

Service Object Specification
Automation

Intelligent

Confidential

Date: 2022-05-11

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Service Object Specification Intelligent Automation			
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1. Introduction

This Service Specification is a part of the Master Services Agreement between the Purchaser and the Supplier and stipulates the Services that the Supplier shall deliver to the Purchaser within the Service Object.

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1.1 Contact persons

The Supplier has appointed the following roles as contact persons:

The Supplier technical contact role (At the Commencement of the agreement) this role will be held by:

The Supplier commercial contact role (At the Commencement of the agreement) this role will be held by:

Sachidanand Menon sachidanand.menon@hcl.com
Phone: +46 735 740 571

The Purchaser has appointed the following roles as contact persons: -

The Purchaser technical contact role (At the Commencement of the agreement) this role will be held by:

Purchaser technical contact role Product Area Lead:

Erfan Makhsos
+46729707335
Erfan.makhsos@Antarticabars.com

The Purchaser commercial contact role (At the Commencement of the agreement) this role will be held by:

Purchaser commercial contact role lina.halvardsson@Antarticabars.com

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2. The Services

2.1 Introduction

This Service Specification is a part of the Master Services Agreement (MSA) between the Purchaser and the Supplier and stipulates the Services that the Supplier shall deliver to the Purchaser within the Service Object.

2.2 Relation to other Service Objects

The Supplier shall deliver Intelligent Automation as part of an overall IT landscape delivering IT services and business value to the different business areas. To ensure a good business outcome enabled through an end to end view of information solutions all Service Objects need to collaborate with all other Service objects independent of what the Supplier is delivering what service. All Supplier's in the Purchaser's Supplier eco systems is expected to collaborate with all other Supplier's to ensure a good outcome.

Intelligent Automation services is a cross functional sourcing object; hence its role is to support and provide high quality services and required functionality to end users and other Service Objects.

3. Requirements

3.1 Services in scope

The Supplier shall conduct all necessary work to provide automation within the frames of Intelligent Automation services in accordance with, but not restricted to, the definitions below. A world class automation delivery is expected based on the Supplier best practices.

The Intelligent Automation Service Object includes the following services:

- Blue Prism – Monitor & Maintenance
- Blue Prism – Platform Management
- Blue Prism – Quality Assurance
- Blue Prism – Development
- Microsoft Power Platform

3.2 Service Object context, vision and strategies

3.2.1 General

Antartica Bars is a human-centric company, and our open-minded culture unites us and is Purchaser’s competitive edge. Purchaser believe in doing things together and gather around missions to achieve great results. The company culture improves the engagement, development and performance, and therefore also the business success and the attractiveness as an employer.

The contribution to the digital transformation is to enable Purchaser’s end users to become more efficient in their daily work, regardless of location or time. This will be done by delivering the needed services, just in time, and with first class quality and end-to-end support.

The services will be deployed so automation partners are able to collaborate with us and get the automation capacity needed. The Supplier shall lead the journey consistently delivering a collaborative approach. It

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is understood failures occur but the primary focus is learning from them, initiating and delivering continual improvement activities.

The Supplier shall provide a Intelligent Automation service that is highly flexible, scalable and subject to high frequent change over the next coming years. With a fast pacing surrounding world, the services shall be quickly adoptable to new demands and consumption patterns to support the Purchaser’s demanding 2025 targets.

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This will require a transformation from today's individual resource outlook on the services and put focus into being the enabler for Purchaser's business ventures and put more focus on supporting the Purchaser's digital transformation, digital products and setting us up for rapid change and opportunity within our industry. The Purchaser need to be an enabler to drive our overall ambition and aim to improve our user experience every day.

A key component in achieving this transformation is to ensure that the right competence is available to address new challenges and innovation in the space of Intelligent Automation. The Purchaser needs access to the Supplier's global knowledge and experience and require good mechanisms to provide the competence and skills needed to stay current with global trends. It will also require new ways of working and new delivery models to ensure agility and speed in deliveries and development.

The way forward will require delivery of high-quality services with enough capacity, correct timing, speed, monitoring and SLA fulfilment. It will also require proactive improvements to deliver state of the art technology. Purchaser expect management of the services according to industry best practices.

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3.2.2 Intelligent Automation

The Intelligent Automation Product Area is a key enabler to reach our company goal. It works in close collaboration with the respective departments / functions to truly deliver a digital transformation. The Intelligent Automation in its entire operating model shall act as one team for the greatest benefit of the Intelligent Automation user community.

The Intelligent Automation service object includes capabilities, shared and unique, such as, but not limited to:

- Blue Prism – Monitor & Maintenance
- Blue Prism – Platform Management
- Blue Prism – Quality Assurance
- Blue Prism – Development
- Microsoft Power Platform

With the Purchaser's end user community:

- Employees of the Purchaser at all business units (Citizen Developers)
- Departments with an Intelligent Automation Strategy
- National Sales Companies (NSC) with an Intelligent Automation Strategy

The overall goal for Intelligent Automation is to provide a stable, efficient and constantly improving service. Acting as the interface between each of the Purchaser end-user community and the services they consume this delivery has a major impact on the overall experience. It's achieved by:

- Building and deserve trust
- Deliver with a user centric approach and demand-driven developments
- Align and collaborate with Stakeholders to identify needs and requirements
- Proactively work with Knowledge base improvements and Incident analysis
- Continuously develop to meet the requirements of new technologies
- Continuously developing the service
- Keep a strong focus on shift left and knowledge sharing both within the team and to other support functions outside the Supplier's delivery
- Supporting the goals of the entire Purchaser's delivery / organization

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- Constantly striving to improve end user satisfaction

The service shall be able to grow and transform with a strong user centric approach to meet new business demands and help building efficiencies to a more DevOps and Agile world. Clear meeting points with selforganizing teams are expected to collaborate and align with internal functions of the Purchaser to improve the support delivery for any Service Object.

3.2.2.1 Service Offerings

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The service shall have a global view and be delivered with understanding and close collaboration with the Purchaser's core business units and existing hub setup. The last year's aggressive growth and expansion into new regions and business opportunities has shown that continuous dialogue with the business units is crucial to being able to develop according to needs. It has also made it clear that extra focus is required within three main areas defined as our different Service offerings.

These service offerings are required to have the same core building stones e.g. tools and processes but with another set of specific capabilities unique for that service offering. It is all specified in the upcoming sections.

The following service offering is included in the Intelligent Automation operating model today:

- Blue Prism – Monitor & Maintenance
- Blue Prism – Platform Management
- Blue Prism – Quality Assurance
- Blue Prism – Development
- Microsoft Power Platform

All team members should contain broad knowledge in all areas with a certain area of deeper expertise and responsibility to drive improvement for the Intelligent Automation team. They shall collaborate, share knowledge and ideas for the greater good of the complete support delivery. Also, this full scope can be used to create career paths and efficiency into the delivery for better employee retention.

Blue Prism Monitor & Maintenance is part of the operations organization and is the hands and feet working with Blue Prism automation incidents that require an action to complete the scheduled activity. This team is the first point of contact for our stakeholders and must be knowledgeable for deeper troubleshooting when needed to ensure resolution SLAs aren't breached.

- Proactively prevent incidents and SLA breaches through good routines and automation.
- Analyze, conduct RCA to resolve incidents before SLA is breached
- Assist with initial Problem and Problem Candidate analysis

Blue Prism Platform management will ensure that the Blue Prism platform is meeting the users expectation and our automations are stable and working. Includes upgrade of servers, Blue Prism platform releases, VMs and databases, installation of software, proactive monitoring of RPA shared NAS storage

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and troubleshooting of technical issues. The activities can be monthly as software updates or ad-hoc as a release of new or updated line of business application.

The Blue Prism Monitor & Maintenance together with Platform Management shall assist with keeping the Intelligent Automation environment in a compliant, up to date and secured state based on the releases and reports from Blue Prism. The M&M team is responsible to ensure none of our BOT SLAs are breached.

Blue Prism Quality Assurance & review is a service offering mainly focused towards our Citizen Developers and departments with own Intelligent Automation Product teams. Each automation needs to be quality reviewed and approved by this service before go-live can be scheduled.

Blue Prism Development is an extra capacity engine for key development assignments towards our Intelligent Automation customers or specific assignments at department driven Intelligent Automation Product teams. All the BOTs delivered should be defect-free and be designed with utmost quality as per our best practice and ROM.

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The Microsoft Power Platform Service Offerings consists of working as users of the Power Platform to drive transformation and more value out of Blue Prism automations. By having Power Automate, Virtual Agents, Apps and BI as tools together with Blue Prism, we can build better end-2-end solutions for the purchaser's organization.

Collaboration is a key part of the Antartica Bars culture. It's therefore a must to work closely with other Power Platform teams in the company and aim to integrate the Microsoft Power Platform with our Blue Prism platform. Collaboration and building on each other's strengths is a key factor for success, not competition.

It's also expected to work closely with the Power Platform governance team in Antartica Bars to drive further implementation of new Power tools and functionality released by Microsoft, mainly within Power Automate Desktop and Power Virtual Agent.

