

Device Managed Services

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DEVICE MANAGED SERVICES

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1. Overview

This **Device Managed Services** (“**DMS**”) Service Description Document (“**SDD**”) describes Services provided by Zebra Technologies (“Zebra”) worldwide under a current signed Agreement/Contract with Zebra for the supply of Zebra products and/or services or if Customer is a Zebra® PartnerConnect Program member under the applicable, regional, PartnerConnect Participation Terms and Conditions for the purchase of Services (“**Agreement**”).

Zebra's Device Managed Services (“**DMS**”) provides enhanced deliverables over Zebra OneCare™ (“**Z1C**”) service. **DMS** is a fully managed device management services offering which includes device managed Service Desk, Software Release Management, Change Management, and Service Management. Customer may choose additional optional services from flexible Zebra offers. **DMS** helps the Customer achieve success in an ever-evolving, constantly changing technical and analytical world.

This **DMS** SDD details:

- **Core Services:** Required Zebra Services in support of **DMS**.
- **Supplemental Services:** Optional Zebra Services in support of **DMS** and although not required, are highly recommended in support of a total solution.
- **Professional Services:** Optional Services for the commissioning of Products.

NOTE: Portions of this SDD refer to other embedded Service Description Documents (“SDDs”) through URL links. If you don't have access of those URLs or SDDs, please contact your sales representative.

2. Products Availability

DMS is available for the following Zebra Product families:

- Zebra Mobile Computers
- Zebra Tablets

During the term of the Agreement, if the Customer wishes to make a change to the quantity or types of Products, the change will be documented and organized using the Change Order Terms.

If the Customer purchases additional quantities of Products for deployment, Zebra will provide the Customer with a Zebra Professional Services quote for the project services necessary to commission, ship and enroll the new Products in **DMS**.

Customer will receive a separate Z1C (as defined in Section 3 below) quote for all Products and quantities.

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DMS is delivered remotely by Zebra and is available in most countries across the globe. To check availability in a country or for further details, please contact a Zebra sales representative by visiting:

<https://www.zebra.com/gb/en/about-zebra/contact-zebra.html>

3. DMS Summary – Core, Supplemental, and Professional Services

The following table describes:

- (a) Core Services which include the required pre-requisites for **DMS** purchase.
- (b) Supplemental Services that may be purchased with **DMS**.
- (c) Professional Services that may be purchased and require an additional statement of work ("**SOW**") appended to this SDD.

a) Core Services:

DMS Pre-Requisites	Description
Zebra OneCare™ (“Z1C”)	Customer must purchase or have a valid Z1C Service Contract. For more information, visit Z1C page .
Visibility IQ Foresight™ (“VIQF”)	Customer must have a valid VIQF Service Contract. VIQF provides insights, reports, and suggested actions for the Products enrolled in Enterprise Mobility Management (“EMM”). For more information, visit VIQF page .
Enterprise Mobility Management (“EMM”) / Mobile Device Management (“MDM”)	EMM, also referred to as MDM, provides administration, orchestration, and management of compatible Zebra Products. All eligible Products listed in section 2 of this SDD shall be enrolled in the Zebra-approved EMM tool which may be either: <ul style="list-style-type: none"> • Zebra-provided EMM tool included with the Customer’s purchase of VIQF, <u>or</u> • Customer-provided EMM tool pre-approved by Zebra and capable of remote scheduling and distribution of updates to Products, including sending data to VIQF.

Device Managed Services	Description
Services Activation	Customer and Zebra will organize and perform the required activities for commencement of the Services for each Product and at each Customer Site(s).
Gold Build	The specific configuration that combines the Customer’s Application(s), pre-existing Zebra software and/or firmware (including the Product OS) as the Gold Build for a Product. This is also referred to as Gold Image.

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Device Managed Services	Description
Service Desk	Centralized team of Zebra experts organized in a global delivery model responsible for the coordination of the incoming service requests received from the Customer.
Incident Management	The primary role of the Service Desk is fault identification and issue resolution for the Zebra Products (devices) by remotely using EMM tools to triage, troubleshoot and resolve issues.
Problem Management	The actions to prevent Incidents from reoccurring, correct a chronic trend, or correcting a Known Problem.
Change Management	Controlled implementation of change in reaction to the growing Customer's business needs while minimizing the possibility of disruption of the Services.
Service Level Measurements ("SLM"):	<p>Service Level Measurements will include Key Performance Indicators ("KPIs") and Service Level Objectives ("SLOs").</p> <p>The period for each Service Level Measurement is monthly using data from Zebra's IT Service Management ("ITSM") tools for the Services provided in the prior month.</p>
Service Management	Service Management includes the processes used to provide the Services and the measurements of Zebra's performance as described in this SDD, plus the receipt and response to the Customer's feedback and overall satisfaction with the Services.
Monthly Reporting	Customer will be provided with Zebra's standard automated reports and Zebra will advise Customer how to self-utilize.
Exit Assistance	On completion of the Services term and receipt of Customer's written request for assistance, Zebra will reasonably assist Customer in transition of Services.

- b) **Supplemental Services:** Each of the following Services below may be purchased separately as optional services sold with **DMS**. Customer may choose to add one or more Supplemental Services when placing a Purchase Order.

DMS Supplemental Services Options	Description
Release Management	<p>Release Management updates Customer's Products registered in the EMM tool with the current version of software to reduce incompatibilities which may impact Product performance and availability.</p> <p>Note: Required for Zebra-managed EMM as a part of DMS. Optional for Customer-managed EMM.</p>
Additional Service Management	To be scoped and documented in a supplemental statement of work, following Zebra's receipt of Customer's written request/specification.

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DMS Supplemental Services Options	Description
E-Bonding	E-Bonding is integrated automation to exchange transaction data between Customer and Zebra ITSM tools. A transaction example is keeping Incident Management records synchronized.

c) **Supplemental Professional Services:** Each of the following may be purchased separately.

Professional Services	Description
Gold Build Support	Zebra provides services for the Customer to create/modify the Customer's current device Application image used to commission a Product.
EMM / MDM Engineering – Porting	Zebra provides services for the Customer's existing EMM / MDM environment porting and/or general support on porting policies, hierarchies, or programming.
Staging & Kitting	Zebra provides staging, verification, and testing services for Product (device) deployments.
Program Management	Zebra provides Program Management to organize Customer commissioning and deployment of Zebra Products.
Learning Services	Zebra provides "Learning as a Service" to enable the Customer's workforce to conduct new tasks and business functions more effectively.

4. Service Activation

During the Service Activation phase, Customer and Zebra will organize and perform the required activities for the onboarding, stand-up, and commencement of the Services for each Product at all Customer Sites, including information sharing in meetings and ongoing communications between the Customer and the **DMS** onboarding team.

In the event Customer has purchased Supplemental Professional Services with **DMS**, those optional services will be included in the Service Activation plan. Both **DMS** and Professional Services staff shall work together to coordinate the delivery of such Services during deployment and transition.

