

07/31/2018

Gyp: 12/31/2018

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| Process Owner: IT Operations | FORM | F-ITO-SEC-1.1 |
| | Security Exception Request | |

Items I, II, III, IV, V, VI to be accomplished by the IT Operations
 Items VII, VIII, IX to be accomplished by Requesting Business Unit

| I. Request Information | | |
|-----------------------------------|----------------|---------------|
| Requesting Business Unit | SheerID | |
| Requestor | Karen Castillo | |
| Date Requested | July 31, 2018 | Time: 3:06 PM |
| Date Required | August 1, 2018 | |
| Receiving IT Operations Personnel | Arnold Legaspi | |

| II. Detailed Request Information |
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| Request: Spotify access (Christine Yanguas and Christine Aying) Proposed validity of request: August 1, 2018 - December 31, 2018 IP Address: 172.18.32.10, 172.18.32.33 Location: 3 rd floor |

| III. Impact of the request fulfillment (Brief Description) |
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| IT Operations Infrastructure: Desktop Computer, Web Browsers installed in PC IT Security Infrastructure: Firewall IT Operations Security Policy: 5.2 Internet Usage Policy under PPM-ITO-SEC-1.0 - Corporate Information Security Policies |

| IV. Potential IT Operational Risk |
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| Denial of Service due to bandwidth congestion |

| V. Risk Response Method to be used |
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| Accept the risks associated to allowing access to Spotify including audio streaming. |

| VI. IT Operations Endorsement | |
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| Name and Signature:  Arnold Legaspi | Date: 31 July 31, 2018 |

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| VII. Business Justification and validity period of security exception |
| The agents need to access the FAQs of Spotify, which is only found on the website. The client has given examples where we need to use the FAQs. |

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| VIII. Top Management Representative Approval | |
| Name and Signature:  Joy Sebastian VP for Global Operations | Date: July 31, 2018 |

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| IX. Information Security Team Approval (If applicable) | |
| Name and Signature: | Date: July 31, 2018 |