Hyland Care Transcript Capture Integration Services Schedule

Hyland will provide Hyland Care Transcript Capture Integration Services (as defined below) during an "Initial Term" as defined in the "Term and Termination" section below. Hyland Care Transcript Capture Integration Services shall mean: (A) Professional Services to the implement one (1) Transcript Capture solution in accordance with **Appendix 2**: and (B) the Managed Services described in the "Services Description" section and **Appendix 1** below;

- Hyland Care Transcript Capture Integration Services supports one (1) production and one (1) non-production environment.

- All services will be performed remotely; provided, that if discovery services are purchased as an Add-On Managed service (see **Appendix 3** for description), such services will be performed at Customer's site for up to three (3) days, with the remainder of the work being performed remotely;

- Services will be provided in English only;

- Services will be provided during Standard Business Hours defined as 8:00 a.m. to 6:00 p.m. Customer's local time zone Monday through Friday, in Customer's designated primary location; and

- Resources assigned to perform the Services may be employees or agents (including third party contractors) of Hyland Software, Inc. or its' subsidiaries located in other countries. Such resources may have access to Customer's data and Customer hereby consents to such access and, to the extent applicable, waives any restrictions in the Underlying Agreement (as defined in the Order Form, if applicable) prohibiting the use of such resources or access to Customer's data as needed to perform the Services.

Add-On Managed Services are described in **Appendix 3**. Customer may purchase Add-On Managed Services by designating on the Order Form those Add-On services it requires.

Service Description

"Hyland Care Transcript Capture Integration Services" means the Professional Services described in the table below. Descriptions of such services are provided in **the Appendices** below.

Services	Hyland Care Transcript Capture Integration Services (Operate MS Level)
Transcript Capture Solution Implementation (**Appendix 2**)	Included
Service Desk	Designated
Service Delivery Manager	Designated
KPI Report	Included

Monthly Activity Report	Included
Strategic Workshop	Included (Annual)
Solution Optimization Assessment	Included (Annual)
Elective Service Engagements	8 - Annually
Solution Administration	Included
Solution Lead	Included
Inquiries	Included
Configuration Management Database	Included
Solution Design Documentation	Included
Long-Term Release Management	Included (1 per Term)
Incident	Review Respond Resolve
Change	Review Respond
Release	Review Respond
Problem	Review Respond Resolve

Assumptions

Hyland Care Transcript Capture Integration Services is based upon the below limitations and assumptions being true. If for any reason these assumptions are not true, this could result in a scope change and may have an impact on Hyland's ability to provide the Hyland Care Transcript Capture Integration Services, as well as the proposed cost and timeline to deliver such services:

1. Hyland will coordinate normally scheduled vacation and holiday absences with Customer in advance of those absences. Hyland will notify Customer when a given resource is unavailable due to unplanned time away (i.e., personal illness, personal emergency, etc.);

2. Customer is aware that Hyland Care Transcript Capture Integration Services are intended to assist with specific requests for assistance and shall not be used to support in-depth or ongoing project activities, unless planned for in advance and mutually agreed in writing or as specified in Appendix 2. Requests for Professional Services that do not constitute Hyland Care Transcript Capture Integration Services shall be provided under a separate mutually agreed upon and executed services proposal or a change order executed by the parties pursuant to the Project Change Control Process described below; and

3. Customer understands Hyland Care Transcript Capture Integration Services are intended to supplement Customer's needs beyond standard technical support; and

Exclusions

The following items are not covered under Hyland Care Transcript Capture Integration Services:

1. Consultation, expertise and/or support of third-party software or hardware;

2. Services to support Customer end users (including, but not limited to, manual password resets, taking support calls from users, end user training), unless otherwise agreed to by Hyland.

3. Replacement for general Technical Support or Cloud Product Engineering Support;

4. Direct database modifications;

5. Full project management and delivery utilizing Hyland's formal project methodology in any form, other than as specified in Appendix 2; and

6. Requests for excluded items or Professional Services that do not constitute Hyland Care Transcript Capture Integration Services may be provided under a separate mutually agreed upon and executed services proposal or a change order executed by the parties pursuant to the Change Control Process.

Initiating Service Requests and Change Requests

1. Customers shall communicate service requests and/or change requests to the service desk by opening an "issue" via the Hyland community Customer project portal;

2. Unless explicitly identified, all service requests and change requests must be reported directly to the service desk and cannot be communicated through any indirect means. (see appendices);

3. Customer personnel who contact the service desk must be authorized by the service delivery manager and qualified to interact on a technical basis at a level required to support the existing Hyland solution. The service desk will not respond to requests from non-authorized personnel.

4. Hyland will determine whether the request submitted constitutes a service request or a change request.

   A. If the request is determined to be a change request, then:

i. Hyland will provide general consulting in relation to business requirements or use cases, including suggested module usage to satisfy a business requirement or use case, training in module configuration to qualified individuals (such as a designated system administrator) and suggested software configuration to satisfy a business requirement or use case; however, Hyland will not perform configuration tasks, testing or migration to production. General consultation relating to change requests will be limited to fifty (50) instances per twelve-month period.

ii. Hyland will provide the services described below under "change requests."