Intelligent Automation New Technology Innovation is a general mindset that flows through the entire product area, always looking out to find new solutions and innovations that will bring value to our business. Every program increment ends with a 2 week innovation sprint for the whole product area.

The service is delivered globally on several of the Purchaser's sites (Stockholm, Gothenburg, Madrid, Shanghai, Bangalore) with the goal of scaling in Bangalore as the main objective. The mission of Intelligent Automation Service Offering is to collaborate and contribute to the productivity of the Intelligent Automation global team and Purchaser user base by providing a high quality and professional knowledge in the right time.

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3.2.2.2 Purpose, Vision and Mission

Purpose:

Enabling automation for all employees and consultants at Antartica Bars, thus enabling the speed of the Purchaser's digital transformation journey and free up time of repetitive and rule based activities.

Vision

Intelligent Automation act as one global entity, operating with an automation mindset and deliver time back to our teams and colleagues with the use of Intelligent Automation technologies.

Mission

The Intelligent Automation mission is to always serve in the best interest of its users and departments with an Intelligent Automation strategy. It will do so by always seeking improvement of process flows with automation, including Intelligent Automation internal services such as self-service communication, selfhealing automations, automatic monitor solutions and feedback loops between Intelligent Automation team and the users as well as to constantly taking the next step to automation/remove repetitive/non-value-

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adding tasks. Thus, improving the overall user experience and time spent on actual value adding responsibilities.

3.2.2.3**Digital Transformation with Automation**

Intelligent Automation together with our partner shall transform to become an enabler of the Purchaser's digital transformation journey with the use of our Intelligent Automation tools by constantly taking an active part to encourage and drive Intelligent Automation collaboration between stakeholders, remove repetitive tasks and develop according to new business demands.

By always looking from the business view and with focus on our different business units it shall suggest and act upon identified automation initiatives to drive maximum business value for the Purchaser. With clear and ambitious targets for the upcoming years, Intelligent Automation is one of the key areas for enabling the digital transformation journey.

The Supplier shall consider how the broad spectra of service objects, all can be met with the same professional and solution-based experience. It is expected the Supplier to take an active role in changing the behaviour of Intelligent Automation users to increase automation adoption.

Automation and self-healing within monitoring which puts demand on the initial requirements on the monitoring service to develop and transform into new needs and capabilities. A journey where the Supplier of Intelligent Automation will take an active part.

Type of document Service Object Specification	Security class: Confidential	Issue 1.0	Date 2022-05-11	Work to find efficiencies, automation and improvements to the Intelligent Automation services. This is to enhance the automation experience and make more users preferring automation tools to other channels of solving
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manual activities and create a more digital solution.

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3.3 Service requirements**3.3.1 Blue Prism Monitor & Maintenance**

The service requirements described below are applicable for the Blue Prism Monitor & Maintenance support services.

ID	Requirement category	Requirement description
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BP M&M1	Competence	The supplier shall provide the purchaser with only Blue Prism certified personnel (AD01 minimum), screened and approved by purchaser.
BP M&M2	Operations	The supplier shall support Intelligent Automation developers and Citizen Developers to execute on daily operational support in production. Tasks such as creating and importing releases, creating and updating schedules, credentials, environmental variables etc.
BP M&M3	Operations	The supplier shall monitor Blue Prism production environment to ensure all automations work as expected, taking appropriate actions to meet the SLA for every automation running in Blue Prism.
BP M&M4	SLAs	The supplier must track response and resolution SLAs for each automation in Blue Prism. SLA breaches must be reported to the purchaser as KPI, with a decreasing trend of breaches over time after implementation of the supplier's services.
BP M&M5	Communication	The supplier shall communicate issues and problems that causes SLA breaches in an way that is understandable for that specific business stakeholders, regardless of the stakeholders technical depth.
BP M&M6	Operations	The supplier shall perform a proper de-bugging and root-cause analysis of problems that occur in production and has the responsibility of driving the right solutions to production to prevent the same issue from happening again.
BP M&M7	Competence	The supplier shall drive improvements in Blue Prism processes and objects in collaboration with Intelligent Automation and Citizen developers, creating a feedback loop of learnings from production back to configuration.

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BP M&M8	Competence	The supplier must have a proactive approach to avoiding issues in Production through constant collaboration with Quality Assurance team to prohibit known problems from hitting production.
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BP M&M9	Ownership	The supplier must own and maintain the quality of the Blue Prism to processes running to ensure SLAs are not breached; credentials, schedules, VMs, environmental variables, etc.
BP M&M10	Ownership	The supplier must own and maintain the quality of the Operations Handbook for each automated process, governing credentials, schedules, VMs, routines, known issues etc. for every automation.
BP M&M11	Ownership	The supplier is responsible for maintaining the Disaster Recovery Plan (DRP) for Blue Prism and all related infrastructures.
BP M&M12	Availability & continuity	<p>Supplier shall perform yearly Disaster Recovery (DR) tests.</p> <p>The scope for each yearly test shall be planned and agreed with the Purchaser. All Blue Prism services shall be covered by a DR test within a time frame in line with Purchaser's policies.</p> <p>The DR test shall be documented, describing the test, the outcome and (if applicable) corrective actions to be implemented (including timing) due to findings in the DR test.</p> <p>The DR test report shall be distributed to the Purchaser.</p>
BP M&M13	Continuous improvement	The supplier shall contribute to and drive continuous improvement initiatives in Robotic Operating Model (ROM) and the purchaser's Ways of Working, infusing it with best practices from the supplier organization.
BP M&M14	Ownership	The supplier must present monthly decks to showcase: BOTs health report-card and performance over time, Expectation & Termination RCAs, SLA Reports and Breaches.
BP M&M15	Operations	The supplier must timely connect with SMEs/Business Owner/POs to take feedback on performance of Critical and High-revenue Bots. Also includes identifying updates and improvements in existing BOTs.

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3.3.2 Blue Prism Platform Management

The service requirements described below are applicable for the Blue Prism platform management support service:

ID	Requirement category	Requirement description
BP PM1	BP Infra-Competence	<p>The supplier shall provide the purchaser with Blue Prism Technical Architect (ATA02/AIE02) certified personnel, deeply knowledgeable on the Blue Prism Core Platform and it's extensions.</p> <p>Will be screened and approved by purchaser.</p>
BP PM2	Azure Cloud Competence	<p>The supplier shall provide the purchaser with an Azure Cloud Specialist/architect, deeply knowledgeable and capable of running self-managed RPA subscriptions in Azure, including app servers, DBs, VMs, AI components and more.</p> <p>Will be screened and approved by purchaser.</p>
BP PM3	Operations	<p>The supplier shall support Intelligent Automation Developers, Citizen Developers and Controllers to execute on daily operational support in production. Tasks such as error searching VMs, databases, APIs or other technical platform related issues to maintain process SLAs.</p>
BP PM4	Technology	<p>The supplier shall create and maintain the technology roadmap for the Intelligent Automation platform each year, keeping our Blue Prism Core and all additional Blue Prism products up to date.</p>
BP PM5	Technology	<p>The supplier is responsible for maintaining and upgrading servers, VMs and databases, installation and testing of new software to meet our current and future demand.</p>
BP PM6	Technology	<p>The supplier shall drive improvements in the Blue Prism platform and automation infrastructure to meet the current and future demand.</p>
BP PM7	Competence	<p>The supplier must have a proactive approach to avoiding issues in Production through constant collaboration with Intelligent Automation team and its' partners.</p>
BP PM8	Ownership	<p>The supplier must own and maintain the quality of the Blue Prism infrastructure, ensuring no SLAs are breached due to technical issues or down-time.</p>

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BP PM9	Ownership	The supplier is responsible for maintaining the Disaster Recovery Plan (DRP) for Blue Prism and all related infrastructures.
BP PM10	Availability & continuity	<p>Supplier shall perform yearly Disaster Recovery (DR) tests.</p> <p>The scope for each yearly test shall be planned and agreed with the Purchaser. All Blue Prism services shall be covered by a DR test within a time frame in line with Purchaser's policies.</p> <p>The DR test shall be documented, describing the test, the outcome and (if applicable) corrective actions to be implemented (including timing) due to findings in the DR test.</p> <p>The DR test report shall be distributed to the Purchaser.</p>
BP PM11	Operations	The supplier must monitor Blue Prism license usage to ensure enough capacity is available to continue scaling the operations.
BP PM12	Operations	The supplier must monitor Azure cloud cost usage, optimizing our cloud spend while providing a world-class Intelligent Automation infrastructure in Azure.
BP PM13	Operations	The supplier is responsible for maintaining and archiving activities on SQL databased to optimize for maximum performance.
BP PM14	Continuous improvement	The supplier shall contribute to and drive continuous improvement initiatives in purchaser's Blue Prism infrastructure, Robotic Operating Model (ROM) and the purchaser's Ways of Working, infusing it with best practices from the supplier organization.
BP PM15	Ownership	The supplier shall lead all Intelligent Automation infrastructure initiatives end-2-end, from gathering requirements to implementations and operations of new automation infrastructure.