Service Activation Deliverable	Description
Project Initiation	Customer and Zebra assign their respective Project Managers and organize a kick-off call for the project. After project kick-off, Customer and Zebra will organize the calls as reasonably required to review status and establish a Communication Plan for any changes to the plan.
Service Activation Plan	Service Activation Plan approved by Customer and Zebra.

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Service Activation Deliverable	Description
	<p>The Service Activation Plan includes all actions, dependencies, and the agreed timeline. The Service Activation Plan may include a phased rollout approach for Initial Rollout (“IRO”) and Full Rollout (“FRO”).</p>
<p>Customer Network Overview</p>	<p>Customer provides overview of its network services. The overview shall include identifying the network provider, public network connectivity, carrier services or access point services required for the Products at and between all Site types.</p>
<p>Customer Application Overview</p>	<p>Customer provides overview of its Applications installed (and/or to be installed) on the Products.</p> <p>The overview includes all Customer Applications (current and future) in use by the Customer and segmented by Product and by Customer business unit or location. For each Customer Application, the developer, maintenance provider and technical specifications will be identified. When available, Customer will provide Zebra with Release Notes for the Customer Applications.</p> <p>If Zebra needs to support Customer Application(s), complete training and knowledge transfer plus Communication Plans are required from the Customer. This may be documented in a Statement of Work (if applicable).</p>
<p>Gold Build</p>	<p>The Gold Build is the current device Customer Application image furnished/authorized by Customer to be uploaded on a Product following successful testing by Customer and Zebra.</p> <ul style="list-style-type: none"> • The Products are commissioned with a Gold Build that allows the Product to be registered on EMM. • EMM registration allows daily collection of data used by VIQF. <p>Customer will provide to Zebra its designated cloud storage folder or cloud storage space for safekeeping of its approved Gold Build for Zebra to access or Zebra shall receive a copy of the current device application Gold Build to commission Products shipped to Zebra for hardware repairs on Z1C or Customer’s purchase of additional quantities of the same Product.</p>
<p>Firewall and Ports</p>	<p>Required ports are authorized by Customer and Zebra and are supporting two-way communication with EMM/MDM device agent for Product (device) management and support, and one-way view only for analytics data sent to VIQF.</p>

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Service Activation Deliverable	Description
EMM	Customer EMM or Zebra EMM instance is operational and successful testing has been completed for enrollment of each Product.
VIQF	Customer’s VIQF instance is operational, and Customer can access the reports.
Service Desk	Customer provides overview of its internal service desk. Customer provides Zebra in writing with its approval hierarchy and instructions for any Service Request that requires Customer’s approval.
Change and Release Management	Customer provides overview of its Change Approval Board (“CAB”) process and identifies contacts for changes.
Problem Management	Customer will provide a list of any Known Problems for the Products prior to commencement of the Services.
Monthly Reports	Customer will be provided with samples of Zebra’s standard and automated reports. The delivery date for receiving the first set of monthly reports will be mutually agreed upon by Zebra and Customer.
Operations Service Guide (“OSG”)	Zebra’s standard template personalized for the Customer Products and Sites.
Product Migration	Methodology for transition to new Gold Build and enrollment in the EMM tool.
Customer Acceptance Test Plan (“ATP”)	Customer defines its testing actions and scope. On completion of a successful ATP, Customer will sign the Customer Acceptance Form (“CAF”) and provide a copy to Zebra.
Initial Rollout (“IRO”)	Organize rollout to designated Sites where the Gold Build is used by End Users in production. Customer will execute a CAF for each Site.
Full Rollout (“FRO”)	Customer and Zebra will agree on phased rollout schedule for all remaining Products and Sites. Customer will execute a CAF for each Site.
Post Rollout	Zebra Project Manager provides summary of the Service Activation phase including any authorized changes and lessons learned.

5. VIQF and EMM

VIQF and EMM are pre-requisite components that Zebra utilizes to provide the DMS. Customer shall be responsible to either provide access to its own EMM instance (level of access will vary based on the level of service requested) or purchase the EMM instance via VIQF Service. Details may be provided for EMM/MDM and VIQF if necessary, in a Customer specific SOW (if applicable).

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The [VIQF Service Description Document \(SDD\)](#) provides detailed entitlements of VIQF. Zebra will provide additional details as requested by Customer for review of the VIQF and EMM architecture.

6. Gold Build

The Customer will test and authorize each Gold Build for each Product for use by its staff/users unless otherwise contracted with Zebra to do so. The level of information required for each Gold Build will vary based upon the Agreement and detailed within a statement of work (if applicable). Information below is required for Customers purchasing the **DMS** Supplemental Release Management services.

Each Gold Build combines the Zebra software and firmware for the Product, agreed upon OS, and the Customer's Applications. For each Customer Application, Zebra will request information on the size, memory use, developer and maintenance provider, and pending roadmap actions. A Gold Build is defined during Service Activation for each Product, and it will be version-controlled during the term of the Agreement through the Change and Release Management services.

During Service Activation, Zebra will consolidate Customer Applications for the Zebra Product with the latest Zebra software, firmware, Zebra Data Services ("ZDS") Agent, and agreed OS version to package the first Gold Build used for Customer's testing. ZDS agent is pre-installed on Zebra Products to collect and upload device-related analytics data.

Customer will manage and conduct all testing services to qualify and authorize the Gold Build for all Products for use in its network. If requested in writing by Customer, Zebra Professional Services can provide a separate Statement of Work for testing services. Zebra will prepare Release Notes for each approved Gold Build by Product, including the required bandwidth capacity for Customer's network services for remote, automated deployment.

Customer will assess its network capacity to confirm use of remote, automated deployment for the first Gold Build and any subsequent updates. In the event of any limitation not under Zebra's direct control to use remote automated deployment, or if Customer prefers on-site deployments, Customer will purchase one-time Services from Zebra or from a Zebra authorized provider for on-site deployment of the Gold Build to each Product.

Once the Product is updated with the Gold Build, the Product will be enrolled in the EMM tool through automation.

7. Customer Applications

Customer is responsible for all changes to its Customer Applications, including new Applications added to the Gold Build unless otherwise contracted to Zebra and documented in a Statement of Work (if applicable).

The Customer's Application Developer provides the Release Notes for the Customer Application and is responsible for updating those Release Notes for any changes.

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The Customer's Application Developer's Release Notes may include but are not limited to:

- Description of the Customer Application including the functions that the End-User can trigger.
- A user guide with installation instructions.
- A list of products, Customer Sites, business units or its users using the Customer Application.
- Describe notifications provided to End Users on initial launch of the Customer Application and any requirements for End-User acknowledgement permissions for access to the Customer Application while using the Product (device).
- Confirm what security reviews are required by Customer prior to Application deployment.
- Expected CPU and memory utilization for the Customer Application.
- Any external dependencies, interfaces or integrations required by the Customer Application to work properly.
- Testing criteria and scenarios used to confirm that the Customer Application is working.
- Install instructions including the utilities and scripts to install the Customer Application for use on a Product, any configuration files which need to be side loaded or available as a managed configuration if the Customer Application is deployed using Google Play Store or Managed Play Store.

