

# One Identity OneApp Service for OneLogin

## Description

- This Service Description describes the implementation tasks to be performed by One Identity's professional services team.
- During this **engagement** ("Implementation"), One Identity will work with Customer's team to assist with the initial configuration of One Identity OneLogin through a series of joint configuration and training sessions.

The Implementation will assist Customer with the installation, configuration, and testing of the One Identity OneLogin product, in the following phases:

- **Configuration/Rollout:** At the end of the implementation, One Identity will provide the platform configuration documentation as mutually agreed upon with Customer during the Development Phase.

## Outcomes

- **App Configuration/Rollout:** One Identity will provide configuration and setup support for no more than one (1) application within the Customer's OneLogin environment.

## Approach and Activities

A One Identity Implementation consultant will work with the necessary customer stakeholders and subject matter experts to analyze and document the performance of your OneLogin implementation. The activities performed may vary based on the complexity of Customer's environment and technical needs.

## Discovery Phase

One Identity will host a planning session with Customer to verify environment readiness and establish the use cases and requirements.

Project Deliverables Discovery Phase	Description
<p><b>Project Initiation and kick-off meeting</b></p>	<p>Host in project initiation and kick off meeting lasting no more than 1 hour.</p> <p>This phase will be considered completed when One Identity delivers a project plan to Customer summarizing the topics discussed during this project initiation and kick off meeting. The project plan is the Project Deliverable for the Discovery Phase.</p>

## Development Phase

One Identity will provide assistance to Customer with configuring no more than one (1) application in accordance with the requirements identified in the Discovery phase.

Project Deliverables Development Phase	Description
<p><b>Configure Applications in One Identity</b></p>	<p>One Identity will provide configuration and setup support for no more than one (1) application within Customer’s OneLogin environment. This is inclusive of all applications, including any provisioning capable application.</p> <p>This phase will be considered complete when the one (1) selected application has been configured such that OneLogin and the application work together in accordance with applicable Documentation.</p>

## Delivery Phase

One Identity will provide guidance to Customer by performing a knowledge transfer of the installation, components and services implemented into Customer’s environment throughout the course of the engagement and for the knowledge transfer session described below.

Project Deliverables Delivery Phase	Description
<b>Knowledge Transfer</b>	<p>Conduct a maximum of one (1) knowledge transfer session last no more than one (1) hour, which may include the following:</p> <ul style="list-style-type: none"> <li>• Review Target System implementation</li> <li>• Review System integrations and Architecture</li> <li>• Review processes, code, schedules, and data flow.</li> </ul> <p>This phase will be considered complete when the knowledge transfer session has been performed as described herein.</p>

## Prerequisites and Assumptions

Customer agrees to cooperate with One Identity in its performance of the Services. Customer agrees to the following prerequisites and responsibilities:

- The selected application identified in the Discovery phase must comply with either SAML or OIDC standards.
- Customer will provide adequate and appropriate access to servers, systems and data for One Identity to perform the Services in an expeditious and unimpeded manner
- All pre-requisites to be completed by Customer are completed before the commencement of the project.
- Appropriate access will be granted or a suitable resource with appropriate permissions will be allocated to work with the One Identity Services team

- Customer will identify a single point of contact to ensure that all tasks are completed within the specified time.
- Customer must commit the appropriate technical resource(s) as required to provide One Identity with the assistance required to complete the activities and deliverables listed above.
- Customer is responsible for providing and defining the internal processes related to the use cases.
- The activities will be performed remotely between 8 a.m.—5 p.m., local time, Monday through Friday, excluding holidays

## Limitations

This offering does not include:

- Configuration of Directories
- Configuration of reporting
- Setup or configuration of Trusted Identity Provider (TIDP) capabilities
- Setup or configuration of Proxy Agent components
- Setup or configuration of vLDAP components
- Setup or configuration of One Identity Desktop components
- Setup or configuration of Self Registration workflow
- Setup or configuration of custom SAML connectors
- Creation of custom reports
- Setup or configuration of API interactions or embedded API functionality
- Setup or configuration of forms based Custom Connectors are subject to target system capabilities
- Deployments utilizing “External Users” concept
- Configuration of Windows Domain Authentication (WDA)
- Creation, setup, or configuration of any custom connectors
- Configuration or troubleshooting of applications, software or hardware not provided by One Identity
- Setup or configuration of directory provisioning to Active Directory or LDAP
- Setup or configuration of for SharePoint or claims provider (people picker)
- Setup or configuration of any One Identity Access integrations
- Customization of WebPortal, Approval or Attestation workflows, Fulfillment workflow, Roles, SOD and Compliance policies

## Additional Notes

For more information, please contact your Account Manager.

## SKU

ABA-ONL-FF	OIDC CONFIGURATION - SMALL TO MEDIUM BUSINESS PREPAID	Pre-Paid
ABB-ONL-FF	OIDC CONFIGURATION - ENTERPRISE BUSINESS PREPAID	Pre-Paid
AAZ-ONL-FF	ONEAPP (SAML/FORMS) CONFIGURATION - ENTERPRISE BUSINESS PREPAID	Pre-Paid
AAY-ONL-FF	ONEAPP (SAML/FORMS) CONFIGURATION- SMALL TO MEDIUM BUSINESS PREPAID	Pre-Paid