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Quality Assurance & Review

he service requirements described below are applicable for the Blue Prism Quality Assurance & Review support service:

ID	Requirement category	Requirement description
BP QA1	Competence	The supplier shall only provide the purchaser with advanced Blue Prism certified personnel, professional or solution designer certification required. Will be screened and approved by purchaser.
BP QA2	Operations	The supplier shall own the processes of supporting Intelligent Automation Developers, Citizen Developers and Controllers by hosting solution design and code-reviews before approving releases to production.
BP QA3	Ownership	The supplier shall be responsible for purchaser's Quality Assurance routine the ROM, ensuring world-class quality and robustness in our environments and solutions.
BP QA4	Ownership	The supplier shall act as a shield to ensure that only reviewed and approved code hits production.
BP QA5	Competence	The supplier is responsible for maintaining and the quality of all Blue Prism automations in Production. If something isn't up to standard, the supplier must prevent that code from hitting production until it's fixed.
BP QA6	Mindset	The supplier must have a proactive approach to avoiding issues in Production through constant collaboration with Intelligent Automation team, its' partners and citizen developers.
BP QA7	Continuous improvement	The supplier shall contribute to and drive continuous improvement initiatives in purchaser's Blue Prism Robotic Operating Model (ROM) and the purchaser's Ways of Working to drive a quality mindset, infusing it with best practices from the supplier organization.

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3.3.4 Blue Prism Development

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The service requirements described below are applicable for the Blue Prism Development support services.

ID	Requirement category	Requirement description
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BP Dev1	Competence	The supplier shall provide the purchaser with Professionally certified Blue Prism developers (APD1), screened and approved by purchaser.
BP Dev2	Operations	The supplier shall support Intelligent Automation development team with additional development and BA capacity for end-2-end delivery of Blue Prism automations, including analyzing, defining, configuring and testing Blue Prism automations.
BP Dev3	Operations	The supplier shall build assigned features as part of the Intelligent Automation development team, following our agile SAFe methodology.
BP Dev4	Operations	The supplier must adhere to all of the purchaser's policies, routines and follow the development best practices.
BP Dev5	Competence	The supplier must have a proactive approach to avoiding issues in Production by applying the robust and scalable solution designs for processes and objects.
BP Dev6	Competence	The supplier shall drive improvements in Blue Prism processes and objects in collaboration with Subject Matter Experts, Intelligent Automation Controllers and Quality Assurance team on identified bugs in the backlog.
BP Dev7	Continuous improvement	The supplier shall contribute to and drive continuous improvement initiatives in purchaser's Robotic Operating Model (ROM) and Ways of Working, infusing it with best practices from the supplier organization.

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3.3.5 MS Power Platform Service Offerings

The service requirements described below are applicable for the Microsoft Power Platform Service Offerings support services.

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ID	Requirement category	Requirement description
MS Power1	Competence	The supplier shall provide the purchaser with highly skilled Microsoft Power Platform developers, screened and approved by purchaser.
MS Power2	Operations	The supplier shall support Intelligent Automation and collaborate with it's partners and citizen developers to analyze, build and launch Power Platform solutions in Power BI, Power Automate, Power Apps and Power Virtual Agents.
MS Power3	Collaboration	The supplier must collaborate closely with other Power Platform teams to drive scalability and speed into the transformation, mainly within Power Automate Desktop and Power Virtual Agents.
MS Power4	Operations	The supplier shall offer quality assurance and code reviews on Power Platform solutions developed by the purchaser's product area, partners and Citizen Developers.
MS Power5	Technology	The supplier shall integrate the Microsoft Power Platform with our Blue Prism platform, services and infrastructure to drive faster value in end-2-end solutions.

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4. Supplier Services

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5. KPIs

5.1 Operations & Maintenance KPIs

The following KPIs and corresponding acceptable and target levels are proposed. Antartica Bars and HCL agree to a 6 months calibration period for arriving at acceptable and target service level. These recalibrated levels are to be jointly agreed at the product area level and discussions supported by VE lead & procurement.

Once agreed, this section would be updated accordingly.

Name	PI/KPI or reports	Measuring period	Content	Report date	Expected performance	Measured/Reported by Supplier/ANTARTICA at where measured & how reported
Response Time SLA	KPI	Monthly	% of incidents where response time was breached	5 th of the month	Target: 100% incidents responded to within their Response time SLA Acceptable: 99% success in response SLA The Response time SLA is measured 24 hours a day, 5 working days a week.	Supplier Blue Prism Monitoring & Maintenance Operational Governance Meetings & stored in central repository
Resolution Time SLA	KPI	Monthly	% of incidents where resolution time was breached	5 th of the month	Target: 5% breached resolution SLA per month Acceptable: 10% breached resolution SLA The Resolution time SLA is measured 16 hours a day, 5 working days a week.	Supplier Blue Prism Monitoring & Maintenance Operational Governance Meetings / stored in central repository

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Incident Ratio	KPI	Monthly	Reduction in Incident Ratio	5 th of the month	Target: Negative trend where the incidents ratio will be reduced by 2% per month in the first year. Acceptable: Negative trend where the incidents ratio will be reduced by 1% per month in the first year.	Supplier Blue Prism Monitoring & Maintenance + Blue Prism Quality Assurance & Review + Blue Prism Platform Management Operational Governance Meetings / stored in central repository
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Production Downtime	KPI	Monthly	Minutes of unscheduled platform down-time	10 th of the month	Target: 0 minutes/ month Acceptable: 60min/month	Supplier Blue Prism Platform Management Operational Governance Meetings / stored in central repository
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6. Appendices & Exhibits

The following artefacts are appended to this SO Specification:



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1. Exhibit 1 – Operational Volumetrics Baseline
2. Exhibit 2 – Pricing
3. Exhibit 5 – Transition Plan
4. SOW HCL - Monitoring & Maintenance – Intelligent Automation

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5. SOW HCL - Platform & Innovation – Intelligent Automation
6. SOW HCL - Quality Assurance – Intelligent Automation
7. SOW HCL - RPA Developers – Intelligent Automation
8. SOW HCL - Automation Lead – Intelligent Automation

Signature field

Date: 2022-06-30

Antartica bar Corporation

Lisa Jonsson

Erfan Makhsos ~~Erfan~~~~Makhsos~~

Erfan Makhsos (Jun 30, 2022 10:47 GMT+2)

HCL Technologies
Limited Harshdeep Arora

Harshdeep Arora (Jun 30, 2022 13:53 GMT+5.5)

EXHIBIT 1 : Baseline

Intelligent Automation Service Object Specification

Document revision history

Date	Version	Comment
2022-06-28	SO Exhibit 1 Baseline1.0	Initial version

Application Name	BCA	C,I,A	Delivery model	Lifecycle status
Blue Prism	95-121	C	Managed Ops. Classic	Core

[illegible]

Volumetric Baseline

In case of Transition:

- * The additional and removed scope tagged in this Exhibit 1: Baseline shall be added to the Transition Project scope.
- * The required solutions for this new and removed scope along with the commercial impact will be handled through the Change Control Procedure and agreed by the Parties post the Effective Date.
- * The handling of any further additions or removals to Exhibit 1: Baseline shall be agreed as part of the Transition Project.

Table 1 Service Object	Application Count	Monthly Incidents	Current No. of Processes	Incident Ratio
Intelligent Automation-Blue Prism	1	250	172	1.45
Table 4 Cluster	Number of maintenace hours			
Intelligent Automation-Blue Prism	25			

Total Capacity Hours	25
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Note:

1. Table 1 excludes incidents resolved at L1 service desk or by the

2. Applications using the Staff Augmentation delivery model are not included in the count in the table 1.
3. The volumetric baselines in Table 1 shall be revalidated during the Transition Project.

Table 2 provides domain wise details for applications categorized under Managed Operations and Managed Product (Classic and DevOps) Delivery Models.

Table 2 Cluster	Application Count	Monthly Inciden ts			No. of Processes		
		Year 1	Year 2	Year 3	Year 1	Year 2	Year 3
Intelligent Automation-Blue Prism	1	250	260	280.00	200	275	350
Grand Total	1	250	260	280	200	275	350

Table 3 provides the Agreed Monthly Capacity for maintenance included in the fixed price as described in Appendix A - Section 8.1.3

Managed capacity baseline

Used for delivery model's "Managed Operation Classic", "Managed Operation DevOps" (Appendix A.) regarding any non fixed price & SLA based deliveries.

[illegible]

1. ASSESSMENT OF SERVICE OBJECT OPERATIONS CHARGES AND SERVICE LEVELS

1.1 For the scope of Applications within a Service Object specification, a assessment of the Operations Charges, using the data included in Exhibit 1 (Baseline) for each respective Service Object, will be executed as set out below in this Section 1.3.

1.2 For Services, where the Operations Charges are based on price per user and/or price per Utilized Unit, no baselining shall be accepted.

1.3 For Operations support ticket volumes (Incidents, Problems and Service Requests), the assessment process will be as follows:

1.3.1 During the Transition and ninety (90) Days from the Commencement Date (“Assessment Period”) of each Service Object, the Supplier will with respect to the volumes in Exhibit 1 (Baseline), conduct an assessment to verify whether such volumes are accurate.

