Texas Department of Motor Vehicles
Business Unit # 60800
Purchase Order # 0000006555

Payment Terms: **NET30** Freight Terms: **FOB Destination**   Ship Via: **VNDR**   PCC: **I**   Date: **02/14/19**   PO Method: **DG**   Dispatch: **Dispatch Via Print**   Rev Dt:

PLEASE NOTE: ADDITIONAL TERMS AND CONDITIONS MAY BE LISTED AT THE END OF THE PURCHASE ORDER.

Vendor: CDW GOVERNMENT INC
75 REMITTANCE DR DEPT 1515
CHICAGO IL 606751515
United States

Ship To: 1P00 - TxDMV Warehouse
4000 Jackson Avenue
Austin TX 78731
United States

Bill To: 4000 Jackson Avenue
Austin TX 78731
United States

Vendor ID: 1364230110 8

Purchaser: Ron Dale Hunter
Phone: 512/465-5808
Fax: 512/465-5641
Email: Ron.Hunter@TxDMV.gov

Fax:
Email: DMV_FIN-INVOICES@TxDMV.gov

PO Information:

Quantity(ies):
Quantities are estimated: TxDMV does not guarantee to purchase any minimum or maximum quantity. TxDMV reserves the right to increase or decrease the quantity(ies) of the purchase order at the same original terms and conditions. The vendor will be notified in writing by purchase order change notice of any requirements for any increased or decreased quantity(ies).

Change Orders:
Change orders will be allowed only if unforeseen conditions arise such as, but not limited to, increasing or decreasing quantities or if the department needs dictate changes. All changes shall be in the scope of original work. No verbal change orders shall be permitted. All change orders must be in writing with a Purchase Order Change Notice (POCN) issued by TxDMV Purchasing Section.

Payment:
Payment will be made in accordance with the Texas Prompt Payment Act, TGC, Subtitle F, Chapter 2251. Vendor shall submit one copy of a correct itemized invoice showing the purchase order number, payee ID., remit to address, and phone number on invoice. Vendors may submit an electronic invoice. All electronic invoices shall be sent to DMV_FIN-INVOICES@txdmv.gov (note: There is an underscore "_" between DMV and FIN). All invoices received at the email address will be filed for future reference and you will receive a receipt confirmation email. To avoid the confusion of duplicate invoices, please do not send other copies of this invoice via regular mail, fax or other means. On emails for electronic invoices, include the company name (as it appears on the invoice) and the purchase order number in the subject line to assist in identifying and processing your invoices in a timely manner. TxDMV will not incur any penalty for late payment if payment is made in 30 days or less from receipt of goods or services and a correct invoice, whichever is later.

Note: Warrants will not be issued to a vendor without a current Texas Identification Number.

"This procurement is governed by the terms and conditions in Department of Information Resources (DIR) Contract Numbers DIR-TSO-3763."

Reference CDW-G Quote # KJKL358 provided by Peter McGee, CDW-G Account Manager on 1-14-2019.

Customer ID: 11519254

Texas Department of Motor Vehicles (TxDMV) Contact:
Virginia Pickering
(512) 465-4031
Virginia.Pickering@txdmv.gov

CDW-G Account Manager Contacts:
Peter McGee
1-877-708-8009
petmcge@cdwg.com

Authorized Signature

R Junter, CTPM, CTCM, CTP

02/14/2019

Texas Department of Motor Vehicles
Business Unit # 60800
Purchase Order # 0000006555

Page: 2 of 2

Texas Department
of Motor Vehicles

Line-Sch	Line Description	Class/Item	Quantity	UOM	Unit Price	Extended Amt	Due Date
1- 1	Forgerock External High-level Architecture Workshop. Term: 02/15/2019 through 08/31/2019	920/45	1.0000	EA	$13,587.82000	$13,587.82	02/15/2019

				Schedule Total	$13,587.82

ReqID:
0000007186

	Item Total for Line # 1	$13,587.82

2- 1	Travel and Expense Not to Exceed $2500.00	962/88	2500.0000	UNT	$1.00000	$2,500.00	02/15/2019

				Schedule Total	$2,500.00

ReqID:
0000007186

Each SVCU (service unit) is priced at $1.00. A SVCU is a TxDMV internal system unit of measure. Vendor shall invoice at the actual amount for travel expense authorized under the purchase order. Not to exceed $2,500.00.