Customer and the Customer's Application Developer complete all required testing to authorize a new Application or updates to an existing Application.

Customer will define and manage its testing strategy for Applications including the testing instances, scenarios, data, resources, interval, acceptance criteria and records of all testing efforts.

Zebra supports requests for information from the Customer or Customer's Application Developer to confirm the Product's Android OS, Release Notes for the current Gold Build or general Product information.

Zebra is authorized to request a copy of the Customer's Application Developer's Release Notes. Before providing any Release Notes to Zebra it is Customer and Customer Application Developer responsibility to remove any confidential, proprietary or sensitive information from such documentation. Zebra may need Customer or Customer's Application Developer's assistance to remove any confidential, proprietary, or sensitive information from the documentation.

Zebra's use of Customer's Application Developer's Release Notes will be limited to information Zebra requires to prepare the update for a Gold Build. This information typically includes the Customer Application file size, CPU and memory utilization and installer scripts.

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8. Service Desk and Incident Management

a) Service Desk

Zebra will provide a Service Desk to coordinate Incidents and service requests submitted by Customer.

The Service Desk is a centralized team of Zebra experts organized in a global delivery model responsible for the coordination of the incoming requests received from the Customer. Customer requests may include support for an Incident, a service request, or general information on the Product.

The Service Desk is available 24x7x365 to provide continuous around-the-clock support unless otherwise specified in a Statement of Work (if applicable).

Zebra resources providing the Service Desk services are located in the Czech Republic, Malaysia, Mexico, United Kingdom, and USA.

Support is provided in the English language.

Zebra will provide a single telephone number and a pin that allows toll-free dialing where available, to receive and route inbound calls from a Customer's/ End User's Service Desk.

Call routing utilizes Zebra Interactive Voice Response ("IVR"). Any deviation shall be detailed in a Statement of Work (if applicable).

b) Incident Management

The primary role of the Service Desk is Incident Management as described in this section.

- Responding to inbound calls to collect information used to create the Incident record and identify the severity of the issue.
- Use of EMM tool to remotely login to Product to collect diagnostic and troubleshooting information to provide support for Known Errors.
- If the initial efforts are successful, the Incident record is updated with the relevant updates and the Customer is contacted to confirm the issue is fixed.
- If the initial effort does not fix the issue, the Incident will be escalated to a higher level of support (Level 2).
- If the Incident is related to a Customer Application, the Service Desk will attempt to resolve where possible and capture the information including screen captures to provide Customer with necessary information to have Customer's Application Maintenance Provider fix its issues.
- Initiating an RMA under the terms of the Customer's Z1C Service Agreement when hardware repair is required for the Product.
- Keeping the Customer apprised on relevant updates for the Incident.

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- Determining a course of action when required for a workaround to fix and resolve an Incident and obtaining Customer approval for the workaround, including any required change approvals.
- Escalating to Zebra engineering (Level 3) when necessary for a Product issue.
- Triggering the “Major Incident Management” process when required and participation on Customer-initiated service bridge for Product related issues.
- Managing the Incidents in a manner which meets the service level requirements.
- Contacting the Customer to confirm the issue is fixed.
- Closing the Incident record.
- Collecting data required to organize a Root Cause Analysis (“RCA”) when needed.

Additional information on Service Levels may be found in Section 14, Service Level Measurements.

c) **Security Incidents**

Zebra will utilize the established Communications Plan and will notify Customer’s designated security contact for an Incident when a potential security breach is suspected including any inappropriate use of Products.

d) **Major Incident Management Process**

Zebra will provide and document an enhanced Incident Management process for an Incident classified as Critical or a High priority as defined in Section 14, Service Level Measurements.

- Route the Incident to restore service as quickly as possible and notify Customer’s points of contact to confirm that a Major Incident should be triggered.
- Assign a Major Incident manager to form a Major Incident team, from the appropriate Customer and Zebra resources, to manage the Major Incident to closure.
- Designate resources to attend the Customer-hosted conference bridges to provide updates on all relevant Zebra actions and the results of those actions.
- Initiate actions to diagnose and collect the data required for RCA.
- Recommend specific workarounds or other actions for Customer review and approval, and if required by Customer, Zebra will assist in completing a Change Order request for the approval to implement any steps which amount to an Emergency Change.
- Obtain Customer’s confirmation that the service has been restored and gather all required documentation to complete a RCA within five (5) Support Days.
- Create a Problem Record based on the RCA findings.

e) **Reviews of VIQF Reports**

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The Service Desk completes scheduled reviews with Customer using VIQF standard reports.

- Compile report of lost or stolen Products, with or without request for remote lock/wipe for the Product.
- Request out of contact Products and report Product failures.
- Proactively alert on Products (device) without contact status for certain period.
- Investigate Products (devices) with duplicate serial number / device name.
- Battery critical error alert and report.

Zebra may review additional VIQF standard reports as reasonably requested.

9. Problem Management

Problem Management are actions to prevent Incidents from reoccurring, to correct a chronic trend, or to correct a Known Problem (“Problem Management”). The Zebra Service Desk shall address these Problem Management events:

- Open Incidents are reviewed weekly to follow-up and report on status, identify trends, and review RCA report resulting from an Incident.
- Problem Management starts when Customer and Zebra agree a Problem Record should be created.
- The Problem Record describes the problem and documents its history (“Problem Record”) and is closed once the action aimed to prevent the problem from reoccurring has been completed.
- All recommendations for a change (Customer or Zebra) resulting from the Problem Management reviews are submitted for review and approval using the Change Management process, including Emergency Changes.
- Zebra organizes and implements approved changes and tracks the actual results of the change.
- Analysis of the expected results compared to the actual results of a change will be prepared by Zebra and reviewed with Customer.
- Actual results are required to support a recommendation that the Problem Record is ready to be closed.
- A closed Problem Record includes:
 - Original Incidents or trend analysis,
 - RCA findings,
 - Recommended change,
 - CAB approval for the change,
 - Implementation record of what was changed,
 - Review of results from the change, and
 - Customer’s written approval to close the Problem Record.
- Zebra’s responsibility for Problem Management is limited to those problems under its direct control.
- Zebra’s Problem Management records will not include incidents or problems related to Customer network services, Customer Applications, other third-party software, or other Customer suppliers.

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if requested in writing by Customer, to provide data and information obtained at the point of failure to assist in the investigation of incidents or problems not related to the Services, Zebra may offer assistance at its sole discretion. This will include Customer sharing Zebra RCA records and data where the findings indicate Customer, Customer supplier(s) or other third-party may need to initiate its own RCA efforts under its direct control.