1.4 For Services that were delivered by the Supplier prior the Transition, no assessment shall be undertaken. The impact of all Change Notes that have been agreed between Parties from the date of the Baseline data as stated in Exhibit 1 until the Commencement Date for each Service Object shall be incorporated into this Agreement.

- 1.4.1 For Services that were not delivered by the Supplier prior to the Transition, the baseline data and the result of the assessment shall be calculated as the average volumes using the data as set out in Exhibit 1 (Baseline) for that Service Object, compared with the monthly volumes measured during the Assessment Period. The Supplier will share the outcome with the Purchaser on an ongoing basis and the final result within twenty (20) Business Days from end of Assessment Period.
- 1.4.2 Should the ticket volume increase/decrease be greater than a deadband of ten (10) percent for a specific Service Object, the Supplier shall analyse why the volumes are materially higher than those stated in Exhibit 1 of the Service Object. The Supplier shall prepare a report for the Purchaser detailing the potential causes for such materially higher volumes. The Parties shall then review and agree a remediation plan, which can include adjustment to Service Levels and/or Service Charges.
- 1.4.3 Should the Parties not agree on the remediation plan, the Purchaser is obliged to accept 1.4.4, 1.4.5 and 1.4.6 below.
- 1.4.4 A nominal ticket price shall be calculated by dividing the monthly Operations Charges for the relevant Service Object with the average monthly volumes, using the data as set out in Exhibit 1 (Baseline), for the same Service Object.
- 1.4.5 After the establishment of the actual volumes during the Assessment Period, the Operations Charges for such Service Object shall, to the extent the difference with the baseline volume is greater than the deadband of ten (10) percent, be increased or decreased by an amount equal to the actual volume beyond the deadband of ten (10) percent - as established during the Joint Verification Period – multiplied with the agreed nominal volume price.
- 1.4.6 Any change to the Operations Charges per Service Object shall be implemented and a new version of Exhibit 2 (Pricing) for that Service Object shall be created by the Supplier to consider the impact of the Joint Verification. For any change to Operations Charges resulting from joint verification of a Service Object, at least the same year on year productivity/ price reduction percentage of the overall Operations Charges for that Service Object as set out in Exhibit 2 shall be applied.

Exhibit 2 - Pricing

Under the Service specification for Service Object
Intelligent Automation

Confidential

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Exhibit 2 - Pricing			2 (9)
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1. Introduction

This Exhibit is part of the Master Services Agreement between the Purchaser and the Supplier and stipulates the pricing and any special terms applicable to the Services be performed in accordance to the Service Specification for Service Object Intelligent Automation.

2. Applicability

This Exhibit 2 applies only to the Service Specification as per the term of services mentioned below.

Service	Commencement Date	Term of Service	End Date of the term
Transition Services as per Exhibit 5 – Transition Plan	2022-07-11	11 weeks	2022-09-30
Services as per the Service Specification	2022-10-01	39 months	2025-12-31

3. Transition Services cost

Transition costs for Transition Services as per Exhibit 5 are expected to be \$54 344 for a KT timeline of 11 weeks. In the spirit of partnership, HCL will invest in the transition period, hence there will be no charge to ANTARTICA during the transition period. In accordance with the MSA, ANTARTICA shall reimburse HCL any investment costs by the effective date of the termination for convenience. In such a case, exit fee schedule mentioned below will be applicable.

	Year-1	Year-2	Year-3	Year-4
Termination Fee	\$ 54 344	\$ 40 000	\$ 25 000	\$ 8 000

4. Operations cost

- 4.1 The agreed monthly costs for the Services are set out in the table below. All costs are in USD.

Month	Montly Cost (USD) including Total Bonus Value
-------	---

October 2022	\$ 78,333.33
November 2022	\$ 78,333.33
December 2022	\$ 78,333.33
Total October 2022 – December 2022	\$ 234,999.99

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January 2023	\$ 78,333.33
February 2023	\$ 78,333.33
March 2023	\$ 78,333.33
April 2023	\$ 78,333.33
May 2023	\$ 78,333.33
June 2023	\$ 78,333.33
July 2023	\$ 78,333.33
August 2023	\$ 78,333.33
September 2023	\$ 78,333.33
October 2023	\$ 78,333.33
November 2023	\$ 78,333.33
December 2023	\$ 78,333.33
Total January 2023 – December 2023	\$ 939,999.96
January 2024	\$ 78,333.33
February 2024	\$ 78,333.33
March 2024	\$ 78,333.33
April 2024	\$ 78,333.33
May 2024	\$ 78,333.33
June 2024	\$ 78,333.33

July 2024	\$	78,333.33
August 2024	\$	78,333.33

September 2024	\$	78,333.33
October 2024	\$	78,333.33
November 2024	\$	78,333.33
December 2024	\$	78,333.33
Total January 2024 – December 2024	\$	939,999.96
January 2025	\$	78,333.33

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February 2025	\$	78,333.33
March 2025	\$	78,333.33
April 2025	\$	78,333.33
May 2025	\$	78,333.33
June 2025	\$	78,333.33
July 2025	\$	78,333.33
August 2025	\$	78,333.33
September 2025	\$	78,333.33
October 2025	\$	78,333.33
November 2025	\$	78,333.33
December 2025	\$	78,333.33
Total January 2025 – December 2025	\$	939,999.96

- 4.2 The estimated Monthly Costs for the Managed Capacity are set out in the table below. The estimated Monthly Cost are calculated based on the roles and volumes defined in Exhibit 1 (Baseline) to this Service Object and the hourly rates defined in Exhibit A to Appendix L (Rate card). If any conflict between the table bellow and the Exhibit 1 and the Exhibit A to Appendix L, then the Exhibit 1 and the Exhibit A to Appendix L will prevail.

Month	Estimated Montly Cost (USD) for Managed Capacity
September 2022	\$ 12,340.95
October 2022	\$ 12,340.95
November 2022	\$ 12,340.95
December 2022	\$ 12,340.95
Total September 2022 – December 2022	\$ 49,363.80
January 2023	\$ 12,340.95
February 2023	\$ 12,340.95
March 2023	\$ 12,340.95
Aprtil 2023	\$ 12,340.95

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May 2023	\$ 12,340.95
June 2023	\$ 12,340.95
July 2023	\$ 12,340.95
August 2023	\$ 12,340.95
September 2023	\$ 12,340.95
October 2023	\$ 12,340.95
November 2023	\$ 12,340.95
December 2023	\$ 12,340.95
Total January 2023 – December 2023	\$148,091.40

January 2024	\$ 12,340.95
February2024	\$ 12,340.95
March 2024	\$ 12,340.95
April 2024	\$ 12,340.95
May 2024	\$ 12,340.95
June 2024	\$ 12,340.95
July 2024	\$ 12,340.95

August 2024	\$ 12,340.95
September 2024	\$ 12,340.95
October 2024	\$ 12,340.95
November 2024	\$ 12,340.95
December 2024	\$ 12,340.95
Total January 2024 – December 2024	\$148,091.40
January 2025	\$ 12,340.95
February 2025	\$ 12,340.95
March 2025	\$ 12,340.95
April 2025	\$ 12,340.95
May 2025	\$ 12,340.95

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June 2025	\$ 12,340.95
July 2025	\$ 12,340.95
August 2025	\$ 12,340.95
September 2025	\$ 12,340.95

October 2025	\$ 12,340.95
November 2025	\$ 12,340.95
December 2025	\$ 12,340.95
Total January 2025 – December 2025	\$148,091.40

5. Total Bonus Value

The Service Bonus Model and the calculation of the Bonus Value is defined in Appendix F, Section 5. The Total Bonus Value for this Service is defined as:

- As 4% of the Monthly Cost, defined in Section 4.1 above. (i.e. the Total Bonus Value is the span between 96% – 100% of the Monthly Cost)

6. Invoicing Terms

The invoicing and payment terms monthly retroactive, as set out in Appendix L to the Agreement, will apply.