5. Resolution for service requests and change requests are as follows:

   A. Service request resolution activity will be performed by Hyland and Customer at a mutually agreed upon time upon review and response of the service request;

   B. Any change request for off-hours maintenance windows, extended involvement such as blocks of time of eight (8) hours or more, or other activities requested to be performed by Hyland, are subject to Hyland review and must be requested and scheduled at least five (5) business days in advance.

6. Customer must respond to the Hyland service desk in a timely manner for the purposes of resolving an open issue. If Customer fails to respond after two (2) attempts by Hyland to contact and coordinate with Customer, within a seventy-two (72) hour period, Hyland will close the case.

Change Requests

1. Hyland will evaluate all change requests to determine the work effort associated with the request. Based upon the anticipated work involved, Customer may elect to have Hyland perform services to affect the change, or consultation services only. Customer's ability to receive consultation services related to a change request shall not be restricted; however, Customer will be limited to eight (8) elective service engagements in response to change requests per twelve (12) month period, to be managed in the following manner:

   A. Customer will receive an "account balance" of eight (8) elective service engagements. All change requests for which active services are requested will be charged a minimum of one (1) active service engagement;

      i. Elective service engagements

      ii. will be deducted from Customer's balance when the response is provided by Hyland;

      iii. Hyland reserves the right to charge multiple elective service engagements from the account balance for requests which encompass multiple component changes (and will advise Customer of the number of elective service engagements to be charged, if applicable);

      iv. Provided Customer's elective service engagement balance is sufficient (or Customer purchases Additional Change Requests, if required), and subject to (iv) below, Hyland will perform the work required to address the change request. If Customer's elective service engagement balance is insufficient, Hyland will perform only consultation services relating to the change request (subject to Customer's election to purchase Additional Change Requests);

      v. Notwithstanding the foregoing, Hyland reserves the right to require a separate professional services engagement for requested changes which are determined to require work which is not typically addressed by the managed services delivery team (such as software conversions or implementations);

   B. Unused elective service engagements will not be rolled over into any subsequent period or renewal term;

C. In a single month, Customer may request active services relating to change requests that total no more than twenty-five (25) percent of the total annual elective service engagement allotment;

D. Elective service engagements are scheduled services subject to mutually agreed upon timelines;

E. Hyland will prioritize all elective service engagements received from the Customer and will determine the order of changes to be scheduled and completed;

F. Hyland will provide a monthly report of elective service engagement information that will include the following information:

    i. Opening balance

    ii. Credits

    iii. Debits

    iv. Remaining balance

2. Hyland will make reasonable efforts to respond to emergency change requests as priority requests, utilizing available resources on an as-needed basis, which may be different from normally designated resources;

3. Customer is responsible to provide sufficient business requirements and/or use cases in order for Hyland to perform change requests. Hyland reserves the right to close change requests if insufficient details are provided by the Customer or Customer is non-responsive to requests from Hyland for additional information or participation; and

4. Hyland will train qualified, designated representatives from the Customer on newly deployed functionality. However, it is the responsibility for the Customer to train all end-users.

Customer Obligations

To facilitate Hyland's delivery of Hyland Care Transcript Capture Integration Services, Customer agrees to the following obligations. The parties acknowledge and agree that failure to meet the responsibilities noted will affect project duration, cost and/or quality in the execution and completion of Hyland Care Transcript Capture Integration Services.

Customer Personnel

1. Customer will assign a sponsor/manager, who is the final escalation point for all issues and decisions:

A. The sponsor/manager will ensure that the appropriate Customer personnel are assigned and made available, when necessary;

B. The sponsor/manager will manage all customer obligations as defined within this Services Proposal; and

C. The sponsor/manager will coordinate all key departmental decision makers, technical experts, subject matter experts, end user representatives and third-party software application resources.

2. Customer resource(s) requesting assistance must have a working knowledge of Software as well as the overall solution and environment; typically, the resource requesting assistance will be the designated Software administrator/owner;

3. Customer will engage the appropriate business process owners and subject matter experts, who are thoroughly knowledgeable about the current business practices in their respective areas and who can perform their assigned project roles;

4. Customer will provide vendor resources, interface specialists, technical experts, and/or subject matter experts deemed necessary for third party system(s) with which Software will integrate or from which content will be migrated;

5. Customer will notify Hyland of Customer personnel changes to the extent personnel changes impact the performance of Hyland's obligations under this Services Proposal; and

6. Customer personnel contacting the Service Desk must be authorized to do so by the Service Delivery Manager, and qualified to interact on a technical basis at a level required to support the Software solution.

Project Management

1. Customer will designate a single point of contact whose responsibilities include but are not limited to the following:

   A. Execute timely decision-making, completion of all deliverables and action items and resolution of issues throughout the course of the project(s).

   B. Coordinate Customer resources for the testing and regression testing cycles of the configured Software solution, including the tracking and reporting test results; and

   C. If applicable, arrange for physical workspace and tools (work desks, networked computers, meeting rooms, training rooms, conference phones, whiteboards, etc.) for duration of the project(s) to accommodate scheduled onsite and/or remote activities as dictated by Customer's reasonable security measures.

Software and Network Environment

Hyland will review with Customer the requirements for establishing connectivity and access to the Hyland Software solution.