	Item Total for Line # 2	$2,500.00

	Total PO Amount	$16,087.82

All Shipments, Shipping papers, invoices and correspondence must be identified with our Purchase Order Number. Over shipments will not be accepted unless authorized by Purchaser prior to Shipment.

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Texas Department of Motor Vehicles Standard Terms and Conditions can be found at: http://www.txdmv.gov/contractors-vendors

Authorized Signature

R Dunter, CTPM, CTCM, CTP

02/14/2019

FORGEROCK®
TECHNICAL MENTORING
PACKAGED SERVICES DESCRIPTIONS

Introduction

ForgeRock delivers Packaged Services to advise, guide and mentor our customers in the implementation of the ForgeRock Identity Platform, alongside the implementation services of our partners. These packages are designed to be used at key stages of the customer's project to ensure a stable architecture, adherence to best practices and best use of built-in product features so as to minimize the need for unnecessary customizations and therefore promote long term supportability of the solution.

These services are "whiteboard, not keyboard". ForgeRock does not build solutions, run deployment projects or provide implementation services. We would be happy to recommend one of our highly skilled Accredited partners from the ForgeRock Trust Network for these services.

Description

Key features of packages
- Delivered by a ForgeRock expert
- 3 or 5 days of effort per package, onsite and/or offsite as required
- "Whiteboard, not keyboard"
- Select from a set of standard packages, described in detail below
- Specific agenda, scope and product focus to be agreed with the customer (as every implementation is different)
- Purchased specifically, or as "Packaged Services Credits"

How to purchase Packages
Packaged Services can be purchased as 3- or 5-day engagements by speaking to your ForgeRock sales representative, or by emailing sales@forgerock.com. Packaged Services Credits are also available.

There are two types of Packaged Services Credits.
- FRPS-105: 5 Day Packaged Services Credit
- FRPS-103: 3 Day Packaged Services Credit

The Packaged Services Credits can be used for the following Packaged Services:
- High-level Architecture Workshop
- Product Configuration Workshop
- Product Specialist Field Assistance
- Supportability Review
- On-site Operational Assistance, Mentoring and Support Coordination
- On-site Troubleshooting/Diagnostic Assistance
- Performance Analysis

They can also be used for a customized workshop that covers topics from two or more of the above packages. The Packaged Services Credits can only be used for engagements that are scheduled on Monday through Friday during business hours.

Packaged Services Credits cannot be used for the following Package:
- On-site Production Go Live Support

All Packaged Services Credits and Packages shall expire twelve (12) months from the applicable Order Form Effective Date. Any Packaged Services Credit or Package not used during the required timeframe shall expire and have no further value. As our experts are in high demand, we do require a lead time before scheduling a package. Should Technical Mentoring Services be rescheduled or canceled after being scheduled, any fees and or expenses incurred for cancelling or rescheduling will be charged to the customer. Expenses incurred will be incurred in line with the ForgeRock Expense Policy, unless otherwise agreed.