7. Special terms

1. The above pricing is based on the application count and incident baseline volume as described in Exhibit 1 - Baseline_2022_Intelligent Automation
2. Service Bonus is applicable for fixed spend deliveries
3. Calibration period: Antartica Bars and HCL agree to a 6 months calibration period for arriving at acceptable and target service level for all KPIs including Resources fulfillment & attrition KPIs. These recalibrated levels are to be jointly agreed at the product area level and discussions supported by VE lead & procurement
4. For Attrition KPI measurement it will be only applicable for designated & dedicated resources working for fixed delivery
5. The monthly DEV capacity considered for above calculation is 3 developers offshore in Bangalore. Any future increase in DEV capacity & roles will be calculated as per rate card and the commercials revised accordingly through change note process

Name of document			Page	6. As the Operations team stabilizes and productivity improves, HCL anticipates evolution of a DevOps model that will help realize cost synergies
Exhibit 2 - Pricing			8 (9)	
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Exhibit	Confidential	1.0	2022-06-27	a. Based on mutual agreement with
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ANTARTICA PO/PM, 1 (one) offshore FTE optimization in the BP Dev Team can be explored

for the current product backlog / incident baseline. This is expected to result in a cost savings of \$50 000 / year and \$150 000 over 3 years in the Intelligent Automation SO

- b. Based on mutual agreement with ANTARTICA PO/PM in Intelligent Automation and Corporate Worklife SOs, 1 (one) offshore FTE optimization in the DWP PowerApps Team can be explored for the current product backlog / incident baseline. This is expected to result in a cost savings of \$50 000 / year and \$150 000 over 3 years

7. All HCL consultants will be based out of ANTARTICA's office premises in India, China, Sweden and other global locations as required by ANTARTICA. Laptops and all network requirements shall be fulfilled by ANTARTICA

8. The following roles and rates have been mapped to the DEV capacity. For each DEV, role the mapping and appropriate rate would be mutually discussed and agreed before onboarding

Role	Competence	Sweden SEK/h	Belgium EUR/h	Charleston USD/h	Shanghai RMB/h	India USD/h
Agile Coach	Competent	1,032.47	NA	NA	NA	36.75
Agile Coach	Proficient	1,203.09	NA	NA	NA	43.94
Agile Coach	Expert	1,801.68	NA	NA	NA	60.02
Application Technology	Novice	683.69	NA	NA	NA	15.54
Application Technology	Advance Beginner	800.00	75.00	90.00	300.00	21.00
Application Technology	Competent	893.17	90.00	100.00	350.00	28.37
Application Technology	Proficient	998.77	102.72	115.50	410.74	36.75
Application Technology	Expert	1,085.14	120.00	144.37	513.42	38.30
Architect, Infrastructure	Competent	803.05	71.93	92.46	425.00	31.14

Architect, Infrastructure	Proficient	1,003.81	89.92	114.42	525.00	38.92
Architect, Infrastructure	Expert	1,355.14	121.00	150.00	750.00	52.54
Architect, Software	Competent	1,030.93	95.00	110.46	395.96	38.00
Architect, Software	Proficient	1,288.66	120.00	130.00	450.00	65.00
Architect, Software	Expert	1,739.69	140.00	189.77	668.18	65.00
Automation Tester	Novice	690.39	NA	NA	NA	20.00
Automation Tester	Advance Beginner	719.98	NA	NA	NA	22.00
Automation Tester	Competent	803.81	85.00	100.00	380.31	27.00
Automation Tester	Proficient	1,004.76	110.00	130.00	460.00	40.08
Automation Tester	Expert	1,356.43	150.00	180.47	628.50	54.11
Business Analyst	Expert	1,652.28	156.97	210.00	707.81	68.19

Business Analyst (strategy/process oriented)	Expert	1,657.00	157.00	215.00	707.81	68.19
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Business Intelligence Engineer	Expert	1,652.28	156.97	215.00	650.00	68.19
Data Engineer	Expert	2,053.89	200.00	225.00	750.00	62.00
Digital Architect	Expert	1,652.28	157.00	219.00	662.93	78.04
Engineer - Legacy	Expert	1,280.65	130.00	200.00	690.45	47.84
Engineer - Middleware/Databas	Expert	986.63	87.74	154.50	549.41	43.97
Project/Program Manager	Expert	2,200.14	165.55	225.00	850.00	69.97
RTE	Expert	974.23	NA	NA	NA	39.97
Scrum Master	Expert	2,000.00	155.25	225.65	800.98	65.00
Software Engineer	Expert	1,171.39	120.00	142.88	503.67	68.19
Software Engineer - Legacy	Expert	1,215.52	125.63	160.46	606.77	45.00
Testing	Competent	596.69	70.57	79.38	275.00	20.97
Testing	Proficient	745.87	84.00	98.23	353.53	26.21
Testing	Expert	1,006.92	110.00	133.95	477.27	35.00
User Interface/Experience	Competent	1,218.04	145.00	150.00	525.00	32.00
User Interface/Experience	Advanced Beginner	1,143.51	NA	NA	NA	21.02
User Interface/Experience	Proficient	1,522.55	170.00	175.00	625.00	43.96
User Interface/Experience	Expert	2,100.03	225.00	250.00	850.00	62.00

8. Contact persons

Purchaser's key commercial contact for the Service(s) will be: sachidanand.menon@hcl.com

Supplier's key commercial contact for the Service(s) will be: lisa.jonsson@Antarticabars.com

21 February 2022

EXHIBIT 3 – DATA PROCESSING

DESCRIPTION OF PROCESSING ACTIVITIES

NAME OF PROCESSING ACTIVITY(IES): IT SERVICES (UNDER MASTER SERVICE AGREEMENT)

1. SCOPE, TYPE AND PURPOSE OF THE INTENDED COLLECTION, PROCESSING OR UTILIZATION OF PERSONAL DATA, KIND OF PERSONAL DATA, CATEGORIES OF DATA SUBJECTS AND ROLES OF THE PARTIES:

Scope & Purpose

Supplier will process personal data as necessary to perform IT Services pursuant to the Agreement and its appendices, and as further instructed by Antartica Bars in its use of the Services including but not limited to application maintenance, application development and Infrastructure Services.

IT Services consist of among other things the following activities in relation to personal data: [use of personal data to set up, operate, monitor and provide the Services (including support), provision of consulting services; upload any fixes or upgrades, back up of personal data; computer processing of personal data, including data transmission, data retrieval, data access; execution of instructions of Antartica Bars in accordance with the Agreement.

Roles

Antartica Bars is Controller and the Supplier is Processor

Type of personal data and categories of data subjects

The supplier (Processor) will for the applicable Service process personal data described in column “Data Element” in Attachment A to this document.

Data Subjects for the applicable Service are described in column “Data Subject” in Attachment A to this document.

2. DURATION OF THE PROCESSING OF PERSONAL DATA:

The processing activity will continue for as long as the Agreement is valid and for a period of three (3) months thereafter to allow the Processor to erase or retransfer the personal data.

3. ADDITIONAL INSTRUCTIONS:

N/A

21 February 2022

4. PLACE OF PROCESSING:

Personal data will for the applicable Service be processed at the locations described in column “Hosting location” and “Additional country” in Attachment A to this document.

5. TECHNICAL AND ORGANIZATIONAL SECURITY MEASURES:

Refers to Appendix H and Appendix O (Antartica Bars Minimum Cybersecurity Requirement), which covers this area

6. SUB-PROCESSORS:

Personal data will for the applicable Service be processed by sub-processors as described in column “3-rd party details” in Attachment A to this document

7. ATTACHMENTS:

Attachment A: DPA data form

Transition Plan
Automation

Intelligent

Confidential

Date: 2022-06-27

Service Object Specification Intelligent Automation			
Type of document Service Object Specification	Security class: Confidential	Issue 1.0	Date 2022-06-27
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1. Introduction

This Exhibit 5 covers the transition plan for the Service Object Intelligent Automation. HCL understands how critical it is for Antartica Bars to make transition project a success. In order to ensure this and meet Antartica Bars objective of partnering with a supplier, HCL has defined an effective and risk free transition approach to move the services to Target Operating Model.

2. Transition Scope

As part of the transition, key focus will be on the following tracks which have been described :

1. Monitoring & Maintenance
2. Quality Assurance
3. Platform & Innovation

3. Timelines

The following transition timeline and activities have been agreed between Antartica Bars, HCL and the incumbent.

Expected Start Date: July 11, 2022

Expected End Date: September 30, 2022

The transition timeline will be spread across 2 Phases, each with its key focus areas. The following table captures the key tasks, activities and respective owners

Phase 1 – July to August

Timeline	M&M Track	QA Track	Platform / Innovation Track
July 11 – July 15	Cap Gemini + HCL Azure VM migration	KT with Feride, Sourabh & Sarath	KT with Rajesh, focus on BP Databases & Maintenance and implementing feedback from tech review. Read & understand Azure Documentation in preparation for Pekkas return
July 18 – August 12	<ul style="list-style-type: none"> L1 KT with Cap Gemini L2 starts KT with Factory Developers 	Oversight of KT to M&M L2	
Key Stakeholders	HCL <ul style="list-style-type: none"> Automation Lead Support Lead Cap Gemini <ul style="list-style-type: none"> Jayasankar 	HCL <ul style="list-style-type: none"> Automation Lead Quality Champion ANTARTICA <ul style="list-style-type: none"> Feride and Sourabh 	HCL <ul style="list-style-type: none"> Automation Lead Super Admin Cap Gemini <ul style="list-style-type: none"> Rajesh

Type of document Service Object Specification	Security class: Confidential	Issue 1.0	Date 2022-06-27
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Phase 2 – August to September

Timeline	M&M Track	QA Track	Platform / Innovation Track
August 16 – September 30	<ul style="list-style-type: none">L1 KT with Cap GeminiL2 KT with Factory Developers <p>Spain & Sweden teams will visit Bangalore for in-person handover of several processes</p>	Oversight of KT to M&M L2 + implementation of new governance routines to strengthen QA	KT with Pekka, focus on Azure. Plan & Deploy Phase 2 initiative with moving out from IMS General subscription, load-balancing etc.
Key Stakeholders	<p>HCL</p> <ul style="list-style-type: none">Automation LeadSupport Lead <p>Cap Gemini</p> <ul style="list-style-type: none">Jayasankar	<p>HCL</p> <ul style="list-style-type: none">Automation LeadQuality Champion <p>ANTARTICA</p> <p>Feride and Sourabh</p>	<p>HCL</p> <ul style="list-style-type: none">Automation LeadSuper Admin <p>Cap Gemini</p> <p>Pekka</p>

Automation Lead – Intelligent Automation

Under the Service Specification

Regarding: Intelligent Automation Automation Lead

Confidential

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1. Automation Lead – Intelligent Automation

This Statement of Work Specification is the development specification that describes the Services to be provided, including to define the role of the Intelligent Automation Lead, also known as Automation Shepherd.

