



AEM Elements™ 360 Implementation Scope of Work – Software as a Service (SaaS) 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

Systems with Services supporting an Extended Process Status Attribute (such as ALERT2) will have SystemProcessStatus 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.

SaaS Instance Launch Services

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

- Time
- Pre-Launch Plan
- 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.

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.

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.

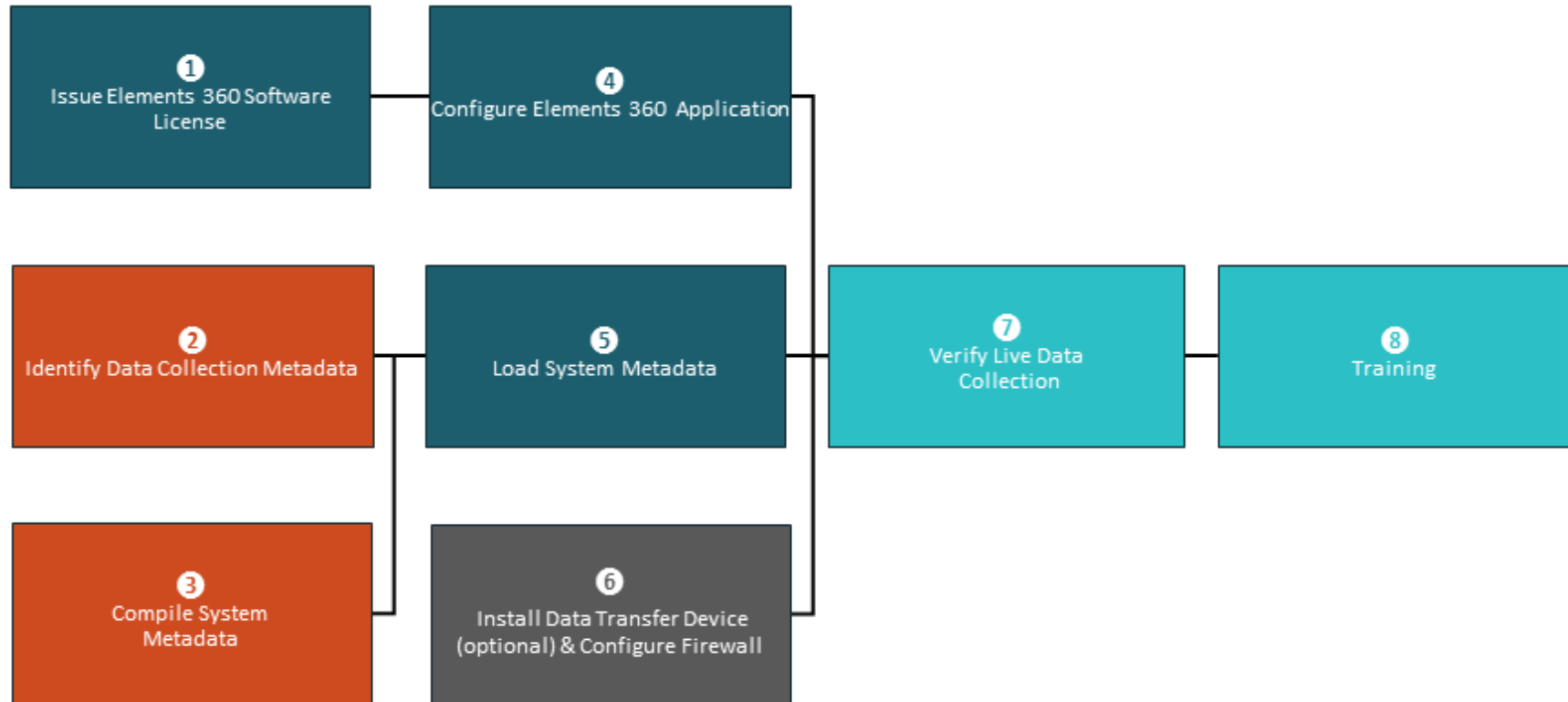
AEM Elements 360 User Training

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 downloading 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.

Software Implementation Process for Elements™ 360 SaaS



Steps	Tasks	AEM	Client IT	Client System Admin.	All
1	Issue AEM Elements 360 software license key	✓			
2	Identify Data Collection Metadata Provide Data Collection System information			✓	
3	Compile System Metadata Provide Site and Sensor Metadata definitions via Configuration Details Workbook			✓	
4	Configure AEM Elements 360 Application	✓			
5	Load System Metadata Load metadata provided in Step 4	✓			
6	Install Data Transfer Device (optional) & Configure Firewall <ul style="list-style-type: none"> 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		✓		
7	Verify Live Data Collection Confirm that data are being collected and correctly processed as expected				✓
8	Training				✓

SaaS 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.



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- 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.