Packaged Services Definitions

High-level Architecture Workshop	The Architecture Workshop is designed for a ForgeRock consultant to work with the customer to review project requirements, use cases, and to determine how best the ForgeRock Identity Platform can be deployed to address said areas. Objectives: • To align the customer business and technical requirements with the product capabilities. • To provide the customer with a better understanding of the ForgeRock product architecture and configuration providing a basis for a future TO-BE architecture. • To work with the customer to determine what parts of the ForgeRock Identity Platform the customer requires and to formulate at a high level how said parts would be leveraged and deployed. • To map out the high level architecture of the project including both functional and non-functional aspects. • To verify potential issues and address technical questions around the ForgeRock Identity Platform capabilities. • To identify gaps in the customer's knowledge and experience, and recommend the required assistance. (training, packages, partners, etc.) Delivery method: • A resource on-site providing mentoring services. • Optionally a summary report describing identified recommendations.
Product Configuration Workshop	The Product Configuration workshop is designed for a ForgeRock consultant to work with the customer to assist in developing a ForgeRock Identity Platform configuration that addresses the identified customer business, functional and non-functional requirements. Objectives: • To review the high level objectives of the project including both functional and non-functional aspects. • To work with the customer to provide a proposed ForgeRock Identity Platform design that is in line with best-practices and in which potential risks have been considered and bounded appropriately. • To assist the customer in creating a detailed design of the architecture. • To identify gaps in the customer's knowledge and experience, and recommend the required assistance. (training, packages, partners, etc.) Delivery method: • A resource on-site (or remote) providing mentoring services. • Optionally a summary report describing configuration recommendation.
Product Specialist Assistance Workshop	The Product Specialist Assistance workshop is designed to enable ForgeRock to provide a product-specific resource on-site to assist with a proof-of-concept, system build, provide a better understanding of the ForgeRock platform architecture and configuration, or other mentoring activities. Objectives: One or more of the following: • To review the customer's existing technical and operational environment, architectural documents and deployment plans. • To provide guidance regarding deployment best-practices. • To provide mentoring to customer resources. • To identify gaps in the customer's knowledge and experience, and recommend the required assistance. (training, packages, partners, etc.) Delivery method: • A resource on-site (or remote) providing mentoring services • Optionally a summary report describing identified recommendations.

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[1] ForgeRock Consultant: ForgeRock employee or ForgeRock Accredited Contractor

Supportability Review Workshop	The Supportability Review workshop provides a review of a current build or production system that will allow ForgeRock to evaluate whether the applied configuration is in line with ForgeRock best practices, and whether the set-up can be fully supported by ForgeRock under the Subscription Agreement. The workshop will be conducted by a ForgeRock consultant(s) working with the customer to identify potential support issues. Objective: - To review the customer's existing technical and operational environment, architectural documents, deployment plans and validate that the pre-production deployment meets the functional and non-functional requirements specified. - To conduct a run-book review, support process review, production deployment/hand-over process review. - To review the ForgeRock Identity Platform deployment and configuration. - To identify and optionally document issues that could arise with the system if it were to be placed in a live production environment. - To identify gaps in the customer's knowledge and experience, and recommend the required assistance. (training, packages, partners, etc.) Delivery method: - A resource on-site providing mentoring services. - Optionally a summary report describing identified recommendations.
On-site Operational Assistance, Mentoring and Support Co-ordination Workshop	The On-site Operational Assistance workshop focuses on providing assistance to the teams supporting production systems, help to make sure there are appropriate processes in place to run systems smoothly, monitor them effectively, help prepare the teams to respond to issues if and when they arise, and provide proactive advice to help prevent issues from arising. Objectives: - To review the customer's existing technical and operational environment, architectural documents and implementation documentation. - To provide guidance on how to operate a live production system in accordance with best-practices. - To diagnose operational issues and provide first-hand support. - To identify gaps in the customer's knowledge and experience, and recommend the required assistance. (training, packages, partners, etc.) Delivery method: - A resource on-site providing mentoring services. - Optionally a summary report describing findings and recommendations.
On-site Troubleshooting/ Diagnostic Assistance Workshop	The On-site Troubleshooting workshop is designed to provide rapid on-site technical support. ForgeRock will provide a technical consultant at the customer premises for a pre-determined duration to undertake diagnosis and fault analysis and work with the customer in taking appropriate actions to identify and resolve a critical fault with a live production system. Objectives: - To review the customer's existing technical and operational environment, architectural documents and implementation documentation. - To undertake diagnosis and fault analysis of a live production system in accordance with best-practices to attempt to resolve a critical fault. - To identify gaps in the customer's knowledge and experience, and recommend the required assistance. (training, packages, partners, etc.) Delivery method: - A resource on-site providing diagnostic mentoring and assistance. - Optionally a summary report describing findings and recommendations.
Performance Analysis Workshop	The Performance Analysis workshop is designed to provide an on-site specialist to assess the performance of the ForgeRock Identity Platform implementation and provide an analysis of actual performance against expectations. Objectives: - To review the customer's existing technical and operational environment and architectural documents. - To conduct a review of system performance and assess it in accordance with expected performance. - To identify and optionally document issues that could assist in improving system performance. - To identify gaps in the customer's knowledge and experience, and recommend the required assistance. (training, packages, partners, etc.) Delivery method: - A resource on-site providing diagnostic mentoring and assistance. - Optionally a summary report describing findings and recommendations.

