

STATEMENT OF WORK

ServiceNow Implementation Services Agreement

Between Summit Digital Solutions, Inc. and Morgan Stanley

Effective Date: January 15, 2024

This Statement of Work ("SOW") is entered into as of the Effective Date by and between Summit Digital Solutions, Inc., a Delaware corporation with offices at 1700 Technology Drive, Suite 400, San Jose, CA 95110 ("Service Provider") and Morgan Stanley, a Delaware corporation ("Client").

1. BACKGROUND AND OBJECTIVES

1 Service Provider specializes in enterprise digital transformation services and ServiceNow implementation.

2 Client desires to engage Service Provider to implement and configure ServiceNow Enterprise Platform modules across Client's global technology operations.

3 This SOW is governed by the Master Services Agreement dated November 1, 2023 between the parties ("MSA").

2. SCOPE OF SERVICES

1 **Implementation Phases**

- Phase 1: Discovery and Requirements Analysis (6 weeks)
- Phase 2: Architecture Design and Configuration (12 weeks)
- Phase 3: Development and Integration (16 weeks)
- Phase 4: Testing and Quality Assurance (8 weeks)
- Phase 5: User Training and Deployment (6 weeks)

2 **Core Deliverables**

- ServiceNow ITSM Implementation
- IT Operations Management (ITOM) Configuration
- Custom Workflow Development
- Integration with Client's Existing Systems

- Knowledge Base Setup and Population
- User Training Materials and Documentation

3 ****Modules Included****

- Incident Management
- Problem Management
- Change Management
- Asset Management
- Service Catalog
- Knowledge Management
- Performance Analytics

3. PROJECT TIMELINE AND MILESTONES

1 ****Project Duration****: 48 weeks

2 ****Key Milestones****:

- Requirements Sign-off: Week 6
- Architecture Design Approval: Week 18
- Development Complete: Week 34
- UAT Sign-off: Week 42
- Production Deployment: Week 46
- Project Close: Week 48

4. PRICING AND PAYMENT TERMS

1 ****Total Project Cost****: \$2,875,000 USD

2 ****Payment Schedule****:

- 20% upon SOW execution
- 20% upon Requirements Sign-off
- 25% upon Development Complete
- 25% upon UAT Sign-off
- 10% upon Project Close

3 ****Additional Services****: Any services outside the defined scope will be charged at \$250/hour for senior consultants and \$175/hour for junior consultants.

5. PROJECT TEAM AND GOVERNANCE

1 ****Key Personnel****:

- Project Executive: James Henderson
- Technical Lead: Dr. Robert Martinez
- Solution Architect: Michael Chang
- Implementation Lead: Sarah Blackwell

2 ****Governance Structure****:

- Weekly Status Meetings
- Monthly Steering Committee Reviews
- Quarterly Executive Updates

6. ACCEPTANCE CRITERIA

1 Each deliverable will be subject to Client's acceptance testing period of ten (10) business days.

2 Acceptance criteria for each phase will be documented in the Requirements Document.

7. ASSUMPTIONS AND PREREQUISITES

1 Client will provide:

- Timely access to necessary systems and personnel
- Required licenses and permissions
- Dedicated project team members
- Prompt review and approval of deliverables

8. CHANGE CONTROL

1 Any changes to this SOW must be documented through the Change Control Process defined in the MSA.

9. WARRANTIES AND REPRESENTATIONS

1 Service Provider warrants that all services will be performed in a professional manner consistent with industry standards.

10. TERMINATION

1 Either party may terminate this SOW upon thirty (30) days written notice.

2 Client shall pay for all services rendered through the effective date of termination.

SIGNATURES

IN WITNESS WHEREOF, the parties have executed this Statement of Work as of the Effective Date.

Summit Digital Solutions, Inc.

By:

Name: Dr. Alexandra Reeves

Title: Chief Executive Officer

Date:

Morgan Stanley

By:

Name:

Title:

Date: