

**PROFESSIONAL SERVICES
BUSINESS TRANSFORMATION WORKSHOP
STATEMENT OF WORK
TO VERIZON PROFESSIONAL SERVICES SERVICE ATTACHMENT**

This Statement of Work (SOW) is entered into between the entities identified as, respectively, Verizon and Customer in the related Service Order Form (SOF).

1. **PROJECT DESCRIPTION.** Verizon's Business Transformation Workshop (BTW) service provides consultation and strategic direction recommendations to achieve a Customer's digital transformation business objective (Business Objective) through technological solutions (Project). BTW service is usually completed in 60 days or less and consists of 4 components: Planning and Discovery, Workshop Sessions, Workshop Report, and Executive Presentation.

2. **SCOPE OF WORK**

2.1. **Planning and Discovery.** Verizon will conduct planning sessions with Customer to review the Customer's Business Objective and gather information on Customer's current capabilities and relevant in-flight projects (Planning and Discovery). Verizon will gather this information through: (1) questions and data collection, (2) scenario-based capability evaluations, and (3) data analysis validations.

2.2. **Workshop Sessions.** Based on the information gathered in Planning and Discovery, Verizon will develop a set of use cases that are discussed and explored during collaborative workshop sessions with Customer (Workshop Sessions). As part of the Workshop Sessions, the Customer's affected business processes are documented and potential technology models are developed through applying use cases to achieve the Customer's Business Objective. Verizon will facilitate and conduct up to a total of 12 hours of Workshop Sessions with Customer. The Workshop Sessions may be conducted at the Customer Site or remotely. On-site Workshop Sessions will be scheduled over 2 consecutive days, and remote Workshop Sessions may be scheduled over non-consecutive days.

2.3. **Workshop Report.** Verizon will develop a written report outlining the problem statement, use cases, potential technological solutions, and strategic direction recommendations for achieving the Business Objective. The potential technological solutions and strategic direction recommendations will be crafted in the form of use case alternatives for the Customer's consideration.

2.4. **Executive Presentation.** Verizon will develop and present an executive-level presentation that provides an overview of the BTW process and outlines the findings, use cases, potential technological solutions, and strategic direction recommendations for achieving the Customer's Business Objective.

3. **SUPPLEMENTAL TERMS**

3.1. **Project Initiation.** Verizon will initiate the Project with a kick-off meeting with Customer to discuss and review the Project scope, set Project timelines, and identify the Customer background materials necessary for Verizon to perform the Project. Customer also will designate a single point of contact or management team to coordinate the Project activities with Verizon and ensure timely flow and exchange of information required for execution and completion of the Project within the agreed Project timelines.

3.2. **Recommendations.** Customer is responsible for the decision to implement (or not to implement) any recommendations provided as part of this Project.