes		X
1.2.4	Conduct real-time capacity monitoring and perform initial data analysis to ensure infrastructure can adequately support user demands		X
1.2.5	Perform strategic capacity planning		X
1.2.6	Conduct implementation of technical performance improvements to enhance user experience and system responsiveness limited to Vendor proposed transformation tools and technologies. All others will be considered as a separate project		X
1.2.7	Prioritize performance improvements to ensure fit with broader IT strategy	X	
1.2.8	Conduct data collection for performance metrics and generate initial reporting		X
1.2.9	Conduct performance audits to ensure end-user systems are operating within the defined performance standards		X
1.2.10	Review audit outcomes	X	
1.2.11	Provide metric analysis to stakeholders	X	
1.2.12	Provide L1, L2 and L3 technical support to end-users experiencing hardware or software.		X
1.2.13	Provide L4 (complex or high-level support) technical support to end-users experiencing hardware or software issues, unless otherwise directed by Entrust		X

Function ID	Function	Responsibility	
		Entrust	Service Provider
1.2.14	Provide oversight and required approvals on the L4 technical support	X	
1.2.15	Coordinate with OEM third-party vendors for hardware repairs to ensure the functionality and longevity of user equipment.		X
1.2.16	Perform basic software installation and configuration to meet user requirements		X
1.2.17	Configure software that affects system security and performance, as determined by Entrust	X	
1.2.18	Educate users on best practices to prevent common issues and enhance system performance		X
1.2.19	Maintain support documentation to provide clear guidance and reference for resolving common issues		X
1.2.20	Provide troubleshooting, setup, and ongoing support for mobile devices to ensure seamless connectivity and functionality for end-users within the organization		X
1.2.21	Install printers, ensure proper connectivity, and address any maintenance or troubleshooting issues that may arise (hardware level troubleshooting to be performed in coordination with OEM)		X
1.2.22	Monitor and manage printer usage, supplies levels, and performance, leveraging Entrust's Managed Print Services Vendor, while also managing the inventory of printers, including their specifications, locations, and maintenance history		X
1.2.23	Support Projects around automation / new capability enablement based upon capacity availability of existing resources, obtaining Entrust approvals where required		X
1.2.24	Coordinate overseeing office moves / downsizing / upsizing globally which will require secure disposal of assets or shipment to other sites, obtaining Entrust approvals where required		X

Function ID	Function	Responsibility	
		Entrust	Service Provider
1.2.25	Secondary level of support (coordination / follow up support) to VIP users experiencing hardware and software issues		X
1.2.26	Primary level of support (coordination / follow up support) to VIP users experiencing hardware and software issues	X	
1.3 Patching, Imaging and Packaging (Execution)			
1.3.1	Package and import of packages into enterprise software distribution product		X
1.3.2	Bulk application patch release using enterprise software distribution products		X
1.3.3	Manage and maintain core images and/or core image profiles based on Entrust-defined requirements for use on end-user devices		X
1.3.4	Define the internal requirements for core images, and oversee the ongoing updates to align with the requirements	X	
2.0 Application Development and Maintenance			
2.1 Analytics Team			
2.1.1	Create and manage the technology roadmap, which outlines the future technology direction for the in-scope applications and identify key initiatives and projects to achieve the desired outcomes	X	
2.1.2	Define requirements and features to ensure the in-scope software solutions meets the identified needs		X
2.1.3	Oversee and approve the features to ensure alignment with business objectives	X	
2.1.4	Develop and implement architecture strategy and oversee compliance with business standards	X	
2.1.5	Draft initial architectural designs and model to structure and meet the project's technical and operational requirements		X
2.1.6	Design integration architectures	X	
2.1.7	Monitor in-scope applications to ensure optimal performance, availability, and to swiftly identify and rectify any issues that arise		X
2.1.8	Provide L1, L2 and L3 support for incidents (for in-scope applications), ensuring timely		X