1. Customer with an on-premise environment will provide a software solution for access and privileges to Hyland resources enabling full administration of the software and solution, including installation of software, configuration modifications, and modification of server and OS settings;

2. Customer is responsible for taking the appropriate actions to enable connectivity and access to the Customer's environment, whether on-premises or hosted, for Hyland in a timely manner in advance of the start of the Initial Term.

   A. For on-premises Customers, this includes.

      i. Local and remote VPN access must be provided to applicable Hyland resources through the use of dedicated user account(s) with appropriate privileges to the Software and/or relevant third-party applications; and

      ii. Access must be provided prior to Hyland's arrival at Customer facilities and/or project discovery sessions.

   B. Customer is responsible for providing proper credentials for Hyland to access the Software solution;

3. Customer is responsible for providing proper credentials for Hyland to access the Software solution.

4. Customer will ensure the necessary remote access for Hyland resources;

5. Customer will manage third party application setup (i.e. installation, configuration), testing, training, and go- live support related to integration(s) with Software;

6. Customer will package and deploy all Software clients, unless otherwise mutually agreed to; and

7. Customer will deploy all supporting Software client hardware (e.g. scanner, signature device) and related third party software (e.g. drivers, licenses) required for the Software solution.

Non-Solicitation; Non-Hire

During the term of this Schedule and for one (1) year after the expiration or termination of this Schedule, neither Customer nor Hyland will:

(a) solicit for employment or for engagement as an independent contractor for the soliciting party or for any other third party a person who is or was an employee of the other party, or otherwise encourage or assist any such person to leave the employ of the other party for any reason, in each case at any time during such person's employment by the other party or within one year (1) after such person has ceased to be an employee of the other party; or

(b) hire or engage, directly or indirectly, as an employee or independent contractor a person: (i) with whom the hiring party had contact or who became known to the hiring party in connection with this Schedule; and (ii) who is or was an employee of the other party, in each case at any time during such person's employment by the other party or within one year (1) after such person has ceased to be an employee of the other party.

Each violation of this provision by a party entitles the other party to liquidated damages (not a penalty) in an amount equal to the greater of: (i) $50,000.00, or (ii) 100 percent of the employee's annual earnings immediately prior to leaving the other party's service, and, in either case, all costs associated with the collection of such liquidated damages, including, but not limited to, reasonable attorneys' fees. A general advertisement or a request for employment that is initiated exclusively by an employee of the other party shall not be considered a solicitation pursuant to Section (a). The parties agree that this provision survives the termination of this Schedule.

Change Control Process

Requested changes to this Schedule will be managed using the Change Control Process outlined below.

If any party believes that a change to this Schedule is warranted, the party shall issue a Change Request in writing. The Hyland and Customer project teams will review the Change Request, determine the impact, and attempt to agree to the change(s). Once the change(s) are agreed upon, Hyland will provide a formal Change Order to Customer outlining the change in Professional Services, the impact on hours, resources, timeline and/or cost.

Customer and Hyland will fully execute each mutually agreed upon Change Order prior to the requested changes taking effect. Customer and Hyland acknowledge that this may affect Professional Services, timelines and deliverables, and therefore will make reasonable efforts to execute any changes to this Schedule with enough lead-time to minimize the influence on the project. No Change Order is binding upon the parties until it is executed by both parties.

Term and Termination

The Initial Term of this Hyland Care Transcript Capture Integration Services Schedule is defined in the Order Form. Hyland will provide to Customer Managed Services during the Initial Term, provided that if an Initial Term is not defined in the Order Form, it shall mean the twelve (12) month period commencing on the Effective Date of the Order Form (as such term is defined in the Order Form).

Unless otherwise specified herein, after the Initial Term, this Hyland Care Transcript Capture Integration Services Schedule will renew automatically, at the then current service level, for periods equal to the Initial Term (each, a "Renewal Term"), unless either party provides written notice of its desire not to renew at least sixty (60) days prior to the end of the then-current Initial Term or Renewal Term, as applicable.

Unless otherwise agreed to in an Order Form, Hyland will invoice Customer on or after the Effective Date of the applicable Order Form for the Initial Term; provided, that, if the Initial Term is longer than one (1) year, Hyland shall invoice Customer for the first year of such Initial Term on or after the Effective Date and shall invoice Customer for each subsequent year of the Initial Term at least forty-five (45) days prior to the beginning of such year.

At least forty-five (45) days prior to the expiration of the Initial Term (or applicable Renewal Term), Hyland will provide an invoice setting

forth the fees applicable to the Renewal Term. Such invoice shall be due and payable on or before the first day of the Renewal Term. Hyland may not increase the fees for any Renewal Term in an amount by more than ten (10) percent of the fees payable with respect to the then expiring term.

Notwithstanding anything to the contrary in the Underlying Agreement (as defined in the Order Form, if applicable), the Professional Services Terms and Conditions (including Schedule 1, if applicable) or otherwise, Customer may not terminate the Hyland Care Transcript Capture Integration Services for convenience. All prepaid fees are non-refundable.

