STATEMENT OF WORK TITLE (“SOW”):

MuleSoft Assistance for Duo Security

SOW Reference ID: DuoSecurity\_Integration\_Platform\_20160321

21st March 2016

### Order Form/ Standard Terms

This SOW is governed by the terms of the Order Form # [INSERT ORDER FORM #] executed between MuleSoft and Duo Security Inc. (Duo Security Inc. or “Customer”) and the Master Subscription Terms referenced in the Order Form which are fully incorporated therein. In the event of any conflict between this SOW and the Master Subscription Terms, the SOW shall govern.

### Estimated Duration

Project start date: 11h April 2016 (Estimated)

Project end date: 10th June 2016 (Estimated)

### Services

The scope of this Statement of Work is to assist Customer with architecture enablement for the implementation and adoption of MuleSoft Integration and API Management products, and to define two use cases (as describe below) on to Customer’s MuleSoft Customer platform/integrations services. The project will also include enablement of Customer resources through joint development shadowing

This includes the following

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Project Phase | Objective | | Deliverables | | Duration | | Resource & Estimated Effort |
| Architecture Discovery & Blueprint workshop | * Understand current state Duo integration architecture and map to target landscape architecture recommendation leveraging Mule platform * Security Patterns defined for common authentication and authorization * High Availability and Fail over design * Define a sample application and validate each environment * Define initial architecture, use cases design, and data flows for up to 4 core systems, bi-directional integration with SFDC * Analyze current integrations and prioritize up to 2 key use cases that will be part of the engagement * Design High-level Mule flows and mock application architecture as reference implementation for identified use cases | | Solution Architecture Document | | 2 Weeks | | Solution Architect (80 hours) |
| Infrastructure Setup & Design of Common Services | * Setup and configure Mule integration and API platform in 3 environments * Deploy a sample application and test the infrastructure * Design and incorporate the following core services:  1. Authentication/ Authorization 2. Error and Exception handling 3. Notification Services 4. Logging Integration to provide visibility on integration and API’s 5. Reliability pattern for external systems integration | | Mulesoft Cloud Hub Infrastructure Configured in 3 environments  Solution Design & Implementation of Core Services | |
| Solution Implementation Sprint 1 | * Analyze requirements for the identified use case-1 scenarios and implement the following as a repeatable pattern: * Implementation of identified use cases leveraging Mulesoft recommended integration best practices * Incorporate API security authentication and authorization service options * Implement business and process level API’s for exposing identified use cases * Implement system API’s for access to core systems related to identified use cases * Enable Customer’s team through development shadowing * Source Code, Build/Deploy Processes recommendations * Unit, Performance, and Regression Testing Framework recommendations | | Development, Unit Testing and Deployment of Use Case 1 | | 3 Weeks | | Senior Consultant (120 hours) |
| Solution Implementation Sprint 2 | * Execute implementation activities for Use Case 2 as described above as part of Sprint 1 * Assist with deploying Mule deployment to QA environment * Provide Knowledge Transition and Support | | Development, Unit Testing and Deployment of Use Case 2 | | 3 Weeks | | Senior Consultant (120 hours) |

**Project Roles**

MuleSoft Team Project Roles

|  |  |
| --- | --- |
| Roles | Responsibilities |
| Solution Architect | The Solution Architect is involved throughout the project; starting from kick-off to final presentation, to provide deliverable continuity and consistency.  Project activities include:   * Participate in project kick-off and architecture review sessions * Review requirements, participate in sprint planning and develop prioritized backlog of the services to be implemented * Determine best practices for implementing the services * Define and ensure adherence to architectural best practices and guidelines * At targeted project stages, deliver summary of the engagement and final recommendation * Provide coaching and mentoring to customer technical staff as required |
| Sr. Consultant | The Senior Consultant is involved in the design, construction, and testing phases of the project.  Project activities include:   * Implement the services per the agreed on Sprint schedule * Ensure that the developed services adhere to architectural best practices and guidelines * Conduct manual testing for implemented solution, and remediate issues * Implement services per agreed upon sprint schedule * Deploy to pre-production environments and assist with production deployment. * Perform knowledge transfer activities |

Customer Team Project Roles

|  |  |
| --- | --- |
| Roles | Responsibilities |
| Project Manager | * Provide overall project direction and guidance. Demonstrate senior management commitment through active participation in the project. * Ensure availability and commitment of Customer contributors. * Serve as escalation point for unresolved issues. * Managing scope and technical resources * Assist with the coordination of Customer’s SME and IT resources schedules and resolve internal barriers to progress. |
| Subject Matter Expert (SME) | * Participate in the requirements and planning sessions * Participate in the User Acceptance Testing and Usability Testing. |
| IT Operations | * Provide network support for configuring * Provide security requirements * Participate in architecture discussions/decisions * Oversee and participate in knowledge transfer * Provide general support for network and system access as required * Provides on-going operations support after go-live |
| MuleSoft Architect/ Developer | In the event that Customer will continue development of these applications after the engagement, a member of the Customer’s technical team with MuleSoft capabilities will perform the following:     * Design and develop features and functionality * Define and create test cases * Conduct manual testing for implemented solution * Provide on-going assessments of deployed solutions * Participate in knowledge transfer * Assume responsibility for on-going maintenance and support of Mulesoft delivered flows and integration. |

**Engagement prerequisites**

* Duo will have 2 team members trained in Mule platform before the start of the engagement. Duo architects will co-own the implementation with the guidance from Mulesoft Architect
* Customer will provide mapping and functional design documentation for the use cases
* Customer resources will attend “Anypoint Platform Essential” training prior to start of engagement.