Function ID	Function	Responsibility	
		Entrust	Service Provider
	resolution, minimizing impact, and communicating with stakeholders to provide updates		
2.1.9	Provide L4 support for incidents (for in-scope applications), ensuring timely resolution, minimizing impact, and communicating with stakeholders to provide updates, , unless otherwise directed by Entrust		X
2.1.10	Provide oversight and required approvals on the L4 Incident Resolution	X	
2.1.11	Perform root cause analysis and problem identification for recurring problems, and develop and implement solutions to ensure effective problem management processes		X
2.1.12	Coordinate efforts to investigate root causes and recurring problems	X	
2.1.13	Perform routine maintenance and minor enhancements to ensure the applications remain current, functional, and aligned with user requirements		X
2.1.14	Oversee maintenance schedules and approval of enhancements	X	
2.1.15	Manage the strategic release planning and stakeholder communication of in-scope applications and services	X	
2.1.16	Coordinate of release schedules and execution of deployment activities of in-scope applications and services		X
2.1.17	Provide routine deployment support to ensure smooth transitions of applications from development to production environments		X
2.1.18	Validate (for Entrust's approval) deployment and assess the business impact of the deployment)		X
2.1.19	Approve the successful deployment along with any mitigation actions due to business impact	X	
2.1.20	Collect data and develop first-level feedback analysis to manage service levels and user satisfaction		X

Function ID	Function	Responsibility	
		Entrust	Service Provider
2.1.21	Make strategic decisions based on user satisfaction analysis; develop improvement plan and tracking metrics	X	
2.1.22	Develop, test, and deliver software code based on user stories or project requirements		X
2.1.23	Estimate effort and breakdown task based on sprint requirements in timely manner		X
2.1.24	Perform final validation of estimates, sprint planning and critical task completion oversight	X	
2.1.25	Practice continuous integration, improve code quality, and actively participate in sprint retrospectives for continuous improvement.		X
2.1.26	Drive the continuous integration and continuous improvement strategy	X	
2.1.27	Execute integration testing and routine integration tasks of various software components and systems		X
2.1.28	Develop integration strategy and governance	X	
2.1.29	Develop the test cases and perform unit and component/feature testing to comprehensively verify requirements, including unit testing and component/feature testing		X
2.1.30	Review and approve the test cases, test schedule, estimates and provide final approval and signoff	X	
2.1.31	Conduct regression, performance, and security testing to ensure functionality, stability, scalability, and protection against threats.		X
2.1.32	Review and approve the test cases, test schedule, estimates and provide final approval / signoff	X	
2.1.33	Write and maintain test scripts for automation and validation, and conduct the testing (Except for user acceptance testing)		X
2.1.34	Define automation strategy and success criteria and establish testing standards and artifacts	X	

Function ID	Function	Responsibility	
		Entrust	Service Provider
2.1.35	Support Projects around automation / new capability enablement		X
2.1.36	Support office moves / downsizing / upsizing globally by performing any application change required (as applicable)		X
2.1.37	Oversee Projects around automation / new capability enablement	X	
2.2 Development Team			
2.2.1	Create and manage the technology roadmap, which outlines the future technology direction for the in-scope applications and identify key initiatives and projects	X	
2.2.2	Define requirements and features to ensure the in-scope software solutions meets the identified needs		X
2.2.3	Oversee and approve the features to ensure alignment with business objectives	X	
2.2.4	Develop and implement architecture strategy and oversee compliance with business standards	X	
2.2.5	Draft initial architectural designs and model to structure and meet the project's technical and operational requirements		X
2.2.6	Design integration architectures to ensure seamless communication and interaction	X	
2.2.7	Monitor in-scope applications to ensure optimal performance, availability, and to swiftly identify and rectify any issues that arise		X
2.2.8	Provide L1, L2 and L3 support for incidents (for in-scope applications), ensuring timely resolution, minimizing impact, and communicating with stakeholders to provide updates		X
2.2.9	Provide L4 support for incidents (for in-scope applications), ensuring timely resolution, minimizing impact, and communicating with stakeholders to provide updates, unless otherwise directed by Entrust		X
2.2.10	Provide oversight and required approvals on the L4 Incident Resolution	X	