Appendix 1 – Hyland Care Transcript Capture Integration Services Definitions

Services	Description
Service Desk	Responsible for coordinating the management of Inquiries, Service Requests and Change Requests created by the Customer. Such resources that Hyland, in its discretion, provides to Customer may be designated but not dedicated solely to the Customer and may change based on general resource availability. Customer will initiate any such Inquiries, Service Requests and Change Requests to Hyland via Hyland Community.
Service Delivery Manager	Primary Hyland resource responsible for overseeing the successful delivery of Hyland Care Transcript Capture Integration Services. Primary responsibilities include: 1. Oversees coordination and management of day-to-day operational aspects of client's environments; 2. Leading the service delivery, managing conflict, and ensuring the team's processes and tasks are carried out efficiently; 3. Escalate Inquiries, Service Requests and/or Change Requests as needed; and 4. Prepare and facilitate Monthly Activity Report(s) and Quarterly Business Review(s), as applicable.
Solution Lead	A solution lead will facilitate project oversight and undertake the following responsibilities: 1. Attend monthly meetings with Customer's project sponsor for the lifecycle of the project. 2. Provides overall Solution guidance. 3. Working with Customer to tailor specific requirements to the implemented Solution. 4. Assisting in preparation of the Solution Design Document to reflect agreed upon Customer requirements. 5. Working with Customer to identify, document, and prioritize enhancement requests. 6. Assisting with quality assurance efforts. 7. Evaluating testing issues to verify defects versus enhancements. 8. Assisting in the Go-Live implementation.

	9. Managing technical escalations and related communications.
	10. Scheduling monthly Customer check-in meetings to review solution activity and proactively identify, plan, and prioritize solution needs and enhancements.
KPI Reports	Hyland will review Customer's existing AP solution and analyze KPI (Key Performance Indicator) data. Hyland will review the initial KPI Report with Customer and recommend updates or changes, as applicable. Customer will use Change Request service engagements to implement its desired updates and changes. Hyland will provide an updated report, monthly, as a part of the Monthly Activity Report, reflecting changes to the KPI data.
Monthly Activity Report	Means reporting services, which Hyland will provide, including: 1. Summary of work and tasks completed, upcoming work, known issues or risks; 2. Summary of outstanding Inquiries, Service Requests and/or Change Requests; and 3. Other reporting details as mutually agreed upon, to provide clear communication paths and to summarize monthly activity, including the updated KPI Report.
Administration	Means services provided under the direction and supervision of the Customer, which may include: 1. Performing recurring activities to ensure stability and availability of Software and solutions; 2. Responding to business needs to create, modify or delete user accounts for existing security groups within the Software; 3. Help maintain non-production environments for testing, training, and/or issue resolution; 4. Respond to questions concerning product capabilities; 5. Maintain a more detailed understanding of the Customer's environment solutions deployed within Software; 6. Analyzing solution performance trends; and 7. Executing solution optimization tasks.

Inquiries	Request by Customer for remote online consultation services between the Customer and a consultant
	
	 1. Each Inquiry includes up to one (1) hour of remote online consultation services between the Customer and a consultant:
	
	      A. Customer may record the Inquiry appointment, subject to Hyland agreement, and provided that such recordings are used only internally.
	
	      B. Hyland may limit the scope of each Inquiry to the questions and discussion items submitted in advance by the Customer in the Inquiry request.
	
	 2. Customer shall be permitted up to one (1) additional hour of follow-up consultation relating to each Inquiry.
	
	 3. In response to Customer Inquiries, Hyland will, as appropriate:

	A. Conduct reasonable research and preparation to respond to the Inquiry (provided the Customer has delivered a written summary of questions at the time of the Inquiry request). B. Provide consulting services in relation to Software use. C. Recommend solution configuration changes and/or design reviews. D. Attempt to identify root causes of problems and/or troubleshoot solution configuration; and E. Make recommendation(s) for remediation and resolution paths for Customer. 4. Hyland's response may be delivered electronically or verbally. 5. Hyland will use reasonable efforts to schedule consultations in response to Inquiries within a seventy-two (72) business hour period from time of submitted Inquiry; and 6. Any additional Inquiries requested by Customer will result in a pricing adjustment and will follow the defined Change Control Process outlined in this document.
Configuration Management Database Document	Document describing database used by Hyland to store information about hardware and software assets to ensure consistency in configuration management and shared knowledge of Customer's Software solution.
Solution Design Documentation	Documentation used in maintaining information pertaining to the design of the Customer's Software solution. Hyland is responsible for maintaining updated Solution Design Documentation based on changes made to Customer's solution.
Long-Term Release (LTR) Management	The designation given to certain software versions to identify the builds Hyland will support for the longest duration according to Hyland's Technical Support policies. This typically includes enhancements, fixes and security updates. Customer has access to use Managed Services for one (1) LTR Release once per term for the number of products defined in the Order Form, using Hyland's recommended upgrade approach through Managed Services.
Solution Optimization Assessment	Customer may request that Hyland perform a solution optimization assessment. Upon such request, Hyland will evaluate the services expected and advise Customer of the number of Elective Service Engagements that will be required for such assessment. Customer may then instruct Hyland to proceed, subject to having a sufficient number of Change Requests available for use during such term.
Strategic Workshop	Provides one (1) annual engagement designed to help Customer discover the top priorities and deliver a 12-month action plan to achieve quick wins that may drive changes to the Software solution.
Incident	Is defined as an unplanned interruption to Software or solution or reduction in the quality of the Software. For the purposes of Hyland Care Transcript Capture Integration Services, Incidents are defined as System