10. Change Management

The objective of Change Management is to enable a controlled implementation of change in reaction to the growing Customer’s business needs, while minimizing the possibility of disruption of the Services.

- Changes to the Services are organized and agreed under the Change Order terms of the Agreement.
- Changes for the Services baseline, Gold Builds, Problem Management actions or Release Management updates are organized, agreed, and authorized in writing through use of the Customer’s Change Approval Board (“CAB”) process.

All changes are subject to approval of the Customer’s CAB. Customer determines whether it implements a change but if Customer fails to act reasonably in making such decision and this has a material detrimental effect on the affected part of the Services, Zebra may request to seek Supplier Relief. Types of changes include:

Change Type	Change Description
Standard Change	A pre-authorized change that is low risk and common. It is usually recorded as a service request transaction. Examples include record updates or server reboots. It does not require an RFC or CAB approval.
Normal Change	A planned change that follows the change management process. It requires an RFC and a CAB approval.
Emergency Change	A change that must be introduced as soon as possible. It requires accelerated RFC and a CAB approval.

Zebra provides the following Services as part of the Change Management Process:

- Conduct an impact assessment of the proposed change to the baseline Service to ensure schedule, fees and performance risks/impacts are understood and acknowledged.
- Schedule and complete approved changes during the Customer’s specified scheduled maintenance windows.
- Use of Customer’s Change Management process for Zebra initiated changes to facilitate communication, planning and implementation.

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- Zebra will determine any additional fees that may apply to the change, such fees only to be payable when approved in advance by Customer via Purchase Order or in a writing signed by the parties as part of the Change Management process.
- Notify Customer if a change cannot be implemented according to Customer's required timelines and offer an alternative proposal.
- Provide results of implemented changes.

The Customer will inform Zebra of any changes implemented under its control or by other third parties that may impact the Services. Zebra reasonably participates in scheduled CAB reviews to provide requested information on impacts of these changes.

11. Release Management

Release Management updates all Customer's Products registered in the EMM tool to the most current version of software to reduce incompatibilities that can impact Product performance and availability.

EMM automation schedules and completes phased rollout of updates as Over-the-Air ("OTA") updates to the Gold Build of Customer's Products used in production.

Customers that also purchase Z1C with Commissioning Service, Release Management provides a copy of the updated Gold Build used for commissioning Product repairs or used to stage and kit Customer's purchase of additional Products as part of a Zebra Professional Services SOW.

a) Gold Build - Release Updates

During the Service Activation phase, Customer approves a Gold Build for each Product, and per the terms of the Service Activation phase will install the baseline image on each Product.

Customer and Zebra will use the Change and Release Management Services to review, test, approve and rollout any update to a Product's Gold Build during the term of the Agreement.

A change to a Gold Build may include a combination of changes for Operating System ("OS") updates, OS configuration settings, driver updates, access to new Customer Applications, updates to existing Customer Applications, Product firmware updates, security patches or any other change as authorized by the Customer to be included as a Release for the Gold Build, and the Release will be authorized for use by Customer as the next **production** release for its Products.

Customer and Zebra will mutually agree on additional one-time and recurring charges for the following scenarios and shall document them in a Statement of Work (if applicable):

- Customer requires Zebra to create more than one Gold Build for a Product.
- Customer requires Zebra's support to create a new Gold Build to evaluate a new combination of Customer Applications and they want to organize a pilot with a smaller group of Customer/ End Users.

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Step	Description
1 – Customer Initiates Change Request (“CR”)	<p>During the term of the Agreement, there are two types of changes that initiate an update to a Gold Build.</p> <ul style="list-style-type: none"> • Customer Application Change – the addition of a new Customer Application or a change to an existing Customer Application. • Product Change – Operating System (“OS”) updates, OS configuration settings, driver updates, Product firmware updates, and security patches (LifeGuard™). <p>Customer completes the CR and submits to Zebra.</p>
2 – Assign Zebra Release Manager	<p>On receipt of CR, Zebra assigns a Release Manager.</p> <p>The Release Manager will contact the Customer to initiate review of the CR.</p> <p>The Release Manager will plan, organize, and direct all activities for the Gold Build update project and manage all status communications.</p>
3 – Request for Change (“RFC”)	<p>Using information provided on the CR, the Release Manager prepares and submits the RFC as required by the Customer’s CAB procedures.</p> <p>The RFC is documented using the Customer’s approved forms for Normal or Emergency Changes:</p> <ul style="list-style-type: none"> • Normal Change – a scheduled change in response to a specific problem, reviewed during a scheduled CAB meeting. • Emergency Change – changes with high impact that require Emergency CAB (“eCAB”) authorization. These changes are often triggered by Major Incident. <p>The RFC documentation may include the following information:</p> <ul style="list-style-type: none"> • Identifying the type of update, and the urgency of the update. • All information required to provide a detailed description of what is changing, i.e., the combination of updates that will be packaged and tested as an update to the Gold Build. • Statement on how the update impacts the Customer End User or Customer business unit including updates in Customer Application features, or new Customer Applications. • Zebra will be provided access by the Customer to consult with Customer’s suppliers to gather its input and impact assessment information for the update. Example: consulting with the Customer’s Application Developers to review any update related to a new Customer Application or a change to an existing Customer Application. • The description identifies the benefits of the update, both operational and technical.

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Step	Description
	<ul style="list-style-type: none"> • The description identifies the impact of the update. <ul style="list-style-type: none"> ○ Effort, resources, and duration required to qualify and rollout the update. ○ Planned rollout schedules and dates. ○ Urgency and impact for the update. ○ Customer Testing required to qualify the update. ○ Risks associated with making the update. ○ When required, any relevant charges for the update. <p>The RFC is submitted for review by the Customer’s CAB to obtain the Customer’s approval to proceed.</p> <p>In the event CAB is unable to approve, Zebra will respond to the CAB request for additional information and resubmit RFC.</p> <p>If the RFC is not approved, Zebra will keep a record of the decision and cancel the CR.</p> <p>The Customer will maintain its records for CAB reviews and approvals.</p>
<p>4 – Gold Build Update and Zebra Testing</p>	<p>On completion of Customer’s Application testing, Customer will provide hand-off to Zebra of all documentation and Application software required for the update. The hand-off includes the Application Developer Release Notes and all files required by Zebra to organize the Application as software updates for the Gold Build.</p> <p>Zebra will modify the then-current Gold Build by combining only the changes for Applications, OS, configuration setting, drivers or firmware packaged as a bundle that will be remotely deployed to each Product using Over-the Air (“OTA”) functionality available through the EMM tool.</p> <p>An update does not require complete replacement of the current Gold Build. The Gold Build is updated through the combination of EMM profiles, scripts, and composite jobs.</p> <p>Zebra will provide the testing infrastructure necessary for testing the update bundle and it will include:</p> <ul style="list-style-type: none"> • The Application installs and launches properly. • Product testing for settings and standard diagnostic testing. • Over the Air solution test. • Product configuration. <p>On completion of Zebra’s testing, Zebra will provide hand-off to Customer for its acceptance testing. The hand-off is the updated Gold Build and Zebra’s Release Notes.</p>