Function ID	Function	Responsibility	
		Entrust	Service Provider
2.2.11	Perform root cause analysis and problem identification for recurring problems, and develop and implement solutions to ensure effective problem management processes		X
2.2.12	Coordinate efforts to investigate root causes and recurring problems	X	
2.2.13	Perform routine maintenance and minor enhancements to ensure the applications remain current, functional, and aligned with user requirements		X
2.2.14	Oversee maintenance schedules and approval of enhancements	X	
2.2.15	Manage the strategic release planning and stakeholder communication of in-scope applications and services	X	
2.2.16	Coordination of release schedules and execution of deployment activities of in-scope applications and services		X
2.2.17	Provide routine deployment support to ensure smooth transitions of applications from development to production environments		X
2.2.18	Validate the deployment and assess the business impact	X	
2.2.19	Collect data and develop first-level feedback analysis to manage service levels and user satisfaction		X
2.2.20	Make strategic decisions based on user satisfaction analysis; develop improvement plan and tracking metrics	X	
2.2.21	Develop, test, and deliver software code based on user stories or project requirements		X
2.2.22	Estimate effort and breakdown task based on sprint requirements in timely manner		X
2.2.23	Perform final validation of estimates, sprint planning and critical task completion oversight	X	
2.2.24	Practice continuous integration, improve code quality, and actively participate in sprint retrospectives for continuous improvement.		X

Function ID	Function	Responsibility	
		Entrust	Service Provider
2.2.25	Drive the continuous integration and continuous improvement strategy	X	
2.2.26	Execute integration testing and routine integration tasks of various software components and systems		X
2.2.27	Develop integration strategy and governance	X	
2.2.28	Develop the test cases and perform unit and component/feature testing to comprehensively verify requirements, including unit testing and component/feature testing		X
2.2.29	Review and approve the test cases, test schedule, estimates and provide final approval / signoff	X	
2.2.30	Conduct regression, performance, and security testing to ensure functionality, stability, scalability, and protection against threats.		X
2.2.31	Review and approve the test cases, test schedule, estimates and provide final approval / signoff	X	
2.2.32	Write and maintain test scripts for automation and validation, and conduct the testing (Except for user acceptance testing)		X
2.2.33	Define automation strategy and success criteria and establish testing standards and artifacts	X	
2.2.34	Support Projects around automation / new capability enablement		X
2.2.35	Support office moves / downsizing / upsizing globally by performing any application change required (as applicable)		X
2.2.36	Oversee Projects around automation / new capability enablement	X	
2.3 Cloud Apps Team			
2.3.1	Create and manage the technology roadmap, which outlines the future technology direction for the in-scope applications and identify key initiatives and projects	X	

Function ID	Function	Responsibility	
		Entrust	Service Provider
2.3.2	Define requirements and features to ensure the in-scope software solutions meets the identified needs		X
2.3.3	Oversee and approve the features	X	
2.3.4	Develop and implement architecture strategy and oversee compliance with business standards	X	
2.3.5	Draft initial architectural designs and model to structure and meet the project's technical and operational requirements		X
2.3.6	Design integration architectures	X	
2.3.7	Monitor in-scope applications to ensure optimal performance, availability, and to swiftly identify and rectify any issues that arise		X
2.3.8	Provide L1, L2 and L3 support for incidents (for in-scope applications), ensuring timely resolution, minimizing impact, and communicating with stakeholders to provide updates		X
2.3.9	Provide L4 support for incidents (for in-scope applications), ensuring timely resolution, minimizing impact, and communicating with stakeholders to provide updates, unless otherwise directed by Entrust		X
2.3.10	Provide oversight and required approvals on the L4 Incident Resolution	X	
2.3.11	Perform root cause analysis and problem identification for recurring problems, and develop and implement solutions to ensure effective problem management processes		X
2.3.12	Co-ordinate efforts to investigate root causes and recurring problems	X	
2.3.13	Perform routine maintenance and minor enhancements to ensure the applications remain current, functional, and aligned with user requirements		X
2.3.14	Oversee maintenance schedules and approval of enhancements	X	
2.3.15	Manage the strategic release planning and stakeholder communication of in-scope applications and services	X	

