AEM Elements™ 360 Implementation Scope of Work – Dedicated Instance

The AEM Customer Success and Software Engineering teams commit to providing a base-level initial configuration for each AEM Elements™ 360 implementation, which shall include the following components:

Applications and Services

The AEM Elements 360 application will be installed on the dedicated server, with Services for primary functional components configured. Core Services include Alarms, Analytics, API, Data Manager, Database Backup, File Backup, Interpolation, Metrics, Re-Validation, Scheduler, System manager, Time Series, Timeout, Update Scheduler. Additional Services relating to data feeds may be configured on an as-needed basis. Additional variables will be configured in alignment with the default installation template.

Clients and Users

One Client (Licensed Client) will be provisioned, to which AEM Service and Support Accounts will be added with appropriate privileges to permit ongoing support services. Furthermore, one import of customer Users will be performed. The customer point of contact must provide a list of usernames, email addresses, and privileges prior to the time when training occurs.

Web UI

A Home Page will be added following the AEM Elements 360 default template.

Systems and Views

Input Systems will be added for the following scenarios:

- Installations to be performed by AEM staff associated with the initial project
- Migrations of existing feeds supported by current AEM Elements 360 functionality

Sites will be added to any configured Input Systems. Site metadata must be provided in the format requested by AEM, with all required fields completed. Optional fields are optional. Any changes, including additions, edits, or removals, to Site metadata after the initial import is complete will be the responsibility of the customer. Sites will be added to the Default View.

Sensors and Data

Sensors will be added to any configured Sites. Sensor metadata must be provided in the format requested by AEM, with all required fields completed. Optional fields are optional. Any changes, including additions, edits, or removals, to Sensor metadata after the initial import is complete will be the responsibility of the customer.

Maps

Default Map Layers will be added as outlined by the purchase software license and package.

Alarm Rules

For Replicating server sets, replication status alarm rules will be configured to send notifications to AEM Operations Support and customer points of contact. Systems with Services supporting an Extended Process Status Attribute (such as ALERT2) will have System Process Status alarm rules configured for those feeds and will send notifications to customer points of contact. Requested components outside of this scope of work must be individually addressed within the software contract.

Dedicated Instance Launch Services

There are three key areas of consideration to smooth the process of implementation:

- Time
- Pre-Launch Plan
- Services & Training

Time

Following receipt of a purchase order/contract, please allow for at least two to four weeks to allow for pre-launch planning, build, and setup.

Pre-Launch Plan

Involve and get a commitment from all appropriate personnel for your pre-launch plan; create a cross-functional installation team (administrators, end users, management, etc.) with a designated lead. The following should be considered as part of your pre-launch plan:

Data Ingest

Identify sources of data to be ingested in AEM Elements 360 – will these be AEM or third-party sources? For local data transfer, install data transfer device and/or ensure network is configured to allow for communication of data to AEM Elements 360. AEM will provide host(s) and port(s) when applicable.

If planning a hybrid deployment (AEM Elements 360 Dedicated Instance with AEM Elements 360 Self-Hosted), consider network connectivity, firewall access, etc. Identify which will be the primary server and which will be the secondary and determine the failover process. All load-balancing and packet inspection network devices should be configured to allow necessary network traffic to AEM hosted services.

Software Application

Compile system metadata and complete the Configuration Details Workbook tabs for Sites, Sensor Types, and Sensors. Visit https://help.elements360.aem.eco/url/c6q to download the Configuration Details Workbook.

Define the list of Users, providing name, email address, and application privileges in the Configuration Details Workbook tab for Users. Once complete, return the Configuration Details Spreadsheet to AEM Customer Success for review.

Training

AEM Elements 360 is a dynamic product with many features. Our web-based or on-site training ensures you gain the maximum value from your AEM applications and products and enables you to confidently utilize the product in its entirety. AEM provides in-depth end-user and system administrator training with your own system and data. Training includes:

AEM Elements 360 Administration Training

Setting up users and authorizing privilege levels, establishing sites and sensors, creating validation formulas, setting thresholds, and creating alarm rules and notifications, acknowledging and clearing alarms, accessing alarm logs, accessing standard maintenance reports, modifying themes, adding content and links.

AEM Elements 360 User Training

Detailed user interface, viewing data with map view and site lists; drilling down to sensor data. Use of single and multiple graphs. Retrieving historical data and exporting data. Overview of detailed help system.

Access to AEM Elements 360

AEM Elements 360 does not require use of an installed software application; instead, access is via a standard web browser, with the latest versions of Google Chrome, Mozilla Firefox, Microsoft Edge, and Apple Safari supported.

