

Process for cDir Proof-of-Concept Installation

- 1) Process starts when client places for a mobile application Proof-of-Concept (PoC) using Tenet's cDir. Please note:
 - a) Charge for cDir PoC Installation is not refundable;
 - b) Customer must designate a Project Lead.
- 2) Tenet Support emails introductory information to Customer Lead for review, including:
 - a) System Requirements;
 - b) Installation Worksheet (to be filled in by Customer Lead and submitted to Tenet to trigger next step – Pre-Flight Call);
 - c) Configuration Worksheets (to be filled in by Customer Lead and submitted to Tenet to trigger step after next);
 - d) Product Documentation.
- 3) Upon receiving filled in Installation Worksheet, Tenet Support organizes a Pre-Flight Call (web conference) with Customer Lead to:
 - a) Review information provided in Installation Worksheet ;
 - b) Review information required in Configuration Worksheet (required before next step);
 - c) Go over the tasks to be completed, responsibilities, and back-out plan;
 - d) Confirm all pre-requisites are met (hardware, software, access, etc.)
- 4) Upon receiving filled in Configuration Worksheets, Tenet Support organizes an Implementation web conference with Customer Lead, to perform the actual installation, configuration and testing of the product.
- 5) Implementation is performed.
- 6) Tenet Support arranges a Follow-up web conference with Customer Lead, to go over any issues or questions that may have arisen during the PoC.
- 7) Tenet Support organizes a Project Close web conference with Customer Lead, Customer Sponsor and Tenet Account Manager, to:
 - a) Evaluate the success of the PoC;
 - b) Identify any follow up action items;
 - c) Provide feedback about the process.
- 8) Project is closed.

Deliverables for Proof-of-Concept Installation of cDir

Tenet will install cDir within the following parameters:

- a) One instance of cDir on a single IIS server.
- b) cDir connection to:
 - i) One Primary, internal LDAP Directory (Microsoft Active Directory or Novell eDirectory);
 - ii) [Optional] One external, public LDAP Directory;
 - iii) [Optional] One BlackBerry Enterprise Server Domain;
 - iv) [Optional] One existing web application that returns html.
- c) Define up to three User Groups based on attributes from Primary LDAP Directory.
- d) Define up to two Directory Objects (e.g. Person and Computer).
- e) Define up to 10 attributes for each Object, with optional hyperlinks to:
 - i) Email function;
 - ii) Phone function;
 - iii) BlackBerry PIN function;
 - iv) Mash up with results from http/s query;
 - v) cDir details of another Object in the same Directory;
 - vi) cDir sub-query of another Object in the same or a different Directory;
 - vii) Other http/s hyperlinks to internal or external web applications.
- f) Testing with up to three types of mobile devices (e.g. smartphone, tablet, and desktop).