Function ID	Function	Responsibility	
		Entrust	Service Provider
2.3.16	Coordination of release schedules and execution of deployment activities of in-scope applications and services		X
2.3.17	Provide routine deployment support to ensure smooth transitions of applications from development to production environments		X
2.3.18	Validate (for Entrust's approval) deployment and assess the business impact of the deployment		X
2.3.19	Approve the successful deployment along with any mitigation actions due to business impact	X	
2.3.20	Collect data and develop first-level feedback analysis to manage service levels and user satisfaction		X
2.3.21	Make strategic decisions based on user satisfaction analysis; develop improvement plan and tracking metrics	X	
2.3.22	Develop, test, and deliver software code based on user stories or project requirements		X
2.3.23	Estimate effort and breakdown task based on sprint requirements in timely manner		X
2.3.24	Perform final validation of estimates, sprint planning and critical task completion oversight	X	
2.3.25	Practice continuous integration, improve code quality, and actively participate in sprint retrospectives for continuous improvement.		X
2.3.26	Drive the continuous integration and continuous improvement strategy	X	
2.3.27	Execute integration testing and routine integration tasks of various software components and systems		X
2.3.28	Develop integration strategy and governance	X	
2.3.29	Develop the test cases and perform unit and component/feature testing to comprehensively verify requirements, including unit testing and component/feature testing		X

Function ID	Function	Responsibility	
		Entrust	Service Provider
2.3.30	Review and approve the test cases, test schedule, estimates and provide final approval / signoff	X	
2.3.31	Conduct regression, performance, and security testing to ensure functionality, stability, scalability, and protection against threats.		X
2.3.32	Review and approve the test cases, test schedule, estimates and provide final approval / signoff	X	
2.3.33	Write and maintain test scripts for automation and validation, and conduct the testing (Except for user acceptance testing)		X
2.3.34	Define automation strategy and success criteria and establish testing standards and artifacts	X	
2.3.35	Support Projects around automation / new capability enablement		X
2.3.36	Support office moves / downsizing / upsizing globally by performing any application change required (as applicable)		X
2.3.37	Oversee Projects around automation / new capability enablement	X	
2.4 Subscription team			
2.4.1	Create and manage the technology roadmap, which outlines the future technology direction for the in-scope applications and identify key initiatives and projects	X	
2.4.2	Define requirements and features to ensure the in-scope software solutions meets the identified needs		X
2.4.3	Oversee and approve the features	X	
2.4.4	Develop and implement architecture strategy and oversee compliance with business standards	X	
2.4.5	Draft initial architectural designs and model to structure and meet the project's technical and operational requirements		X
2.4.6	Design integration architectures	X	
2.4.7	Monitor in-scope applications to ensure optimal performance, availability, and to		X

Function ID	Function	Responsibility	
		Entrust	Service Provider
	swiftly identify and rectify any issues that arise		
2.4.8	Provide L1, L2 and L3 support for incidents (for in-scope applications), ensuring timely resolution, minimizing impact, and communicating with stakeholders to provide updates		X
2.4.9	Provide L4 support for incidents (for in-scope applications), ensuring timely resolution, minimizing impact, and communicating with stakeholders to provide updates, unless otherwise directed by Entrust		X
2.4.10	Provide oversight and required approvals on the L4 Incident Resolution	X	
2.4.11	Perform root cause analysis and problem identification for recurring problems, and develop and implement solutions to ensure effective problem management processes		X
2.4.12	Coordinate efforts to investigate root causes and recurring problems	X	
2.4.13	Perform routine maintenance and minor enhancements to ensure the applications remain current, functional, and aligned with user requirements		X
2.4.14	Oversee maintenance schedules and approval of enhancements	X	
2.4.15	Manage the strategic release planning and stakeholder communication of in-scope applications and services	X	
2.4.16	Coordination of release schedules and execution of deployment activities of in-scope applications and services		X
2.4.17	Provide routine deployment support to ensure smooth transitions of applications from development to production environments		X
2.4.18	Validate the deployment and assess the business impact	X	
2.4.19	Collect data and develop first-level feedback analysis to manage service levels and user satisfaction		X