Hypertext Transfer Protocol Secure – HTTPS-Only Standard

The strongest privacy and integrity protection currently available for public web connections is Hypertext Transfer Protocol Secure (HTTPS). HTTPS is a combination of HTTP and Transport Layer Security (TLS). TLS is a network protocol that establishes an encrypted connection to an authenticated peer over an untrusted network.

TLS/SSL is the de facto standard for encrypted and authenticated communications between clients and servers on the Internet.

- Transport Layer Security (TLS) is the successor of Secure Sockets Layer (SSL); they are both cryptographic protocols that provide secure communications on the Internet for such things as web browsing, e-mail, Internet faxing, instant messaging, and other data transfers. There are slight differences between SSL and TLS, but the protocol remains the same.
- A TLS/SSL certificate is required to enable encryption and authentication on your site domain and use the HTTPS protocol.

- Data between the browser and **AEM Elements 360** is encrypted. This is important for transmitting sensitive data like username and password.

Please visit https://https.cio.gov/ for technical assistance and best practices to aid in the implementation of this policy.

Security and Encryption for AEM Hosted Services

All services hosted by AEM use secure communication via HTTPS. Any requests made via HTTP are re-routed to HTTPS. All servers hosted with AEM using an *.aem.eco domain name are also provided with an SSL certificate.

Security and Encryption for Customer Hosted Services

All services hosted by customers are strongly encouraged to use secure communication via HTTPS. It is the responsibility of the customer to source and provide SSL certificates for self-hosted services.

Software Implementation Process for Elements™ 360 Dedicated
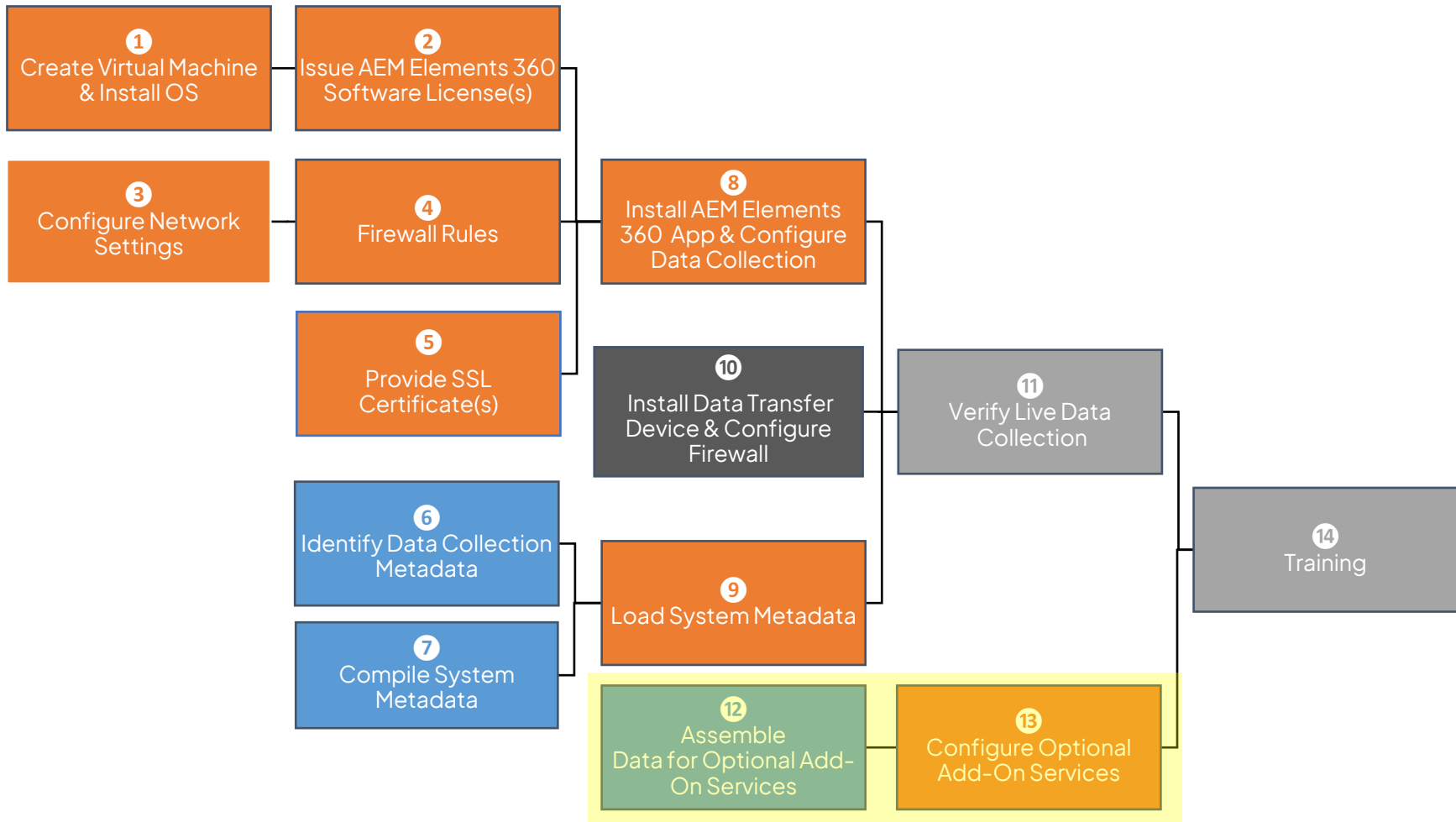
Items 12 and 13 are not included in the standard scope of services provided by AEM for a new AEM Elements 360 deployment. AEM reserves the right to request additional funding from the customer to address these types of optional services. Please see the section before for more details on what services are not included in the standard scope of work.