General	
Agile team:	Intelligent Automation Strategy & Business Office (ASBO)
Vision and mission for the agile team	Leading a product area fully dedicated to driving more automation into our business processes, simplifying the work-life for thousands of our colleagues and partners.

<p>Scope of work</p>	<p>As Automation (sourcing) Lead for Intelligent Automation you will be overall responsible for the whole engagement of HCL towards Antartica Bars.</p> <p>You are the key player connecting all the components together between Antartica Bars and HCL, including our connection to HCL IA COE.</p> <p>This role will be part of the HCL Technology IA CoE Leadership Team with end-to-end accountability for defining, delivering, managing, and growing RPA practice.</p> <p><u>Responsibilities including but not limited to:</u></p> <ul style="list-style-type: none"> • Leading the HCL Initiative towards Intelligent Automation, incl operationally leading the different HCL teams when needed. • Responsible for monitoring and reporting on HCL Team KPIs, progress, and priorities. • Responsible for creating, monitoring, and following up on individual goals and KPIs set for HCL teams. • Responsible for driving and monitoring continuous improvements, efficiencies, synergies, and harmonization into HCL Blue Prism M&M, QA & Platform teams. • Representing HCL M&M in Automation Strategy & Business Office(ASBO), presenting relevant data of the current status and actions taken (proactive & reactive). • Representing Platform in ASBO to align and drive the Platform roadmap, securing the right alignment. • Responsible for over-sight of Intelligent Automation Platform to ensure safe, robust, and scalable automation for Antartica Bars. • Identify gaps, efficiency, and performance improvement opportunities through business process assessments, and workshops, and recommend technology solutions to scale up the IA platform. 	
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	<ul style="list-style-type: none"> • Provide constant, ongoing communication to ensure barriers/obstacles are removed and necessary support is obtained. • Responsible towards the Director of Intelligent Automation to ensure we operate our technology stack in alignment with the Antarctica Bars Cybersecurity Directives. • Continuously improve our Robotics Operating Model (ROM) and IA Ways of Working in collaboration with the Antarctica Bars Team. • Bridge between Antarctica Bars IA ASBO and HCL IA COE. • Bridge between Antarctica Bars IA and other HCL Teams at Antarctica Bars where we are dependent on services, e.g. Power Platform, VMs, etc. • Serve as an escalation point for HCL IA COE. • Help spread Citizen Developer Automation to more people in Antarctica Bars together with Power Platform HCL Teams. • Ability to build strong working relationships and partnerships with the key stakeholders and be a change agent promoting an automation culture.
Iteration or sprint	2 weeks sprint. (Quarterly Product Increment)
Term	01-07-2022 to 31-12-2025
Manning	
Composition	Automation Lead
Staffing 1 Automation Lead	
Roles	Automation Lead
Other information	
Service object	Intelligent Automation
Team Story Points	Story Points as Agreed in the PI Planning.
Key meetings (ceremonies)	Factory PI, Factory Inspect & Adapt, Operations Inspect & Adapt, Demo, ASBO, Platform Daily, Operations Retro & Platform PI, Backlog Refinement (Optional)
Release and deploy process	Ensure that HCL Teams and Antarctica Bars Intelligent Automation are synced in release & deploy process.
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<div> <div>Product Manager</div> <div>Erfan Makhsos</div> </div>	
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Issuer **Erfan**
Makhsos

Exhibit

Efficiency targets	Efficiency targets as Agreed in the PI Planning.
Story Point Baseline	Baseline as Agreed in the PI Planning.
Performance Improvement Target	Performance Improvement target as Agreed in the PI Planning.
HCL offer	
The above service would be delivered as part of monthly recurring fixed price under Managed Operations Classic delivery model. The pricing for the same is included in Exhibit 2 – Pricing.	

Monitoring & Maintenance (M&M) – Intelligent Automation

Under the Service Specification

Regarding: HCL Intelligent Automation Monitoring & Maintenance
(M&M) Team
Confidential

Date: 20-06-2022

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1. Monitoring &

Maintenance (M&M) - Intelligent Automation

This Statement of Work Specification is the development specification that describes the Services to be provided, including to define the role of the Intelligent Automation Operations Team.

General	
Agile team:	Intelligent Automation Monitoring & Maintenance (M&M)
Vision and mission for the agile team	<p>The Intelligent Automation Monitoring & Maintenance (M&M) Team will ensure that all our Digital Workers/robot processes in Blue Prism Production work according to their schedule and within their SLAs.</p> <p>The M&M Team is also the first point of contact and the speaking partner for our customers needing support with their automation and must be knowledgeable for deeper troubleshooting when needed to ensure resolution SLAs aren't breached.</p>
Scope of work	<p>The Monitoring & Maintenance Team (M&M) for Intelligent Automation is responsible to ensure operational excellence in the Blue Prism Production environment. The controllers enable us to; 1) give our customers excellent support 24/5, taking quick actions to ensure the robots work as expected within their SLAs; 2) notify the customer when SLA will be breached, proactively and align on actions together, 3) support IA & Citizen Developers with Production related tasks. 4) Proactively monitor incidents, perform RCA for each termination & drive the resolution until it's fixed. 5) Drive improvements</p> <p>Operational Responsibility of Work including, but not limited to:</p> <p>BP Monitoring & Maintenance Developers:</p> <ul style="list-style-type: none"> • Monitor Blue Prism production environment to ensure all automation, work as expected, taking appropriate actions to meet the SLA for every automation running in Blue Prism. • Resetting passwords for all credentials before they expire. • Ensuring all work queues in Blue Prism are encrypted. • Responsible for reviewing the quality of all packages and releases before approving/rejecting the QA request in the IA App for migration to Test & Prod environments. Guidelines on when to approve/reject is provided by QA Champion. • Ensure all Blue Prism Processes follows the QA Best Practices and feeling ownership of the quality of the Test & Production Blue Prism environments.

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- Create Schedules in Blue Prism according to customer needs.
- Optimize VM and license utilization through smart scheduling.
- Support in UAT, Go Live & Hyper care with IA developers & community.
- Responsible for extra attention to processes in Hyper care.
- Ensure smooth hand-over and responsibility of BOTs from developers, post hyper care, and communicating to all stakeholders.
- Ensure that all VMs are connected & available in Blue Prism ANTARTICA Test and ANTARTICA Production.
- Ensure all VMs are ready to run their processes in Production, with all pre-requisites available and enabled.
- Ensuring that all robots work within their SLAs.
- Timely communication to Hub POs, stakeholders, and customers in case of problems before the Response SLA is breached, explaining in an understandable way to the customer what's wrong, who's working on fixing it and estimated time to resolution.
- Timely follow up communication to Hub POs, stakeholders, and customers if a Resolution SLA is has 1 hour left to breach. This should include a status update and update on estimated time to resolution, at this point we also know if we will breach SLA or not most likely.
- Timely follow up communication to Hub POs, stakeholders, and customers when a Resolution SLA is breached. This should include a status update and update on estimated time to resolution. If the SLA breach is classified as preventable, a lesson learned session must be booked.
- Maintaining and updating runbook (Operational Handbook) with known issues and lessons learned from previous incidents/bugs.

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- Identify re-occurring issues that cause production issues and SLA breaches.

Erfan**Makhsos**

- Driving and pushing to ensure re-occurring issues are resolved, either by IA Products, IA Platform Team, or other Digital teams in ANTARTICA depending on the RCA of the problem.
- Perform application/platform testing in QA and/or Test before it's released to Production to ensure operational stability.
- Perform smoke-test post any application/platform upgrade, to ensure BOTs are running as intended within their SLAs.
- Driving continuous improvements to solve any existing issues in Blue Prism processes and objects in collaboration with Intelligent Automation and Citizen developers, creating a feedback loop of learnings from production back to configuration.
- Identifying improvements in legacy Blue Prism processes/BOTs, that can be re-engineered and patched through an upgrade to be more stable.