Function ID	Function	Responsibility	
		Entrust	Service Provider
2.4.20	Make strategic decisions based on user satisfaction analysis; develop improvement plan and tracking metrics	X	
2.4.21	Develop, test, and deliver software code based on user stories or project requirements		X
2.4.22	Estimate effort and breakdown task based on sprint requirements in timely manner		X
2.4.23	Perform final validation of estimates, sprint planning and critical task completion oversight	X	
2.4.24	Practice continuous integration, improve code quality, and actively participate in sprint retrospectives for continuous improvement.		X
2.4.25	Drive the continuous integration and continuous improvement strategy	X	
2.4.26	Execute integration testing and routine integration tasks of various software components and systems		X
2.4.27	Develop integration strategy and governance	X	
2.4.28	Develop the test cases and perform unit and component/feature testing to comprehensively verify requirements, including unit testing and component/feature testing		X
2.4.29	Review and approve the test cases, test schedule, estimates and provide final approval / signoff	X	
2.4.30	Conduct regression, performance, and security testing to ensure functionality, stability, scalability, and protection against threats.		X
2.4.31	Review and approve the test cases, test schedule, estimates and provide final approval / signoff	X	
2.4.32	Write and maintain test scripts for automation and validation, and conduct the testing (Except for user acceptance testing)		X
2.4.33	Define automation strategy and success criteria and establish testing standards and artifacts	X	

Function ID	Function	Responsibility	
		Entrust	Service Provider
3.0 Infrastructure Management			
3.1 Monitoring, Capacity and Performance Management			
3.1.1	Monitor and maintain data center infrastructure, including servers, storage and network devices, and in-scope apps and databases, to ensure optimal performance and availability		X
3.1.2	Detect and respond (L1 support) incidents and alerts, investigating and troubleshooting issues, and coordinating with teams to minimize downtime and resolve problems		X
3.1.3	Perform deep-dive diagnostics, root cause analysis, and implementing permanent fixes	X	
3.1.4	Monitor and analyze security logs and initial flagging of anomalies, and standard patch application, collaborating with the security team to enforce policies and ensure compliance		X
3.1.5	Perform in-depth security analysis, development of security policies, and response to breaches	X	
3.2 Network Data and Voice			
3.2.1	Monitor and manage network capacity, performance, and security to ensure reliable and efficient data and voice communication		X
3.2.2	Manage carrier interaction, including routine communications	X	
3.2.3	Inventory tracking to ensure reliable network services		X
3.2.4	Strategic decision-making regarding carrier selection, contract negotiations, and long-term asset management planning	X	
3.2.5	Assist with technical aspects of network design and execution of routine security patching to promote a secure network, and maintain peak performance		X
3.2.6	Design network architecture and formulation/enforcement of security policies	X	
3.3 Database Operations			

Function ID	Function	Responsibility	
		Entrust	Service Provider
3.3.1	Set up, configure, and optimize tailored database systems, integrating them with existing applications and infrastructure		X
3.3.2	Provide oversight and required approvals	X	
3.3.3	Tailor configurations to specific business applications and integrations	X	
3.3.4	Implement backup schedules, recovery procedures, and security measures to ensure data integrity, availability, and protection against unauthorized access		X
3.3.5	Make strategic decisions on backup frequency, data retention policies, and oversight of recovery process integrity	X	
3.3.6	Monitor performance metrics, identify bottlenecks, apply optimization techniques, and plan for scalability to ensure efficient data retrieval and transaction speeds		X
3.4 Enterprise Service Management			
3.4.1	Maintain and optimize the implemented ITSM solution, ensuring its smooth operation and reliability		X
3.4.2	Oversight of system upgrades, strategic decisions on ITSM roadmaps	X	
3.4.3	Administer and manage the ITSM tool, including configuration, customization, and user access		X
3.4.4	Customize the tool to meet specific business process needs, and configuration management for compliance with internal policies		X
3.4.5	Manage IT assets, maintaining an accurate inventory		X
3.4.6	Implement process improvements and automation identified to enhance process maturity and efficiency		X
3.4.7	Analyze process data and decision-making on process changes	X	
3.5 Server and Storage Management			
3.5.1	Set up, and deploy server hardware and software, ensuring they meet the organization's requirements for capacity, performance, and reliability		X