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Step	Description
<p>5 – Zebra Gold Build Update and Customer Testing</p>	<p>Customer will define and manage its testing strategy for the Gold Build update including the testing instances, scenarios, data, resources, interval, acceptance criteria and records of all testing efforts.</p> <p>Customer will organize and complete its Gold Build acceptance testing and share the record of those test results with Zebra.</p> <p>Zebra will participate in Customer’s final review of test results to approve the update and assist in reviewing defects found during testing for a root cause determination and corrective actions for the defect.</p> <p>Correction of a Gold Build defect requires additional testing by both Zebra and Customer.</p> <p>Customer provides Zebra with its written acceptance of test results as its confirmation to plan and schedule the phased OTA updates to the Products.</p>
<p>6 – OTA Deployment to Products</p>	<p>Customer and Zebra Release Manager will review and agree on the OTA deployment schedule.</p> <p>Deployment Plan:</p> <p>The Zebra Release Manager will manage the project timeline for the deployment and verify all documentation and procedures are followed during the authorized and scheduled deployment (maintenance) windows. Zebra will:</p> <ul style="list-style-type: none"> • Develop implementation procedures for the distribution and installation of Gold Build updates to the Products. • Communicate and manage expectations of Customer during the planning and rollout of new releases. • Manage the schedule, distribution, and installation of changes. • Define the rollback methodology in the event the update is deemed unstable and/or requested by Customer. <p>Deployment Approach:</p> <p>Customer and Zebra will agree on the deployment approach to organize a phased deployment. A phased deployment strategy considers:</p> <ul style="list-style-type: none"> • Phases – deployment starts with a single site, small group of sites, and large groups of sites to minimize risk for the Customer’s production environment. • Urgency – Customer’s required timeline for deployment of the update. • Size – quantity of Products (devices) to be updated and the Sites. • Interval – maintenance windows needed, and the time required for each. • Sequence – Customer’s priority Sites or End-User populations.

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Step	Description
	<ul style="list-style-type: none"> • Rollback – actions required to rollback an update once it has been deployed to many Products at many Sites. • Progress Tracking – reporting required to track the progress of each planned deployment. • Communications Plan – Customer and Zebra have agreed on organizing communications, cadence of communications and escalation path for exceptions and delays. • Metrics – measurements collected for each deployment. <p>Deployment:</p> <p>Updates to the Gold Build are deployed through OTA updates using the EMM tool.</p> <ul style="list-style-type: none"> • Customer must ensure that the Products are connected to the EMM within seven (7) calendar days prior to scheduled deployment date. • Customer will verify the target Products are in good condition, connected to the network and in a fully operational functional state ready for receiving the update including Product (device) connectivity such as cellular, Wi-Fi or ethernet cradles. • For Products that are not connected to the EMM (e.g., powered off) at the time of the deployment, Zebra will leave the rules open so that when the Products are online and connected to the Customer network, the Products will receive the update. <p>Each scheduled deployment of the Gold Build update has a target measured success criteria of 98% applied for the Products that are online during the scheduled update window.</p> <p>Acceptance/Release closure:</p> <p>Customer will provide written acceptance on completion of the deployment.</p> <p>Post Deployment:</p> <p>Release Manager will provide a post deployment report which will include the following:</p> <ul style="list-style-type: none"> • List of Products successfully updated. • List of Products not updated and root cause. • List of any incidents resulting from deployment of the update or as a result of using the updated Gold Build. • Lessons learned from the deployment.

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12. Service Management

a) Service Management includes:

- A designated point of contact for the Customer.
- Zebra Service Owners responsible for delivery of the Services as described in the SDD and attainment of the Service Level Measurements for those Services.
- Monthly Stewardship Reviews.
- Quarterly business management reviews.
- Weekly review of the backlog of incidents.
- Reporting of potential lost or stolen devices.
- Customer feedback on its satisfaction with the Services described in this SDD.
- Review recommended improvements.

Additional roles may be added to the Service Management function at the request of the Customer and must be agreed upon by Zebra. These must be requested in advance and fully documented in a Statement of Work (if applicable) including the additional fees.

b) Monthly Stewardship Reviews

Zebra will organize monthly, remote governance meetings with the Customer to review Zebra's performance of the Services for the prior month and receive feedback on the Customer's satisfaction with those Services. Stewardship of meetings are face-to-face when agreed by Customer and Zebra.

- Review Zebra's performance of the Services.
- Present the Service Level Measurements.
- Review of recent Critical or High Incidents.
- Present RCA findings for any KPIs or SLOs when Zebra has not achieved the Service Level Measurements, including any recommended actions.
- Chronic issues and trend analysis of Incidents.
- Summary of pending or completed Normal or Emergency Changes, Problem Records and Release Management updates.
- Approved changes to the OSG.

c) Quarterly Business Reviews

Zebra will organize Quarterly Business Reviews with the Customer, to review **DMS** and other related topics which may include:

- Zebra roadmap information for Products.
- Customer business updates.
- Customer satisfaction feedback.

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- Corrective actions (when required) or suggested improvements for Customer’s consideration.
- Changes requested to the Services or the Agreement.

13. Monthly Reporting

Zebra provides standard, automated reports monthly. The reports will include measurements of Services provided in the prior month for each of the Service Level Measurements.

Zebra’s monthly reporting does not include self-service reporting available to the Customer through VIQF, or any other services provided by Zebra.

14. Service Level Measurements (“SLM”)

The measurement period for all Service Level Measurements is monthly using data from Zebra’s ITSM for the Services provided in the prior month.