	Outages or a Service Request which:
	1. Affects a business line and causes serious interruption to business activities and must be resolved with urgency; and 2. Customer and Hyland determines is critical.
Problem	Is defined as a cause, or potential cause, of one or more Issues. Hyland will perform a quarterly review of historical Issues to support the identification of underlying causes of issues through in-depth investigation. This focuses on root cause analysis and review of recurring Issues to improve outcomes and performance.
Change	Changes are any addition (installation), modification or removal of anything that influences existing Software or solutions. Changes are: 1. Often the result of business requirements or changes in the Customer Software solution at the request of the Customer; 2. Not the result of Incidents and Problems; 3. Scheduled services that the Customer must request and schedule 72 hours in advance; and 4. Subject to review by Hyland if work effort for Change Resolution is greater than eight (8) hours. For any requested Changes, Customer is responsible to submit a Change Request via Hyland Community as an Issue.
Release	Management of incremental software, documentation, processes or other component upgrades required to move from one software component version to another. As part of any Release update process, the Service Desk will review the impact and urgency to the Customer against the existing Software solution. Component Software updates that are Customer requests for the purpose of obtaining additional features or functions are considered discretionary and are handled as a Change. Component software updates to remediate Service Requests are handled as part of Incident Resolution.
Review	An evaluation of an Incident, Problem, Change or Release created by Customer and sent to Hyland for review and comment. The purpose of a Review is to evaluate a component and propose a Response for potential resolution or closure.
Response	Hyland actively engages in identifying root cause and makes recommendation(s) for how to correct.
Resolution	Hyland receives/produces a response resolution plan and acts to implement said response. A Resolution is complete when functionality is materially restored, or a recommendation is made to the Customer to remediate a Service Request or Change Request. If a configuration change is required to resolve an issue or implement a Change, the Service Desk will follow the change management practices established with the Customer.
System Outage	The primary business function is stopped with no redundancy or backup.

	Deemed as an error that causes total or substantial Software failure, which means the Software is down and Customer is unable to access the Software in any way within its production environment. If a System Outage is caused by Changes requested by Customer to the production environment, Hyland may reverse or "undo" such Changes in order to revert to the previous functionality.
	Customer is responsible for reporting a System Outage by submitting a Technical Support Case via Hyland Community or contacting Technical Support: https://community.hyland.com/login?returnUrl=/customer-portal/wiki/hyland-support/technical-support-phone-numbers
Service Request	Request by Customer relating to routine day-to-day tasks or Incidents which are not defined as System Outages.
	There are no limitations on the number of Service Requests submitted during the term.
	Service Desk will attempt to begin Review of Service Requests within one (1) hour of reported impact during Standard Business Hours. If reported during off-hours, the Service Desk will begin actively working within one (1) hour of the next business day. Hyland and the Customer will commit the necessary resources to resolve the situation within Standard Business Hours.
Change Request	Request by Customer for any addition (installation), modification or removal of anything that influences existing Software or solutions.
	Changes are categorized based on type of Change Requests.
	Service Desk will attempt to begin Review of the submitted Customer Change Request within one (1) business day, during Standard Business Hours.
	If reported during off-hours, the Service Desk will begin actively working the next business day.

Appendix 2 – Transcript Capture (TC)

Hyland will provide Professional Services to Customer to implement the Transcript Capture solution, to automate the extraction, validation, and processing of student transcript data.

The solution will feature:

1. Support for the following transcript types and formats:

    A. College;

    B. High School (header data only);

    C. Military;

    D. Paper;

    E. Electronic image/PDF;

2. Hyland Care Transcript Capture for:

      A. OCR-based extraction of transcript data;

      B. Automated validation of student and institution information based on internal rules and integration with Student Information System (SIS) data; and

      C. User verification of captured or missing data.

3. OnBase workflow for:

      A. Exception handling;

      B. Secondary review of transcript data;

      C. Providing data for SIS:

            i. Export of student transcript data via flat file (alternative exports possible with Elective Service Engagements)

Solution Description

Transcripts will be imported through various capture processes and options into OnBase. Following import, they will automatically route through Hyland's Intelligent Capture engine, Brainware. Brainware will capture the necessary data. Brainware will then validate the student and institution information against data from the SIS using its Adaptive Search Engine.

After Brainware processes each transcript, users will validate and correct the captured transcript data using the Brainware Verifier application. Corrections can be made manually, or users can reselect the appropriate data from the transcript image itself.

Following capture, the process will continue within OnBase workflow. The extracted transcript data will be populated in electronic forms that will be associated with the original transcript image and routed through the process. Users will be able to perform exception handling as necessary (e.g., evaluate missing information such as student ID). Additionally, users will be able to perform secondary review of the transcript data. Upon completion of the review process, the solution will export the student transcript data for upload to the SIS via flat file.

Solution Components (OnBase Only)

The solution will include installation/configuration of the following components:

1. OnBase software for the processing and archive of transcripts and related data;

2. Transcript imports including:

      A. Up to two (2) OnBase scan queues for manual scanning of paper transcript documents;

      B. Up to one (1) OnBase sweep;

3. OnBase document types and keywords for indexing, storage, retrieval, and processing of transcript documents;

4. Brainware software for the capture of transcript data including:

      A. Chain Table Extraction (CTE) for up to ten (10) transcripts; and

5. OnBase electronic (i.e., Unity) form(s) to support workflow processing including:

      A. One (1) form for college transcript data;

      B. One (1) form for high school transcript data (header data only);

      C. One (1) form for military transcript data; and

6. Integrations including:

<ol start="7">

<ol type="A">
Student demographic and transcript institution data from SIS for Brainware verification;
Student and institution data from SIS for indexing of documents within OnBase (i.e., AutoFill Keyword Sets);
Export of student transcript data for the SIS; and

OnBase Workflow to manage the transcript processing solution described above;
Reporting including:
<ol type="A">
Brainware Visibility for the following standard monitoring and reporting bundles:
<ol type="i">
Capture;
Transcripts; and
Verifier.