On-site Production Go Live Support Workshop	The On-site Production Go Live Support service is designed to provide a ForgeRock resource on-site and remote support resources during the transition of an implementation to production.

This package offers a level of service that goes above and beyond ForgeRock's Gold Support with dedicated support resources available in addition to an on-site resource. ForgeRock will provide one on-site consultant and a remote follow-the-sun resources to support the production implementation, reducing implementation risk.

The service is only available for a fixed period of time, three or five consecutive days over weekdays and weekends as required.

The on-site consultant will provide advice and guidance when moving the ForgeRock components to production making sure there are appropriate documented deployment plans in place for a successful implementation. The on-site consultant will assist in the monitoring of the implementation, provide pro-active recommendations and quickly engage with ForgeRock Support as needed when issues arise.

Objectives:
- To provide an on-site consultant.
- To provide remote follow-the-sun support and sustaining resources.
- To review the customer's existing technical and operational environment, architectural documents.
- To review the customer's deployment plan.
- To provide recommendations for production systems in accordance with best practices.
- To assist in the diagnosis of operational issues.
- To identify gaps in the customer's knowledge and experience, and recommend the required assistance. (training, packages, partners, etc.)

Delivery method:
- On-site resource for duration of the workshop.
- Dedicated remote support engineer as needed during the package.
- Engagement Manager support for escalations. |

Standard Services – Delivery Schedule

Foundation 3 Day Package	One day offsite for preparation and pre-on-site meetings
One to two days onsite workshop, duration depending on whether a report is required
Up to one day offsite for report writing, presentation and follow-up
Extended 5 Day Package	One day offsite for preparation and pre-on-site meetings
Three to four days onsite workshop, duration depending on whether a report is required
Up to one day offsite for report writing, presentation and follow-up

About ForgeRock

ForgeRock® is the Digital Identity Management company transforming the way organizations interact securely with customers, employees, devices, and things. Organizations adopt the ForgeRock Identity Platform™ as their digital identity system of record to monetize customer relationships, address stringent regulations for privacy and consent (GDPR, HIPAA, FCC privacy, etc.), and leverage the internet of things. ForgeRock serves hundreds of brands, including Morningstar, Vodafone, GEICO, Toyota, TomTom, and Pearson, as well as governments like Norway, Canada, and Belgium, securing billions of identities worldwide. ForgeRock has offices across Europe, the USA, and Asia.

Get free downloads at www.forgerock.com and follow us @ForgeRock

FORGEROCK ARCHITECTURE REVIEW

Disclaimer of Liability

While every effort will be made to ensure that the information contained within the document is accurate and up to date, ForgeRock makes no warranty, representation or undertaking whether expressed or implied, nor does it assume any legal liability, whether direct or indirect, or responsibility for the accuracy, completeness, or usefulness of any information.

Further analysis on the detailed requirements, fine-tuning and validation of the proposed architecture is still required by the selected Systems Integrator and/or Architects in charge of architecting the IAM project.