Reference	SLM Type	Description	Service Level	Calculation for Reporting
SLM #1	KPI	Average time to identify root cause	<p>Average time taken by the Service Desk to diagnose root cause of issue during the first call to the Service Desk is \leq fifteen minutes.</p> <p>The interval for time to diagnose root cause is tracked in each Incident record when the Zebra agent identifies the root cause.</p>	The sum of the total root cause time for the Incidents included in the monthly measurement period is divided by the total number of Incidents.
SLM #2	KPI	Service Desk speed of answer	80% of inbound calls are answered within 60 seconds.	The total number of calls included in the monthly measurement period answered within the specified time is divided by the total calls answered in the measurement period and then multiplied by 100.
SLM #3	KPI	Service Desk call abandon rate	The call abandon rate will be \leq 5%.	Total calls not answered in a month divided by total calls in the measurement period and then

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Reference	SLM Type	Description	Service Level	Calculation for Reporting
				multiplied by 100.
SLM #4	KPI	Service Desk availability	The Service Desk availability is \geq than 98%.	The Service Desk is available during the designated hours of coverage to receive calls.
SLM #5	KPI	Acknowledge CR	Zebra provides an initial written response to acknowledge each formal change request within 14 days.	Response interval is measured for each change request.
SLM #6	KPI	Time to Respond P1, Critical Incident	The average response interval for a P1, Critical Incident will be \leq 30 minutes from the first contact to initiate a Major Incident.	Measurement of all P1, Critical Incidents logged during the monthly measurement period. MTTR = Sum of the total time to respond to all P1, Critical Incidents in the measurement period is divided by the total number of P1, Critical Incidents logged in the measurement period.
SLM #7	KPI	Time to Respond, P2 High Incident	The average response interval for a P2, High Incident will be \leq 60 minutes.	Measurement of all P2, High Incidents logged during the monthly measurement period. MTTR = Sum of the total time to respond to all P2, High Incidents in the measurement period is divided by the total number of P2, High Incidents logged in the measurement period.
SLM #8	KPI	Time to Respond, P3 Medium	The response interval for a P3, Medium Incident will be \leq 4 Business Hours for 90% of the incidents.	Measurement of all P3, Medium Incidents logged during the measurement period. Total number of P3, Medium Incidents logged and responded to within 4 Business Hours divided by the total number of P3, Medium Incidents, multiplied by 100.
SLM # 9	KPI	Time to Respond, P4 Low	The response interval for a P4, Low Incident will be \leq 8 Business	Measurement of all P4, Low Incidents logged during the measurement period.

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Reference	SLM Type	Description	Service Level	Calculation for Reporting
			Hours for 90% of the incidents.	Total number of P4, Low Incidents logged and responded to within 8 Business Hours divided by the total number of P4, Medium Incidents, multiplied by 100.
SLM #10	SLO	Time to Restore P1, Critical Incident	The average Restore time for a P1, Critical Incident will be ≤ 4 Hours.	Measurement of all P1, Critical Incidents logged during the monthly measurement period. MTTR = Sum of the total time to Restore all P1, Critical Incidents in the measurement period is divided by the total number of P1, Critical Incidents logged in that period.
SLM #11	SLO	Time to Restore, P2 High Incident	The average Restore time for a P2, High Incident will be ≤ 8 Hours.	Measurement of all P2, High Incidents logged during the monthly measurement period. MTTR = Sum of the total time to Restore all P2, High Incidents in the measurement period is divided by the total number of P2, High Incidents logged in that period.
SLM #12	KPI	Time to Restore, P3 Medium	The Restore time for a P3, Medium Incident will be ≤ 24 Business Hours for 90% of the incidents.	Measurement of all P3, Medium Incidents logged during the measurement period. Total number of P3, Medium Incidents logged and restored within 24 hours divided by the total number of P3, Medium Incidents, multiplied by 100.
SLM# 13	KPI	Time to Restore, P4 Low	The Restore time for a P4, Low Incident will be issue dependent.	Measurement of all P4, Low Incidents logged during the measurement period for the average restore time.

a) Incident Classification

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Incident Urgency	Incident Priority	Impact	Assessment
Urgency 0: Critical	P1 Critical – Severe Impact	Entire Service or multiple regions are affected.	<p>Primary function is stopped. Complete loss of core functionality issues persisting over an extended period as referenced in the examples below:</p> <ul style="list-style-type: none"> Customer’s End Users are unable to use its Products across multiple sites. Zebra’s Service Desk is not available to receive calls. Zebra’s MDM or VIQF architecture is out of service. A Security Incident. Unauthorized updates to Products. A Customer’s authorized Application update is not working on Products. A Customer’s network services are unavailable for all Products. An incident with the potential to result in financial loss to the Customer. Any other incident scenario agreed between the parties in the OSG.
Urgency 1: High	P2 High – Significant Impact	Multiple Sites are affected.	<p>Primary function is stopped or degraded. Significant impact on core functionality persisting over an extended period as referenced in the examples below:</p> <ul style="list-style-type: none"> Customer’s users are unable to use the Products. Customer Applications at a Site are not available for all Products. Customer network services are unavailable for a Site. Failed rollout of a planned update to Products at a Site. Any other incident scenario agreed between the parties in the OSG.
Urgency 2: Medium	P3, Incident	A single Site or individual users at multiple Sites are affected.	<p>Non-primary function is stopped or degraded as referenced in the examples below:</p> <ul style="list-style-type: none"> End User is unable to log-in to an application. Application failed install. Application not available. Application won’t launch. Application won’t scan. Battery charging failure. Hardware replacement. Cannot connect to Wi-Fi. Product is connecting to wrong SSID. Product has wrong date or time.

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Incident Urgency	Incident Priority	Impact	Assessment
			<ul style="list-style-type: none"> Product has wrong OS Product is stuck in boot loop, computer screen, or airplane mode. Any other Incident scenario agreed between the parties in the OSG.
Urgency 3: Low	P4, Service Request	A single user is affected	Non-critical business function is degraded or any Incident not classified as a P1, P2 or P3 Incident priority.

b) Incident Priority

The combination of Customer Impact and Urgency Levels represents the Priority assigned to an Incident:

		Customer Impact			
		Widespread	Large	Localized	Individualized
Urgency Level	Critical	P1	P1	P2	P2
	High	P1	P2	P2	P3
	Medium	P2	P3	P3	P3
	Low	P4	P4	P4	P4

c) Monthly Service Level Measurements

- Zebra will monitor and measure performance of the Services monthly using data from the prior month's transactions recorded in Zebra's ITSM tool.
- The data is organized in Zebra's standard, automated reports and the results of the actual service level measurements will be submitted to Customer.
- Respond** is Zebra's actions to create an Incident record and route the Incident for assignment.
- Restore** is Zebra's actions to troubleshoot, diagnose and resolve an issue and to close an Incident, or such that the relevant aspect of the Services and/or Products has been restored to full working order and users affected by the Incident can continue unaffected with its duties.
- For Critical and High Incidents, Customer will report all Incidents to Zebra's Service Desk by telephone call and when requested, Zebra will participate on Customer-initiated outage bridges to provide relevant updates. Zebra's participation on an outage bridge is limited to only those actions that are under Zebra's direct control.

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- Zebra will review the quality and performance of Services as part of a quarterly review cycle to identify any required corrective actions or improvements for the Customer’s consideration and approval. Inputs will include trends observed from Incident records, Customer feedback on Zebra’s performance of the Services, and SLO/KPI performance.

15. Exit Assistance

Upon completion of the **DMS** term and receipt of Customer’s written request for Exit Assistance, Zebra will reasonably assist Customer with transition.

The Exit Assistance Services are provided to Customer, or its designated third-party, under the terms and conditions of the DMS Agreement, and the period of the Exit Assistance shall be effective the day following the date the DMS term expires and Zebra’s receipt of Customer’s purchase order and shall not exceed six (6) months. Customer shall continue to pay all charges due for Services provided during the Exit Assistance period.