Security including setup of users, user groups, and associated privileges and permissions.

Methodology

Each deliverable created will use Hyland's standard deliverable templates. Customer requested changes to deliverable templates will cause timeline delays.

Included in the project scope is dedicated time for solution discovery:

1. At an agreed upon time following project initiation, Hyland will lead a discovery session with Customer's subject matter and technical experts to fully define the solution;

2. Upon completion of discovery, Hyland will detail the requirements in a Requirements Document (RD) and provide to Customer for review;

3. Customer will review the requirements and provide feedback until Hyland and Customer mutually agree; and

4. Hyland will complete the configuration of the solution and associated unit testing per the agreed upon requirements in a non-production environment.

Included in the project scope is dedicated time for testing and training:

1. Hyland will provide one (1) administrator training and train the trainer session:

   A. The system administrator(s) will be introduced to the configured solution and how to support it. The training is meant to augment the training courses attended and certifications received by administrator(s) from Hyland Education Services separate from this engagement. Additionally, Hyland will provide a Solution Design Document; and

   B. The train the trainer session will help familiarize designated testers/trainers with the Software interface and configured functionality of the solution. As part of the session, Hyland will support Customer's User Testing (UT) kickoff. This session is meant to enable the Customer to test the solution functionality as defined in the agreed upon requirements and train additional end users. This training is intended for up to ten (10) individuals. Additionally, Hyland will provide a Solution Training Guide. Customer is responsible for training additional end users in preparation for go-live.

2. Customer will develop test cases in line with their business processes and the agreed upon requirements of the solution in advance of the testing period. Customer may utilize the Traceability Matrix derived from the RD and provided by Hyland to document and track their test cases; and

3. Customer will perform UT and provide Hyland with a notification of any issues based on the test cases developed by Customer in accordance with the agreed upon requirements. Hyland will provide support and track the reported issues using Hyland's issue tracker tool, and update the Customer once the issues are resolved, whether by Hyland's or Customer's project team. Once the UT period is complete and it is determined that all test cases comply with the RD, the solution is ready for go-live.

Included in the project scope is dedicated time for the following go-live activities:

1. Migration of the solution to the production environment;

2. Consulting on a deployment method for Customer to distribute Software to all appropriate end users; and

3. Support to Customer's help desk with resolution of Software/solution questions (i.e., go-live support).

Included in the project scope is dedicated time for project closure:

Hyland's project manager or lead resource will schedule a meeting with Customer's project manager and project sponsor. The agenda will include introduction to Hyland's Technical Support team, discussion of any outstanding enhancements and associated timelines, discussion of the state of the relationship between organizations, and next steps for future opportunities as requested by Customer.

Assumptions

This project is based upon the below assumptions being true. If for some reason these assumptions prove to be false, this could result in a scope change and may have an impact on the proposed cost and timeline to deliver:

General Project Assumptions

1. Project includes one (1) discovery phase including up to sixteen (16) hours of discovery sessions;

2. Discovery includes one (1) round of review for the Requirements Document followed by one (1) round of subsequent edits to the documents by the Hyland project team;

3. Project includes one (1) prototype review;

4. Project includes one (1) training phase and User Testing (UT) cycle including:

    A. Up to twenty-four (24) hours of training, to cover both administrator training and train the trainer session (with UT kickoff); and

    B. Up to forty-eight (48) hours of UT support over a three (3) week period.

5. Migration to production will be a one (1) time event;

6. Go-live will be a one (1) time event including:

    A. Up to forty (40) hours of go-live support over a two (2) week period.

7. Project scope assumes a day-forward implementation;

8. A department is defined as a singular office or group of offices who will agree to a single definition of the solution components. Should any of the departments listed within the scope instead represent a collection of sub-departments each requiring unique components, the list of departments and number of solution components within scope will require adjustment, which may impact the effort and require re-estimation of pricing;

9. The solution will be deployed for all departments at the same time, such that all departments will engage in one (1) shared cycle of each of the project phases; and

10. Requests for additional rounds of discovery, requirements review/edits, prototype reviews, testing, training, or go-live

cycles, or additional time to support Customer during testing and go-live may increase project costs or introduce timeline delays.

General Solution Assumptions

1. Solution will be implemented in one (1) non-production and one (1) production existing Software environment, and both are expected to be on the same version of the Software at the time of the engagement;

2. Solution will be configured for use the same way across the institution, without modification to the overall process to account for individual department or campus requirements;

3. Solution will support standard transcript processing and review, utilizing various preconfigured objects, best practices, and recommendations:

   A. The following is included to accommodate some amount of customization in the specified areas:

      i. Up to eight (8) hours for electronic forms;

      ii. Up to eight (8) hours for workflow review process; and

      iii. Up to eight (8) hours for course data translation for the purposes of updating the SIS.