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Steps	Tasks	AEM	Client IT	Client System Admin.	All
1	Create Virtual Machine(s) & Install OS	✓			
2	Issue AEM Elements 360 software license authorization key(s)	✓			
3	Configure Network Settings	✓			
4	Firewall Rules	✓			
5	Provide SSL certificate(s)	✓			
6	Identify Data Collection Metadata Provide Data Collection System information			✓	
7	Compile System Meta Data Provide Site and Sensor Metadata definitions via Configuration Details Workbook			✓	
8	Install AEM Elements 360 Application & Configure Data Collection Install AEM Elements 360 application and perform advanced configuration of data collectors, data agents and other services	✓			
9	Load System Metadata Load metadata provided in Step 7	✓			
10	Install Data Transfer Device (optional) & Configure Firewall • Install Serial to IP device or equivalent as needed, providing a link for data between the Client data collection platform and AEM Elements 360 • Ensure firewall is configured to allow for communication if required		✓		
11	Verify Live Data Collection Confirm that data are being collected and correctly processed as expected				✓
12	Assemble Optional Data for Add-On Services Examples of add-on services may include lightning weather services, historical data loads, single sign-on (SSO), etc. – Not included in standard scope of services. See section below.			✓	
13	Configure Optional Add-On Services – Not included in standard scope of services. See section below.	✓			
14	Training				✓

Dedicated Instance Excluded Services

The list below outlines the implementation and ongoing services that fall outside of the scope of work for an AEM Elements 360 dedicated instance. These services can be quoted as add-ons on request.

- Recurring weekly/periodic project management meetings.
- Setup and configuration of alarms (including alert types and alarm evaluations), thresholds, and views – training will be provided but the client is responsible for final setup and configuration of these items.
- Setup and configuration of Dashboards – training will be provided but the client is responsible for final setup and configuration of these items.
- Integration with other systems (e.g. possible API work, etc.).
- Assisting the client with redefining their processes/procedures around their AEM Elements 360 solution.
- Documentation of as-built systems.
- Development work required to ingest and display data from non-AEM sensors/equipment where the sensors/equipment do not report data in formats that AEM Elements 360 can already support.
- Development work required to integrate with other systems (e.g. possible API work, etc.) not currently supported by AEM Elements 360.
- ALERT2 configuration and upgrades.
- Any training following the initial deployment training. Additional training (e.g. weekly/monthly webinars, refresher training, etc.) can be quoted on request.
- Troubleshooting configurations external to AEM Elements 360 (e.g. third-party data feeds, external network issues, etc.).
- Validation/verification of software capabilities against external, non-contractual requirements.
- Confirmation and/or analysis of data quality and accuracy for data sets not supplied by AEM.
- Any changes, including additions, edits, or removals, to Sensor metadata after the initial import is complete will be the responsibility of the client.
- Identifying Site groupings such as watersheds, water basins, fire borders, or other logical groups for Views – should be accomplished by the client prior to training.
- Collect additional information to enhance the Site and Sensor metadata. Site images, maintenance or public notes about the installations, Sensor thresholds, and compile historic events such as maximum values during storms – should be accomplished by the client prior to training.
- Themes of AEM Elements 360's user environment to match your organization's look and feel. Choose an existing Web site as the template for the theme, or collect logo images, color swatches, and links to be used – should be accomplished by the client prior to training.
- Provide an agency-relevant application name for configuration of AEM's hosted sub-domain (e.g., myagency.elements360.aem.eco). All Dedicated Instances will end in "elements360.aem.eco" – only the "myagency" component can be customized.

- Provisioning additional numbers of Clients and Users above and beyond what is outlined in the contract.

AEM reserves the right to contact the Client to discuss any potential ambiguities with respect to services that are or are not considered out of scope based on the purchase, contracted services, as well as potentially adjust pricing as applicable.