Customer is responsible to ensure its designated third-party protects Zebra’s proprietary and confidential information per the terms of the Services Agreement.

Zebra shall reasonably participate in conference calls scheduled by Customer to provide an overview of the Services.

Zebra shall continue to provide the Customer with access to automated service incident reports through the final day of the Exit Assistance period.

Zebra shall inform Customer if a request is considered confidential, proprietary, or sensitive information and Zebra is not able to provide the information as requested.

16. E-Bonding

E-Bonding is an integrated automation feature to exchange transaction data between Customer and Zebra ITSM tools. A transaction example is keeping Incident Management records synchronized.

The benefit of E-Bonding is to reduce the need for phone calls and emails, and manual efforts to share relevant transaction updates.

Successful implementation of E-Bonding includes the activities described below.

Activity	Description
Requirements	Gather requirements for each transaction type included in the E-Bonding.
Design	A design to map the relevant ITSM data fields by transaction, the update triggers, and the projected timeline to develop, test and roll out.
Develop	A weekly call with Customer to review progress for delivery of the Customer and Zebra deliverables and overall status of progress against the timeline.

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Activity	Description
Testing	Organize the agreed test scenarios with Customer and completion of testing. Testing will include functional, integration and Customer acceptance testing.
Rollout	Code promotion for each E-Bonding transaction.
Support	Support E-Bonding during the DMS Agreement term.

17. Gold Build – Remote or Onsite

Zebra can provide consulting services to identify, design and establish the standard application set, Product authentication, operating system, configuration, and settings for the Zebra Products; additional time and scope may need to be prepared for multiple products makes and models. This remote/offsite support (onsite is also available) is created to document the Gold Build as defined in this section, as well as completion of the EMM package/policy creation effort and testing in support of the Gold Build. The created Gold Build shall be fully documented with a corresponding staging guide created for initial Product staging. The Gold Build can be updated as needed at Customer’s discretion and will then become the new “Gold Build” for future deployments during the Agreement term.

The EMM functionality provides remote automation to schedule and complete updates for the Product Gold Build. This service will be detailed in a Statement of Work (if applicable), and will include the Customer’s total number of Sites, Products by Site, EMM enrollment, and duration of the Customer’s rollout schedule.

If Customer chooses to use a separate third-party for On-Site Service Gold Build Rollout including EMM enrollment, Customer and Zebra will agree in a Statement of Work on reasonable testing services to be performed by Zebra before commencement of the Services.

The Gold Build service is a customizable one that must be detailed in a Statement of Work (if applicable) with all details, requirements, and specifics.

18. Staging and Kitting Deployment

Staging and kitting of Products often includes many complex and overlooked elements, such as operating system version management, security features, Customer Application loading, project management/coordination and quality assurance. Zebra provides thorough staging, verification, and testing services for the Product deployments. Timing of Product staging is predicated on Product availability, quantity, and complexity of the staging process. Upon definition and agreement of the Gold Build and execution of the Agreement, Zebra will work with the Customer to define and agree upon timelines. Please reference the [following SDD](#) for more information on Zebra Staging and Kitting Services. These Services may be added in a Statement of Work (if applicable).

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19. Learning Services – Multiple Options

Learning as a Service enables a fully trained workforce to conduct new tasks and business functions more effectively. With on-device point of need and custom learning options across Zebra products, services, and solutions, this is the fast track to end user adoption. Whether due to seasonal workers or high turnover staffing, the longer it takes to train people, the more chance the business will lose the benefits of any new data solution. Tailored learning pathways ensure end users learn new concepts quickly, in a way that works for them. Learning analytics enables employers to track user training and qualifications. The results help to identify areas of improvement and ways to customize training to individual users. These Services may be added to a Statement of Work (if applicable). Please reference the [following SDD](#) for more information.

20. Program Management

When deploying large-scale projects and intelligent edge solutions end-to-end, companies need assurance the installation will deliver the intended return on investment (“ROI”). With decades of market leadership in connected edge devices, Zebra Program Management – a Zebra Signature Service – can ensure the success of Customer’s Product deployments. When done right, technology implementations allow Customers to act upon real-time data to improve operational processes, identify new sources of revenue and transform business outcomes. Zebra Program Management goes beyond routine processes, bringing best practices and refinements that come from unparalleled domain experience in technology deployment services. Zebra Program Management can reduce risks and maximum outcomes to align with the Customer’s strategic objectives. Program Management Services may be added to a statement of work (if applicable). Please refer the [following SDD](#).

21. EMM / MDM Engineering – Environment Porting

Zebra will provide consulting services to identify, design and establish the standard application set, Product authentication, operating system, configuration, and settings for the Products – utilizing the existing images and policies/procedures in its existing EMM on premise or cloud server(s) for the purposes of environment porting. In instances where environment porting isn’t needed, Zebra may also work with the Customer to complete programming, policy, hierarchal, needs within the EMM / MDM. These Services are customizable to each Customer and are to be documented in a Statement of Work (if applicable).

22. Security

a) Information Security

Zebra will perform the Services following Zebra’s technical and organizational measures to protect data. If Customer requires Zebra to make any modifications or follow any additional security or

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compliance requirements, such requirements will be reviewed under Change Order and may result in additional charges.

b) Product (device) Security

Zebra publishes security alerts at the following location:

[LifeGuard™ Alerts](#)

Customer's purchase of Z1C Services includes LifeGuard™ for Android to extend the lifecycle of Zebra Android OS Products to receive security support and periodic security updates.

The EMM collects Product data daily for individual devices and shares this data with VIQF.

VIQF dashboards provide visibility of those Products requiring updates to its Android OS.

All planned updates are organized using Change and Release Management.

The Gold Build includes the Customer's rules for Product login for use (access and authentication), how the Product is allowed to connect to Customer network, and Customer's encryption policies.

Use of the EMM tool supports the following for individual devices:

- SSL secure communication between Product and EMM.
- Daily collection of Product data including Gold Build version and OS version.
- One central location to recommend OS updates by Product in VIQF.
- Track last known location of Product (device) if GPS is enabled.
- Allow user access to only approved Customer Applications.
- Security policy management including lock/wipe commands, secure lockdown screen to prevent use.

23. Data Privacy

The Customer is responsible as data controller for complying with all applicable Data Protection Legislation under the Agreement when providing personal data to Zebra. The Customer shall provide Zebra the relevant personal data for Zebra to complete the booking and on-boarding processes applicable to the Agreement and for delivery of the Services to Customer in accordance with the Agreement.

Customer will provide Zebra with access to any information, including any personal data reasonably necessary to facilitate delivery of the Services and obtaining consents where required for Zebra's processing of personal data.

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24. Customer Responsibilities

Customer will fulfill all responsibilities as described in the SDD and the SOW.