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	<ul style="list-style-type: none">• Extensive troubleshooting and de-bugging of BP process and logs to identify the potential root cause of the issue and take responsibility for driving the right solutions to production to prevent the same issue from happening again.• Support and closely work with the IA Platform, IA QA and IA Product Teams during special events such as: migration, upgrades, DR etc.• Well-versed with Agile delivery lifecycle and methodology (DevOps) <p>BP Support Lead:</p> <ul style="list-style-type: none">• Responsible for operational efficiency in the M&M team, ensuring there are no SLA breaches and driving the IA support team towards “Operational Excellence”.• Acting on SLA breaches to minimize breach-time as well as leading the lessons learned with all relevant parties to prevent the breach from happening again.• Ensure that communication to stakeholders and customers happens within the Response SLA, with the right level of details and information for the customer to understand next appropriate action.• Ensure a smooth collaboration across all IA Teams and secure that M&M has everything they need to deliver their services at the right times in order to not breach SLAs.• Ensure timely connect with SMEs/Business Units EndUsers to take timely feedback on the performance of the critical and high revenue-saving BOTs. Including if any changes are required to the existing process flow.• Responsible to ensure that customers can trust the IA Team and their deployed BOTs in Production. Consistent level of service is critical.• Analyse and perform Workload management w.r.t. schedulers and runtime resources, and create resource pools, to mitigate any potential risk of the scheduled process failing.• Facilitate & align across Antartica Bars teams, with an agile and incremental delivery of targeted business outcomes in DevOps.• Timely communication to platform and infrastructure team for any bottlenecks identified in the production environment. Follow up with platform team and ensure problems are resolved.• Ensure support teams are available (L1 available 24x5 and L2 available 16x5 + on call) and adhere to their working shifts to avoid any SLA breaches. • Have a strong “automation first” mindset with extensive technical knowledge on Blue Prism.

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	Weekly reporting on Operational Responsibilities: <ul style="list-style-type: none"> Weekly reporting on SLA breaches, the reason for the breach, and preventive actions taken to avoid future SLA breaches. Weekly reporting on how time has been distributed between Operational activities and development through DevOps. Presenting BOT's health report card on BOT's performance over time, showcasing KPIs – Top Exceptions, Type of Exceptions, and Action taken to mitigate those exceptions.
Iteration or sprint	Operations work continuously but have to take the agile structure in mind when planning cross-IA teams.
Term	01-07-2022 – 31-12-2025
Manning	
Composition	1 BP Support Lead, 3 FTE L1, 6 FTE L2
Staffing & Work Location Off-shore in India, covering 24/5 India Hub (Antartica Bars, Embassy Golf Links (EGL), Bangalore - 560071)* * Night Shift controllers can work from home.	

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Roles	Level 1 - BP Monitoring - Blue Prism Certified Developers (AD01) Level 2 - Maintenance Developers - Blue Prism Professional (APD01) Level 2 – Monitoring & Maintenance Power Platform – (PL200 & AD01) BP Support Lead – Blue Prism Solution Designer (ASD01)
Other information	

Makhsos

Service object		Intelligent Automation
Team Story Points		NA
Key meetings (ceremonies)		All: Daily M&M Meeting, Lead: Platform Daily, QA sessions
Release and deploy process		The Operations team is responsible for approving all releases and automatically deploying them to Blue Prism via the new automated solution in our IA App.
#	Title	Description
01	L1 team working hours	L1 activities will be supported 24 hours a day, 5 (business) working days a week.
02	L2 team working hours	L2 activities will be supported 16 hours a day, 5 (business) working days a week. L2 team will also be available on-call where required to support L1 team.
03	Supported Bots	172 Bots was quoted as the starting number of Bots to be supported. This is forecasted to increase to 200 by the end of the first year, 275 by the end of year 2, and 350 by the end of year 3.
04	Incident Ratio	The starting Incident Ratio was calculated as 1.45 per Bot per month (172 Bots generating 250 Incidents). The M&M team will strive to reduce this Incident Ratio by 21.5% in year 1, 15% in year 2 and 10% in year 3.
05	Bot complexity	It is assumed that 50% of Bots in Support will be simple complexity, 30% medium and 20% high complexity.

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06	Incident Resolution Effort	It is assumed that, on average, an Incident on a simple complexity Bot will require 2 hours of effort to remediate, a medium Bot will require 5 hours of effort, and a complex Bot will require 7 hours of effort.
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	The operations team will also follow the release and deployment schedule set by the IA Platform Team for infrastructure maintenance etc.
Product Manager	Erfan Makhsos
Efficiency targets	1% reduction in number of SLA breaches compared to previous month for the first year.
Story Point Baseline	#NA
Performance Improvement Target	2% reduction in number of SLA breaches compared to previous month for the first year.
Baseline Assumptions	Included below as Section 2 – Assumptions and Information
HCL offer	
The above services would be delivered as part of monthly recurring fixed price under Managed Operations Classic delivery model. The pricing for the same is included in Exhibit 2 - Pricing	

2. Assumptions and Information

The follow are the assumptions and information used when sizing the Monitoring & Maintenance (M&M) team.

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07	Resource Location	Resources will operate out of ANTARTICA building in Bangalore during business hours. Out of hours can operate from home.
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HCL Quality Assurance Champion – Intelligent Automation Under the Service Specification

Regarding: HCL Intelligent Automation Quality Champion

Confidential

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1. Quality Assurance Champion Intelligent Automation

This Statement of Work Specification is the development specification that describes the Services to be provided, including to define the role of the Intelligent Automation Operations Team.

General

Agile team:

Intelligent Automation Product Area

Vision and mission for the agile team

As a Quality Assurance (QA) Champion – in the Intelligent Automation team your job is to ensure we have the right governance and over-sight on Automation quality standards and best practices.

The mission is to enable Intelligent Automation factory to ship scalable, robust, and high-efficiency designed BOTs with confidence, hence providing the best end-to-end user experience across all businesses.

With technology agnostic and platform-independent RPA, QA needs to play a vital role throughout the development life cycle. A proper automation QA testing strategy will improve the quality of our BOTs which will heavily reduce the workload of the M&M team.

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Erfan Makhsos**Scope of work**

The quality champion is responsible for the proactive and reactive processes and governance for Quality Assurance. The QA champion acts as an enabler, provides over-sight and enforcement when needed.

Operationally this includes proactive solution design consultation before development starts, code quality review and approval before go-live and monitoring the BOTs for deviations through their lifecycles.

But main focus should be on creating structures that enables everyone in the team to become a quality enabler in their day to day work.

Quality Assurance Champion Responsibility of Work including, but not limited to:

- Responsible for the end-2-end Automated QA & Migration to Test&Prod supporting IA Developers and Controllers
- Responsible reviewing and approving automation process solutions in accordance with standard automation design principles, conventions, and Antartica Bars best practices, prior to moving to production, hence acting as a shield between ANTARTICA/test and production environment.
- Responsible for maintaining and the quality of all Blue Prism automation in Production. If something isn't up to

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standard, the QA champion must prevent that code from hitting the production until it's fixed.

- Identify quality bottlenecks in existing legacy RPA processes and enforce their correction.
- Collaborating within the IA team to drive actions from feedback related to the QA process change and improvement.
- Meticulously analyze and review the quality of RPA deliverables like PDD, SDD, and ORB making sure it has captured all the business process steps in solution designs and consider accompanying factors such as recoverability, scalability, resilience, scheduling, and case management to ensure solution designs meet all requirements.
- Periodically review, maintain, improve, and update BP Automated code review process/BOT together with M&M Team.
- Raise appropriate flags at relevant intervals in case of any impediments/hurdles.
- Taking end-to-end ownership and accountability of the entire QA process.
- Work closely with IA factory POs to take responsibility for maintaining the development integrity of the solution and constituent processes and objects.
- Responsible for IA factory's Quality Assurance, routine the ROM, ensuring world-class quality and robustness in our environments and solutions.
- Actively participate, and drive continuous improvement initiatives in Antartica Bars Blue Prism Robotic Operating Model (ROM) and the ways of working to drive a quality mindset, infusing it with current best practices.

Skill Set – Specific to the role

- Blue Prism Certified Solution Designer Developer (ASD01)/ROM Architect (ARA02)
- Experience in performing code-review as per industry best practices.
- Driven by innovation and finding new smarter ways to get work done.
- Good understanding of High-Level RPA Solution Designing.
- Well-versed with Agile delivery lifecycle and methodology (Devops)

	<ul style="list-style-type: none">• Good exposure to Blueprism's Digital DX portal.
Iteration or sprint	#NA, will work Kanban with priorities

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Term	01-07-2022 – 31-12-2025
Manning	
Composition	1 QA Champion
Staffing & Work Location 1 QA Champion – India Hub (Antartica Bars, Embassy Golf Links (EGL), Bangalore - 560071)	
Roles	Quality Champion
Other information	
Service object	Intelligent Automation
Team Story Points	NA
Key meetings (ceremonies)	Factory PI, Factory Inspect & Adapt, Operations Inspect & Adapt, Demo, Operations Retro & Platform PI (optional)
Release and deploy process	As per our Antartica Bars Robotic Operating Model (ROM) and best practices together with Product Owners and QA champion.
Product Manager	Erfan Makhsos
Efficiency targets	1% reduction in the number of SLA breaches compared to the previous month in the first year.
Story Point Baseline	Set in each PI Planning, 30%-50% of capacity should be in story points, rest ad-hoc.
Performance Improvement Target	2% reduction in the number of SLA breaches compared to the previous month in the first year.
HCL offer	
The above service would be delivered as part of monthly recurring fixed price under Managed Operations Classic delivery model. The pricing for the same is included in Exhibit 2 – Pricing.	