/ Author	/ Action	/ Date	/ Version
Ken Naber	Draft	9999-99-99	1.0

1   Introduction

==Customer Name== has requested ForgeRock to participate in an onsite assessment of the ForgeRock Platform environment in preparation for their next phase of adding additional application functionality and system load. The new applications being added are significant revenue generating applications for ==Customer Name== and having them offline will have significant revenue consequences. ==Customer Name== would like ForgeRock to focus on the following topics and provide ==Customer Name== with guidance and recommendations based on their expertise in deploying large scale IAM solutions:

- Reliability of the Platform including scalability and availability
- Adaptability of the platform to extend to meet and exceed the growing business needs with velocity
- Assess the current short-term tactical initiatives as related to strategic importance

2   Contact Details

/ ==Customer Name==	/ ForgeRock
	Ken Naber VP, Customer Success Services, AMERS ✉ ken.naber@forgerock.com ☎ 1-513-378-6565
	Anna Nash Engagement Manager, AMERS ✉ anna.nash@forgerock.com ☎ 1-914-419-3827

3   Scope of Work

3.1   Related Subscription Agreement(s)

Subscription License Agreement between ==Customer Name== and ForgeRock dated ==99/99/9999==.

3.2   Definitions

3.2.1   Support

Product related **off-site** Assistance by ForgeRock Personnel regarding issues found in the implementation of the ForgeRock Platform. Such support is requested by opening a ticket in the ForgeRock ticketing system or logging a call through the ForgeRock support line. Any queries raised in the tickets will be addressed according to the subscription agreement between ForgeRock and the customer.

3.2.2   Training

ForgeRock University offers a job-role driven curriculum for system integrators, consultants, administrators and developers who are working with our leading Identity Platform offering. This ensures that whatever role you have, you always have the right skills for the tasks. With course materials developed in partnership with the community leaders for each project, we offer the most comprehensive learning to support your deployment of the ForgeRock Identity Platform.

3.2.3   Professional Services

Product related **on-site** Assistance by ForgeRock Personnel. These services shall be provided at ==Customer Name== or at an agreed ForgeRock Office location, provided access to local ==Customer Name== systems is not required.

3.3 In Scope

In April of 2018 ForgeRock performed an Architecture Workshop prior to Customer Name moving the ForgeRock Platform to production. Partner Name was the primary developer of the ForgeRock implementation with assistance from Customer Name team. Customer Name has been responsible for the actual production implementation. In the current state Customer Name is concerned with the platform stability and ability to expand with the addition of new applications and larger user load. Customer Name has thus asked ForgeRock to work with Partner Name and Customer Name teams in assessing the current environment. Below are those areas that ForgeRock will investigate as part of the assessment. The depth of the investigation will be limited by the time available in this work effort.

Scope includes the following:

- Business Perspectives - Key Business Drives & Goals and Critical Success Factors
- The ForgeRock Platform – All ForgeRock Platform components
- Infrastructure – The Physical & Virtual Environments including but not limited to hardware, software, load balancers, SSL/TLS etc.
- Governance – Project Management and Reporting
- Development & Deployment Processes
- Supportability & Troubleshooting Skills

3.3.1 Assessment initial requirement

In order for this assessment to proceed there **must** agreement on the following:

- Customer Name will provide dedicated resources to support the ForgeRock data gather efforts. ForgeRock requests that Customer Name provide resources from the Enterprise Shared Services and the Application Development teams. Customer Name will work with ForgeRock and Partner Name members to assist in the effort.
- Customer Name will provide dedicated resources from the Partner Name implementation team during the assessment to walk through the data gathering effort with ForgeRock resources. Partner Name team has the historical knowledge of the platform build (ForgeRock at a minimum.
- ForgeRock will need access to Customer Name Application managers as well as Customer Name team responsible for building and maintain the production environment. Interviews will be requested for resources with the following responsibilities (others may be requested):
    - Customer Name senior managers responsible for requesting this assessment
        - The ForgeRock team will want a first-hand account of the concerns from the senior management.
        - Open communication with the senior managers will be required during the assessment to remove an blocking issues that may come up in preforming the assessment.
    - Customer Name resources responsible for the operation of the ForgeRock components and any infrastructure that touches the ForgeRock components i.e. VM, storage, networking, database, etc.
- ForgeRock requires all documented requirements and use cases to review prior to the onsite tasks.