### Assumptions

MuleSoft’s ability to perform the Services and corresponding estimate(s) depends upon Customer’s fulfilment of the following obligations and the following project assumptions:

* Customer will provide a Project Manager who will be the primary interface for the coordination and management of any MuleSoft activities.
* Customer shall provide MuleSoft the infrastructure set up, testing data (if any) and timely access to relevant functional, technical and business resources, such as appropriate architects and engineers with adequate skills and knowledge, to support the performance of Services.
* MuleSoft will require availability and full access rights (whether console or remote as required by MuleSoft) to the target environment (physical or virtual server).
* Contact information (email, desk phone, mobile phone) will be made available for project members.
* Services will be performed onsite/remotely as mutually agreed between Customer and MuleSoft.
* Customer’s development team will attend MuleSoft Anypoint Essentials training and complete Associate MuleSoft Developer Certification before start of the project (end-of-class exam for Anypoint Platform Essentials training = Associate MuleSoft Developer exam).
* Customer’s Operations team will complete CloudHub Operations training before the Production Deployment phase of the project.

### Customer Requirements

* **Documents:** Provide necessary design documents to MuleSoft consultants so MuleSoft has the insight to support the identified tasks.
* **Hardware and Facilities:** If appropriate,provide office space, phones, network connectivity and computer systems for any on-site personnel.
* **Licenses:** Obtain the software products identified in this SOW and third party licenses for development tools as needed to support the development and maintenance efforts.
* **Business Experts:** Provide timely access to business experts in order to resolve business process and data modelling issues. If necessary, Customer will provide a translator to allow MuleSoft to work with non-English-speaking business experts.
* **Technical Consultancy:** Provide timely access to technical resources for supporting contractors

### Price and Payment Schedule

The estimated duration and pricing for the Services are set forth below. Services will be completed on a Time & Materials basis. Acceptance of Services is upon delivery.

|  |  |  |  |
| --- | --- | --- | --- |
| Resource | Estimated Duration (Hrs.) | Rate per Hr. | Estimated Cost |
| Solution Architect | 80 | $275 | $22,000 |
| Senior Consultant | 240 | $225 | $54,000 |
|  |  | Total | $76,000 |

MuleSoft will invoice the Customer for the actual hours worked on a monthly basis with payment terms net 30 days.  Any hours under this SOW not consumed within [twelve (12)] months from the date of execution of this SOW will expire with no further obligation from MuleSoft.  Final payment for expired hours will be invoiced and due in full at time of expiration.

Rates for work carried out on weekends and public holidays shall be charged to the Customer at two times (2x) the rates identified above. The estimated total for this Work Order is for the labour costs only and does not include any costs for travel, living or other expenses, which are additional and payable by Customer. MuleSoft requests at least three weeks advance notice for Services after execution of the SOW.

The Services will be performed on-site at the Customer’s offices and off-site at MuleSoft offices as appropriate.  In accordance with the MuleSoft travel and expense policy, MuleSoft resources operate on a 5-4-3 work week that includes 5 days working on Customer-related activities, 4 days at the Customer site, and 3 nights away from home.  This schedule typically corresponds to arriving at the Customer work site on Monday morning and leaving on Thursday evening.  Specific exceptions to this policy can be granted as needed.

**Change Order**

If at any point during the project the obligations or assumptions change, then a change order request must be issued. The change order request will address the adjustment to the project’s scope, timelines and/or resources.

**Additional Reimbursable Costs:**

Reasonable expenses including travel and living costs and other project related costs (such as hardware and software, which, may be acquired by MuleSoft to support the project implementation) shall be invoiced to Customer). MuleSoft consultants will be entitled to home (or equivalent) visits every weekend unless an agreement is reached on a case-by-case basis. Budgetary travel costs are estimated to be 20%-25% of labour costs and should be incorporated into any required purchase order to ensure timely payment.

**Hardware Sizing:**

If Customer requires MuleSoft to provide a sizing and performance evaluation of hardware under this SOW, it will be provided solely in an advisory capacity and is only for Customer’s informational and internal use. Customer acknowledges that it assumes responsibility for ensuring the platform’s hardware capacity and scalability meets its project specific requirements.

|  |
| --- |
| Customer: Duo Security Inc. |
| By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | **MuleSoft Inc.** |
| Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Print Name: Matt Langdon |
| Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Title: CFO |
| **Address:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Address: 77 Geary Street, Suite 400,  San Francisco, CA 94108 |
|  |  |

# Order form # [INSERT ORDER FORM NUMBER] is attached to this document and must be completed and signed in order for services stated in the scope of this project to be delivered.

# PLEASE SIGN, SCAN and EMAIL SOW to matthew.oconnor@mulesoft.com

# ORIGINALS if necessary to 77 Geary Street, Suite 400 | San Francisco, CA 94108