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Platform & Innovation Team – Intelligent Automation

Under the Service Specification

Regarding: Intelligent Automation Platform & Innovation Team

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Date: 20-06-2022

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Erfan Makhsos

1. Platform & Innovation Team – Intelligent Automation

This Statement of Work Specification is the development specification that describes the Services to be provided, including to define the role of the Intelligent Automation Platform & Innovation Team.

General	
Agile team:	Intelligent Automation Platform Team
Vision and mission for the agile team	The IA Platform & Innovation is a critical role for 2 key reasons: 1) Making sure we have the best automation platform and infrastructure possible and 2) keep us in the technical forefront, identifying, driving, and implementing new AI and automation technologies together with the global IA community.

Scope of work	<p>As Platform & Innovation – Intelligent Automation (RPA/AI) you will be responsible for the overall technology stack hosted by the Intelligent Automation Product Area. You'll enable digital transformation by ensuring our Blue Prism platform is robust and scalable, including its' Microsoft Azure components, databases, servers, and Virtual Machines.</p> <p><u>Operational Responsibility of Work including, but not limited to:</u></p> <ul style="list-style-type: none"> Responsible for monitoring & managing all Intelligent Automation infrastructure components in our subscriptions and resource groups, such as databases, servers, VMs, AI components, etc. Responsible for monitoring, maintenance, housekeeping, and archiving activities on SQL databases to optimize for maximum performance with a maintained audit trail. Responsible for Disaster Recovery for the whole IA tech stack, ensuring limited downtime and fast recovery. Responsible for a controlled process for installing, testing, and upgrading business applications used by our automations on Virtual Machines together with M&M Team. Responsible for setting and monitoring security routines on Intelligent Automation platform and applications. Responsible to ensure Training databases and Windows Virtual Desktops (WVD) exist and function for Citizen Developers in collaboration with Managed Workstation Team that hosts our training VMs. Responsible for supporting the M&M team to execute fast Platform RCA to ensure Robot SLAs aren't breached due to platform issues.
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Erfan Makhsos

	<ul style="list-style-type: none"> • Helping Intelligent Automation Community with advanced support, knowledge transfers, and training to empower more people to do more by themselves. • Responsible to ensure the Intelligent Automation platform, infrastructure and applications follow and adhere to the Antarctica Bars security (including cybersecurity) regulations and directives. • Responsible to monitor Blue Prism license usage to ensure enough capacity is available to continue scaling the operations. • Responsible to monitor Azure cloud cost usage, optimizing our cloud spend, while providing world-class Intelligent Automation infrastructure in Azure. <p><u>Development Responsibility of Work including, but not limited to:</u></p> <ul style="list-style-type: none"> • Responsible to lead all tech development initiatives and improvement projects that's been assigned and approved by Automation Strategy & Business Office (ASBO). • Owner of the technology roadmap of IA, responsible for driving innovation, and enabling new technical infrastructure for the development teams. • Leading tech development initiatives end-2-end, from gathering requirements to implementation and operations of new automation solutions. • Responsible for presenting progress, seeking guidance, and required approval/gates on tech initiatives with Automation Strategy & Business Office (ASBO) and other relevant teams in Antarctica Bars. • Provide different technology options in our roadmap and their cost/benefit analysis when multiple options are available to ASBO for decision. • Responsible to secure the alignment and support from other Digital Product Teams' backlogs, to be able to deliver on the technology roadmap. • Responsible to drive improvements in the Blue Prism platform and automation infrastructure to meet the current and future demand. • Tracking of trends, latest news, and external benchmarks to ensure best in class <p><u>Platform Lead Responsibility of Work including, but not limited to:</u></p> <ul style="list-style-type: none"> • Delegated authority from Director of Intelligent Automation to be responsible for the whole Intelligent Automation technology stack. • Responsible for leading the Intelligent Automation Platform team in the day-to-day operations with support • Representing Platform in ASBO to align and drive the Platform roadmap
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	<ul style="list-style-type: none"> Responsible for governance of Intelligent Automation Platform to ensure safe, robust, and scalable automation for Antartica Bars. Responsible towards the Director of Intelligent Automation to ensure we operate our technology stack in alignment with the Antartica Bars Cybersecurity Directives. Responsible to lead all Intelligent Automation infrastructure initiatives end-2-end, from gathering requirements to implementation and operations of new automation infrastructure.
Iteration or sprint	2 weeks sprint. (Quarterly Product Increment)
Term	01-07-2022 to 31-12-2025
Manning	
Composition	Lead: 1x Super Admin Engineers: 1x Azure Admin, 1x Blue Prism Admin
Staffing & Work Location India Hub (Antartica Bars, Embassy Golf Links (EGL), Bangalore - 560071)	
Roles Super Admin - Azure	Administrator Azure Admin - Azure Administrator Associate Blue Prism Admin - BP Installation Engineer (AIE02)/Technical Architect (ATA02)
Other information	
Service object	Intelligent Automation
Team Story Points	Story Points as Agreed in the PI Planning.
Key meetings (ceremonies)	Platform PI Planning, Operations Inspect & Adapt, Sprint Planning (bi-weekly), daily stand-ups, IA Demo & Operations Retro.

Release and deploy process	The Super Admin is responsible for setting the time plans and aligning those with all relevant parties when planning releases and deployments. Example of relevant parties includes but are not limited to IA Product Teams, M&M Team, Business Teams, or other Digital Antartica Bars teams.
Product Manager	Erfan Makhsos

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Erfan Makhsos

Efficiency targets	Efficiency targets as Agreed in the PI Planning.
Story Point Baseline	Baseline as Agreed in the PI Planning.

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Performance Improvement Target	Performance Improvement target as Agreed in the PI Planning.
HCL offer	
The above services would be delivered as part of monthly recurring fixed price under Managed Operations Classic delivery model. The pricing for the same is included in Exhibit 2 - Pricing	

HCL RPA Developers– Intelligent Automation

Under the Service Specification

Regarding: HCL Intelligent Automation RPA Developers

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1. RPA Developers Intelligent Automation

This Statement of Work Specification is the development specification that describes the Services to be provided, for the developer role in the Intelligent Automation Team.

General	
Agile team:	Intelligent Automation Product Area
Vision and mission for the agile team	As an Automation Developer – in the Intelligent Automation team you will be working with new technology focused on automating and simplifying work-life for thousands of colleagues. We are automating both front and back-end processes that impact all departments and markets in our company, and as an Automation Developer, you'll be playing a key role in making it happen.

Scope of work	<p>The work includes the whole automation lifecycle, covering across our global operations. Training is also a significant part of the position since our automation developers need to be at the forefront of new technologies and solutions coming.</p> <p>Main responsibilities</p> <ul style="list-style-type: none"> Identifying new process opportunities and accurately analyzing and estimating new processes, quickly assessing feasibility and effort Designing automation process solutions in accordance with standard automation design principles, conventions, and Antartica Bars best practices. Driving the automation from idea to production in collaboration with others. Continues communication to our stakeholders on progress and benefits realization after delivered automation. Problem-solving issues that arise in day to day running of automation workflows and providing timely responses and solutions as required. Collaborating within and outside the team to drive innovation. Raise appropriate flags at relevant intervals in case of any impediments/hurdles. Taking end-to-end ownership and accountability of the assigned projects. Actively participate, identify and work on ideas during the innovation sprint in every PI.
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	<p>Skill Set – Specific to the role</p> <ul style="list-style-type: none"> Professional Blue Prism Certified Developer (APD01) Experience in automating across a diverse set of applications – Web, APIs, Windows, Mainframe, Java, etc. Driven by innovation and finding new smarter ways to get work done. Well-versed with Agile delivery lifecycle and methodology (DevOps) Good exposure to Blue Prism's Digital Exchange.
Iteration or sprint	2 weeks sprint. (Quarterly Product Increment)
Term	01-07-2022 – 31-12-2025

Manning	
Composition	3 RPA Developers
Staffing & Work Location 3 BP Dev – India Hub (Antartica Bars, Embassy Golf Links (EGL), Bangalore - 560071)	
Roles	RPA Professional Developers
Other information	
Service object	Intelligent Automation
Team Story Points	NA
Key meetings (ceremonies)	Product Increment Planning (PI), Bi-weekly Sprint planning, Daily Platform Sprint meetings, Sprint demos, and Sprint Retrospective meetings.
Release and deploy process	As per our Antartica Bars Robotic Operating Model (ROM) and best practices together with Product Owner and QA champion.
Product Manager	Erfan Makhsos
Efficiency targets	4:1 ROI in automation savings per developer, not a KPI as not within HCL direct control but retained for information.
Story Point Baseline	1 full feature Per PI
Performance Improvement Target	More than 5:1 ROI in automation savings per developer. not a KPI as not within HCL direct control but retained for information.

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Intelligent Automation - Service Object Specification

Final Audit Report

2022-06-30

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