3.3.2 Getting started

The first task for this assessment is to interview the senior managers with the concerns of stability and ability to grow with the current ForgeRock configuration. The interviews with the senior managers will be scheduled prior to the onsite visit along with as many of the other interviews as possible so that we make efficient use of the time allocated. ForgeRock resources will work with Customer Name team leads to schedule the interviews. Each interview of the senior managers should take less than hour. Technical interviews will take longer and maybe iterative.

3.3.3   Review status of previous recommendations.

As part of the assessment ForgeRock would like to follow-up on the findings and recommendations from the ForgeRock workshop performed in April of 2018. A number of findings and recommendations were made to enhance the stability and extensibility of <mark>Customer Name</mark> ForgeRock Platform. In addition we would like to include any recommendations from <mark>The Partner</mark> team.

The findings and recommendations from the previous ForgeRock workshop can be found in Appendix A for review. <mark>Customer Name</mark> will be required to respond to each of the findings and recommendations and how they have been addressed to date prior to the start of the assessment.

3.3.4   Review status of ForgeRock tickets

ForgeRock will perform a deep dive analysis of the support tickets that <mark>Customer Name</mark> has submitted via the ForgeRock support desk. This analysis will be open for discussion and provide an opportunity to examine extenuating circumstances not easily interpreted from the ticket. The analysis will summarize and breakdown each ticket into the following categories thus providing additional insight into skill gaps and support process for <mark>Customer Name</mark> team:

- Product/doc flaw i.e. bug (within scope of information provided)
- Product/doc gap i.e. RFE (within scope of information provided)
- Product/doc flaw/gap exposed due to deployment environment/methodology (outside scope of information provided)
- Non-product: environmental (networking, load balancers, virtualization, tuning, testing, design, etc.)
- Non-product: requestor's lack of knowledge / experience
- Non-product: requestor needing clarity on config/process
- Non-product: operator/operations error
- Duplicate

3.3.5   Review current implementation

Th environment assessment will focus on the ForgeRock platform and supporting infrastructure as implemented at <mark>Customer Name</mark>. The assessment will include the following at the level available within the time allotted.

- The objective of the deep dive of the current implementation is to review <mark>Customer Name's</mark> existing technical and operational environment, architectural documents, deployment plans and validate that the and production deployment meets the functional and non-functional requirements specified.
- ForgeRock will evaluate whether the applied configuration is in line with ForgeRock best practices, and whether the set-up can be fully supported by ForgeRock under the Subscription Agreement
- ForgeRock will conduct a run-book review, support process review, production deployment/hand-over process review.
- ForgeRock will review the ForgeRock Identity Platform deployment configuration.
- ForgeRock will review Customer Name's operational environment
- ForgeRock will identify and optionally document issues that could arise with the system.

3.3.6   Review future requirements and workload – future state

Fully understand the future workloads to be applied to the environment and assure tactical efforts are in alignment with ForgeRock best practice and future roadmap.

3.3.7   Assess the training and skills of the current ==Customer Name== staff

ForgeRock will assess and identify gaps in ==Customer Name's== knowledge and experience, and recommend the required training.

3.3.8   Executive Briefing of results.

ForgeRock with the assigned ==Partner Name== and ==Customer Name== resources will present the findings and recommendations back to ==Customer Name== Executive team.

3.4   Deliverable

/ Project Milestone	/ Deliverable	/ Responsible
Findings and Recommendations	Briefing to Customer Name Executive Team	ForgeRock

4   Level of Effort

ForgeRock will provide **two resources for two weeks** to perform the assessment (pricing under separate cover). Two technical consultants will be assigned. As this is a fixed time the depth of the research for the topics listed above will be limited by time allocated, two resources for two weeks time. ForgeRock believes the two week time frame is sufficient to accomplish the objectives above.

5   Responsibilities of Customer Name

5.1   Access to the building

The customer shall grant access to the relevant sections in the building to allow the product expert to perform the required field assistance.