Function ID	Function	Responsibility	
		Entrust	Service Provider
3.5.2	Configure and optimize server settings, operating systems, and applications to ensure efficient and secure server operations		X
3.5.3	Continuously monitor, update, and optimize servers to ensure reliability and security		X
3.5.4	Provision virtual machines in the cloud, monitoring their performance, and optimizing resource allocation to ensure efficient utilization		X
3.5.5	Implement security measures to protect virtual machines from unauthorized access, regularly update and patch virtual machine images, and ensure compliance with relevant regulations and policies		X
3.5.6	Set up and deploy storage systems, which may include storage area networks (SANs), network-attached storage (NAS), and cloud storage		X
3.5.7	Provide oversight and required approvals	X	
3.5.8	Manage storage systems and cloud resources, including cost management and data governance	X	
3.5.9	Monitor and manage storage capacity, forecasting future needs and optimizing resource utilization to prevent storage bottlenecks		X
3.5.10	Implement and manage data backup and recovery solutions to protect against data loss and facilitate business continuity in the event of disasters.		X
3.5.11	Participate and support Entrust DR/BCP testing activities as and when required to demonstrate DR/BCP responsibilities are being fulfilled as per the schedule established by Entrust		X
4.0 IT Operations			
4.1 Business Operations and Enterprise Architecture			
4.1.1	Create and manage the technology roadmap, which outlines the future technology direction for the in-scope	X	

Function ID	Function	Responsibility	
		Entrust	Service Provider
	applications and identify key initiatives and projects to achieve the desired outcomes		
4.1.2	Evaluate the potential impact of emerging technologies on the organization and make recommendations for adoption or adaptation	X	
4.1.3	Implement continuous IT training and upskilling programs including content creation, platform provision, and training delivery		X
4.1.4	Plan curriculum (for IT training) to align with business goals and create success measurement metrics		X
4.1.5	Communicate training material development and training collateral		X
4.1.6	Oversee IT-related change initiatives within the organization including Strategy formulation, stakeholder management, and change leadership	X	
4.1.7	Design the overall IT infrastructure and systems architecture of the organization	X	
4.1.8	Aid in the design of overall IT infrastructure and systems architecture by producing technical drafts, models and documentation		X
4.1.9	Develop and execute integration plans and coordinate with various stakeholders	X	
4.1.10	Provide L1, L2 and L3 support for incidents (for in-scope applications), ensuring timely resolution, minimizing impact, and communicating with stakeholders to provide updates		X
4.1.11	Provide L4 support for incidents (for in-scope applications), ensuring timely resolution, minimizing impact, and communicating with stakeholders to provide updates, , unless otherwise directed by Entrust		X
4.1.12	Provide oversight and required approvals on the L4 Incident Resolution	X	
4.1.13	Plan and execute IT projects, schedule the resources and report status		X

Function ID	Function	Responsibility	
		Entrust	Service Provider
4.1.14	Lead IT projects including scope management and risk mitigation	X	
4.1.15	Perform portfolio analysis, reporting, and tool management to assist IT assets and portfolio management		X
4.1.16	Prioritize the portfolio by providing strategic direction setting and investment decisions	X	
4.1.17	Create templates, track process documentation, and conduct best practices research to maintain IT project management guidelines		X
4.1.18	Customize IT project management based on company standards	X	
5.0 Digital Transformation			
5.1 Strategy Planning and Management			
5.1.1	Develop digital strategies to guide the transformation journey, aligning with organizational goals and industry trends	X	
5.1.2	Analyze digital maturity and prioritize transformation initiatives	X	
5.1.3	Manage transformation projects to ensure timely delivery, budget adherence, and achievement of desired outcomes		X
5.1.4	Evaluate digital technologies to identify tools and solutions that can drive transformation and deliver value	X	
5.2 Cloud Spend Governance			
5.2.1	Establish accurate budget forecasts to anticipate cloud spend and align with organizational financial objectives leveraging existing Entrust/ cloud native tools		X
5.2.2	Cost Optimization Analysis: Regularly analyze cloud usage to identify cost-saving opportunities and optimize resource allocation		X
5.2.3	Continuously monitor cloud expenditures	X	
5.3 Enablement and Support			
5.3.1	Design support processes that ensure quick and effective resolution of issues		X

Function ID	Function	Responsibility	
		Entrust	Service Provider
5.3.2	Create resources such as documentation, training materials, and tutorials	X	
5.3.3	Provide technical support to resolve system and application issues	X	
5.3.4	Work with third-party service providers to resolve issues	X	