   B. Specific requirements will be gathered during solution discovery and a Project Change Order will be provided if additional time beyond that allotted above or available in the budget is necessary;

   C. All customizations will utilize standard functionality such that custom scripting will not be required; and

   D. A Change Order can also be provided if Customer requires changes to other preconfigured objects or wishes to add additional scope.

4. Customer will provide a representative sample of transcripts and data for testing/validation of the solution. Complete information should be present in all desired fields to be captured/displayed/verified;

5. Customer is responsible for manual entry of transcript data into the solution (i.e., during Brainware verification or into electronic forms) where capture or translation is not possible or was not successful;

6. All transcripts will generally require some amount of manual verification;

7. If solution is hosted by Customer, System Administrator will engage with Hyland consultant during configuration of CTE.

8. If solution is hosted in the Hyland Cloud, Customer will not have direct access to CTE configuration within the hosted environment. Changes to CTE-enabled transcripts will require support from Hyland Services via either Managed Services or a separate Professional Services engagement.

Scanning/Brainware Assumptions

1. The below listed fields may be extracted by Brainware. These fields are provided for informational purposes only and the exact fields to be captured will be confirmed during discovery.

   A. Header fields (all transcript types):

      i. Institution Information;

      ii. Student Name (First, Middle, Last);

      iii. Social Security Number;

      iv. Date of Birth; and

      v. Date Issued.

B. College fields:

     i. Term (Semester and Year);

     ii. Course Number (Subject and ID);

     iii. Course Description;

     iv. Grade;

     v. Credits Earned;

     vi. Cumulative Grade Point Average (GPA);

     vii. Degree Earned;

     viii. Degree Date; and

     ix. Graduation Date.

C. High school fields:

     i. Cumulative GPA;

     ii. Weighted GPA;

     iii. Class Rank;

     iv. Weighted Class Rank;

     v. Class Size;

     vi. Total Credit Earned; and

     vii. Graduation Date

D. Military fields:

     i. ACE Guide Number;

     ii. Course ID;

     iii. Couse Title; and

     iv. Graduation Date.

2. The following values (previously noted above) have particularly more variance on transcript documents. As noted above, Brainware may attempt to extract the values. However, manual entry may be required:

    A. Cumulative GPA;

    B. Degree Earned;

    C. Degree Date; and

    D. Graduation Date.

3. Capture of high school transcripts will not include coursework (option available via Elective Service Engagements);

4. Customer will provide all scanning hardware and associated software/drivers;

    A. Customer will configure the scanners and scanning workstations;

    B. Customer will use consistent scanning hardware for all solution users;

C. Customer will ensure that scanners are in proper working order and cleaned regularly; and

D. Customer will use a consistent scanning process.

5. Success rate of OCR is dependent on the quality of the image. The background of forms must be free of extraneous images, patterns, handwriting, circles, highlighting, or any other formatting that will interfere with the data to be captured;

6. Document preparation will be performed by users before capture. This includes correcting page orientation, removing non-supported file types, checking image quality, and performing document separation;

7. Source documents must be scanned into Software from original paper format or imported from original digital rendition. Using facsimile, photocopy, and other reproductions of an original may result in lower recognition rates;

8. Each document type will be received with the same aspect ratio and dimension;

9. Each file will only contain one (1) document;

10. Multi-page documents must be provided as a single file, with the pages in the correct order and any cover sheets removed;

11. For the best capture results, it is recommended that each imaged document be provided as a single 300 DPI Group 4 compressed Black and White TIF or PDF file;

12. Borders will not be added to or removed from images so that the resulting scanned image matches the original as closely as possible;

13. Documents are expected to contain machine-print values for extraction in English;

14. OCR misreads will be identified and manually corrected by users; and

15. Users will manually delete the courses that should not be uploaded to the SIS.

Integration Assumptions

1. Customer SIS is:

    A. SIS is hosted by a third party/installed on premise at the Customer location;

    B. SIS is live within the production environment;

    C. Data from or within the SIS must be well structured and up to date to be accurately matched to information present on transcripts; and

    D. Customer has a working SIS test environment for testing the solution integrations.

2. Brainware:

    A. Solution will include integration with SIS data for student and institution validation:

        i. Data must be provided by Customer in a CSV format with headers or in a SQL table/view (on-premise); and

        ii. Customer must create, deliver, and maintain the files or manage the table/view (on-premise) on an ongoing basis.

3. OnBase:

    A. Solution will include integration with SIS data for indexing of student and institution data:

        i. Data must be provided from SIS in delimited flat file format;

        ii. Data will be maintained in AutoFill Keyword Sets;

> > > iii. Customer must create, deliver, and maintain the files on an ongoing basis.

> > B. Solution will include integration with SIS for upload of transcript data:

> > > i. Data will be exported from OnBase in flat file format for use by Customer to upload to SIS; and

> > > ii. Customer will program and manage any updates to the SIS using the data exported by the solution.

> 4. Customer will have the technical resources available to test all integrations; and

> 5. Work Products provided are not covered by Hyland Maintenance and Support. Hyland cannot guarantee that the solution will be compatible with future versions of either the Software or the SIS. Customer is responsible for costs involved in the migration of the solution to future releases of the Software/SIS, or in the event of SIS changes. Assistance from Hyland can be requested on a time and materials basis to help with these efforts under the terms of a separate services contract.