5.2   Access to the relevant IT systems and personnel

The customer shall provide access to or a resource who can assist with the necessary access to IT systems and personnel for the ForgeRock resource to perform the assessment.

5.3   Access to the Internet

The customer shall provide access to the Internet for the ForgeRock employee to perform the assessment.

5.4   Information hand-over prior to Professional Services request

As part of a Professional Services request as described in this WED, the use cases, requirements, configurations, architecture documents etc. for the Open Identity Stack implementation must be provided to ForgeRock. This will allow the ForgeRock resource to prepare for the engagement, and ensures optimal knowledge transfer between ==Customer Name== and the ForgeRock resource.

5.5   Language

All written information exchanged between ==Customer Name== and ForgeRock will be in English.

6 Appendix

An Architecture review for ==Customer Name== was conducted by ==FR TC Name==, at ForgeRock on April 23 – 26, 2018. The assessment criteria used for each area of the assessment is shown in the following table:

Assessment Criteria - Flags

🚩 (green)	**Aligned**	Approach appears to be consistent with ForgeRock's best practices & procedures
🚩 (yellow)	**Follow-Up**	Concern might not cause the project to fail but should be a candidate for follow-up review because the architecture, configuration & procedures may require possible rework and/or redesign
🚩 (red)	**Attention**	Issue could cause the project to fail if it is not addressed immediately; could potentially cause major customer dissatisfaction or significant rework
⏸	**On-Hold**	Insufficient data at this time to perform adequate assessment

The table below is a summary of the findings from the assessment conducted organized by architectural perspectives.

Flag	Perspective	Summary of Recommendations
🚩 (green)	Alignment	• Explore use of IG as PEP • Explore use of DS as IDM Repo in 6.0 • Explore use of 3X3X3 HA Architecture after Perf/Load Testing; Supports improved rolling upgrade capability
🚩 (yellow)	Availability/ Scalability	• Prepare formal DR Plan & Review • Explore Hot - Warm & Hot - Hot DR Options • Prepare DR Test Plan & Execute Fault/DR Testing; Evaluate results and adjust plans
🚩 (yellow)	Security	• Leverage Transaction ID & Logging across shared components • Assure hardening best practices & use of service accounts • Explore alternative design options for SiteMinder
⏸	Performance	• Challenge all Usage Statistics including impact of future client applications • Prepare & Review Formal Integration & Unit Performance/Load Testing Plans • Leverage DS Load Testing Tools – authrate, addrate, searchrate • Conduct Formal ForgeRock Performance Review Workshop
🚩 (yellow)	Deployability	• Pilot/Game-Day Deployments • Explore Blue/Green Deployment Pattern; Rolling Upgrades w/ 3x3x3 • Bootstrap DevOps skills • Leverage Accenture CI/CD tool Containerization* skills
⏸	Supportability	• Leverage Transaction ID • Leverage BackStage FAQs and Best Practices • Schedule "Fail-Successfully Webinar" • Prepare and execute Fault Testing Plan in conjunction with ForgeRock Supportability Workshop

Prioritized architectural and configuration included in the report included:
1. Leverage the Transaction ID & Logging across shared components to mitigate a shared security model between ForgeRock, DataPower & Customer Name CIAM Custom Services
2. Prepare, review and conduct Integration and Performance Load Testing
3. Prepare, review and execute Fault Testing in conjunction with a ForgeRock Supportability Review Workshop

In addition to a review of the architectural perspectives, ForgeRock also conducted a review of overall project governance.
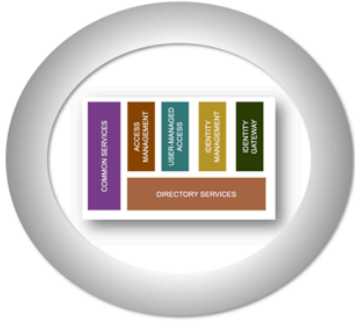

Items noted included different and divergent business perspectives goals across the business units with communication gaps in upward and downward project communication. Recommendations included improved cross-functional communication and more detailed shared project artifacts,