Solution Build & Add-On Components

Included in the project cost is dedicated time to build the Software solution. Solution build activities include:

> 1. Hyland will deploy the base Hyland Care Transcript Capture Integration Services solution;

> 2. Hyland will provide a walkthrough and a review of prewritten requirements during the Discovery phase; and

> 3. Impacts to the scope as captured in the Requirements Document or design may result in a Change Order.

In addition to the components included in the Hyland Care Transcript Capture Integration Services Solution Requirements Document, the customer may select add-on components as shown below using Customer's annual Change Request allowance. Any add-on components to be included in Solution Build must be determined during the discovery process.

Examples of Common Add-On Components include the following:

Change Requests Required	Add-On Component	Description
1.5 (0.5 per additional district)	Multi-District Transcripts	User needs the ability to process District transcripts (multi-college transcripts). System needs to the ability to review this type of transcript in Brainware Verifier and Workflow. processing. A single district requires configuration in Brainware Verifier and an additional Workflow. Additional districts only require further Brainware Verifier configuration.
2.5	Part Match Solution	User needs the ability to process unmatched student identification. System needs the ability to identify potential student ID matches for user review and verification in OnBase Workflow.
0.5	DIP Import (e.g., Parchment)	The system needs the ability to import transcripts images received with import file.
2	EDI TS130 Import and	The system needs the ability to import Electronic Data Interchange transcripts and to develop a stylesheet for transcript viewing.

	Stylesheet	
2	PESC XML Import	The system needs the ability to import Postsecondary Electronic Standards Council transcripts and to develop a stylesheet for transcript viewing.
8	Extraction of high school coursework data	The system needs the ability to extract and normalize high school coursework data.
1.25 (per 10 transcripts)	Chain Table Extraction Configuration	The system needs configuration to define data extraction formats for transcripts that are not reading correctly.
1	Custom Brainware Visibility Report	User needs a custom Brainware Visibility report to review transcript processing in Brainware.
1	OnBase SSO	The system needs single sign-on configuration for enhanced security.
2	PESC XML Export	The system needs the ability to export transcript data in Postsecondary Electronic Standards Council format.

Exclusions

The following items are considered out of scope for this engagement:

1. Processing of the following transcript types and formats:

    A. High school (option available via Elective Service Engagements);

    B. Military (option available via Elective Service Engagements);

    C. Multi-district (option available via Elective Service Engagements);

    D. Non-English;

    E. Foreign/International;

    F. Password-protected;

    G. EDI TS130 (option available via Elective Service Engagements); and

    H. PESC XML (option available via Elective Service Engagements).

2. Integration with third party transcript providers to download and import documents (option available via Elective Service Engagements);

3. Image modification;

4. Configuration of SSO for Brainware (option available via Elective Service Engagements);

5. Configuration of custom Brainware capture/Verifier fields;

6. Extraction of test score data (option available via Elective Service Engagements);

7. Configuration of logic to convert fields captured with null values to actual values (without custom scripting – option available via Elective Service Engagements; with custom scripting - option available via Elective Service Engagements, if Customer has purchased Custom Script Requests as an Add-On Managed Service);

8. Export of transcript data in PESC XML format (option available via Elective Service Engagements);

9. Development of custom Brainware Visibility reports (option available via Elective Service Engagements);

10. Processing of transcripts in OnBase after Brainware capture, including association with electronic forms, workflow processing, data translations, etc. (option available via Elective Service Engagements);

11. Processing of transfer credit, course equivalencies/evaluation, and articulation, or integration with these processes in either the Software or any other system (e.g., the SIS) (option available via Elective Service Engagements);

12. Integrations with other third-party systems other than the SIS (e.g., CollegeSource TES, Slate) (option available via Elective Service Engagements); and

13. Implementation of modules or functionality not listed within the scope.

Appendix 3 - Description of Add-Ons

The following Add-On Managed Services are available, if applicable.

Add-Ons Available
On-site discovery
On-site training
Custom Script Requests
Additional Change Requests

On-Site Discovery

Three (3) Hyland Resources will travel to the Customer's site to perform discovery/requirements analysis for two (2) days. Travel expenses are not included in this Schedule and will be charged separately if incurred by Hyland resources.

On-Site Training

Three (3) Hyland Resources will travel to the Customer's site to perform training for two (2) days, including an Administrator training, a Train the trainer session, and a User Testing (UT) kickoff session. Travel expenses are not included in this Schedule and will be charged separately if incurred by Hyland resources.

Custom Script Requests

If Customer purchases Custom Script Requests as an add-on Managed Service, Customer will be entitled to use its Change Request account balance to open a Change Request relating to a non-software code or configuration item used in a Customer Hyland solution, including but not limited to APIs, Unity Scripts, or pre-processors. See "Initiating Service Requests and Change Requests" and "Change Request" sections for details regarding submission and management of Change Requests.

Additional Change Requests

Hyland will provide additional quantities of Change Requests (with each quantity being comprised of ten requests) as indicated on the Order Form or through the Change Control Process.

Hyland will update Customer's account balance to reflect the Additional Change Requests that will be available during the course of the 12-month period.

All standard rules, assumptions and exclusions apply to Additional Change Requests.

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