Category	Responsibilities
General	<ul style="list-style-type: none"> • Designate primary points of contact used by Zebra concerning all general aspects of the Services. • Contacts will have a thorough understanding of Customer’s business requirements and technical environments and when required, will advise, and assist in securing required Customer decisions. • Authorize appropriate Zebra access, as agreed by the parties each acting reasonably, to the Customer’s pre-production instance for both prototyping, deployment, testing and incident handling. • Provide or procure the provision of the relevant technical specifications and other documentation describing where Customer’s Applications are organized in Customer’s network. • Provide information on how the Customer’s network is organized including the network, public network connectivity, carrier services or access point services as required for the Products. • Confirm IT networks and infrastructure will meet the minimum requirements to enable the Services to be delivered to the Products to operate within the Customer network. • Complete training and knowledge transfer plus Communication Plans of Customer's Application to Zebra. • Provide a designated storage area for safekeeping of its approved Gold Builds. • Provide free, safe, and clear access to a Site to enable Zebra to provide the Services, such as onsite repair activities and ensure that Zebra personnel are always accompanied by a member of Customer’s staff who are familiar with the Site and safety procedures.
Change Management	<ul style="list-style-type: none"> • Organize an overview of its CAB process to authorize Normal and Emergency changes.
Customer Applications	<ul style="list-style-type: none"> • Provides instructions for its End Users on use of Products and Customer’s Applications installed on those Products. • Provides overview training to the Zebra Service Desk that includes basic troubleshooting and diagnostics to identify issues related to Customer’s Applications. • Notifies Zebra for any change in a Customer Application, or the Customer’s suppliers who provide development or support for those Customer Applications. • Assists Zebra in updating training and documentation related to a Customer Application change.

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Category	Responsibilities
	<ul style="list-style-type: none"> Requires Customer Application developers or maintenance providers to participate in Customer's CAB reviews to authorize changes to the Gold Build.
Customer Provided EMM	<ul style="list-style-type: none"> Provides their EMM tool including ongoing support for configuration, maintenance, and availability of the EMM tool. Grants access and appropriate user rights to their EMM tool by assigning unique logins and roles for Zebra personnel. Logins will grant remote login access to: <ul style="list-style-type: none"> troubleshoot and diagnose issues, add or delete Products, and generate reports.
Customer Network Services	<ul style="list-style-type: none"> Provide network access, security access, public network connectivity, carrier services or access point services as reasonably required with sufficient capacity for Customer's use of the Products including its connection to the MDM tool.
Customer Suppliers	<ul style="list-style-type: none"> Responsible for contracting with and managing all other suppliers providing services related to the Zebra Services. This includes Customer's internal teams used to perform or deliver services.
Gold Build	<ul style="list-style-type: none"> Provide overview of its test management process for an Application or a Gold Build.
Incident Management	<ul style="list-style-type: none"> Promptly notify Zebra where decisions relating to a Customer action may materially and adversely impact the ability of Zebra to provide the Services. Notification allows sufficient time for Zebra's response to prevent or mitigate the impact to the Services.
Major Incident Management	<ul style="list-style-type: none"> Initiates conference bridges and communicates details of the conference bridge to all required participants for a Major Incident bridge. Shares contact details of appropriate Operations/IT Management staff for service escalations.
Operations Service Guide ("OSG")	<ul style="list-style-type: none"> Review and approve in writing the OSG prior to initial rollout.
Problem Management	<ul style="list-style-type: none"> Provides information as reasonably required to gather data for root cause investigations to recommend permanent fixes, update Problem Records and approve change management plans, and when required requests the same of its other suppliers and internal teams.
Release Management	<ul style="list-style-type: none"> Provides fully tested Gold Build including functional testing for the Customer Applications. Requires Customer's Application developers and maintenance providers for those Applications, to participate as reasonably required in the Change and Release Management process. Verifies Products are connected to the Customer network and functional prior to all planned Release updates.
Service Activation	<ul style="list-style-type: none"> As described in Core Services, Section 4, Service Activation.

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Category	Responsibilities
Service Management	<ul style="list-style-type: none"> Provides appropriate Operations / IT management contacts to join service reviews and act as the main contacts. Shares written change requests for all Site changes, openings, closures and moves.
Security	<ul style="list-style-type: none"> Responsible for its Information Security policies and processes in its network including all efforts related to security monitoring.
Service Desk	<ul style="list-style-type: none"> Customer's Service Desk and its authorized users will provide information for each service request, incident or change request when being reported to Zebra.
Stewardship Meetings	<ul style="list-style-type: none"> Designate its contacts for participation in scheduled service reviews.
VIQF	<ul style="list-style-type: none"> Provides Zebra with access to Customer information necessary to facilitate VIQF.
Zebra OneCare™	<ul style="list-style-type: none"> Maintains a Zebra OneCare™ Service Agreement for all Products included in the DMS SDDt and for at least the same Services term for DMS.

25. Service Delivery Locations

Zebra's delivery of the Services is organized in a global delivery model. Resources work on-premises at Zebra delivery centers and virtually.

Zebra reserves the right to make all decisions where Zebra's resources perform the Services and will keep Customer informed of relevant changes.

Any Customer requested deviation from the following global delivery model will result in additional charges.

DMS – Service Locations		
North America / LATAM	EMEA and UK	APAC
Mexico USA	Czech Republic Germany UK	India Malaysia

26. End of Life

Zebra will communicate relevant End of Life dates for Products per the terms of the Customer's Z1C Service Agreement.

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27. Supplier Relief

Zebra reserves the right to discuss additional charges where Zebra's efforts to provide the Services requires more cost or effort where Customer is not able to comply with the Customer responsibilities, or when Customer is unable to approve and implement a reasonable recommendation for a change.

If Customer fails to complete its responsibilities for Service Activation, Customer may also be obligated to begin payment of the Minimum Volume Commitment as specified in the Customer Statement of Work.

28. Limitations, Restrictions and Exclusions

The following limitations restrictions and exclusions apply to DMS. All other limitations, restrictions and exclusions in the Z1C or VIQF SDDs also apply to those Services.

a) Customer Applications

- Zebra's assistance in diagnosing issues with Customer Applications is limited to the training provided by the Customer or its designated third party.

b) Customer Suppliers

- Zebra reserves the right to review work performed by other Customer suppliers that impact Zebra's ability to deliver the Services.
- Zebra reserves the right to suspend Service Levels for those Services which have been impacted, and when appropriate, Supplier Relief charges.
- Zebra will reasonably coordinate efforts (when appropriate) with Customer's other suppliers related to the Services.
- Zebra does not track, manage, or report on the Customer supplier's services.

c) On-Site Support

- On-site support is as described in the relevant SDD when Customer purchases Z1C on-site support coverage.

d) Release Management

- Zebra does not take responsibility for any third-party software programs or applications support or functionality.
- Zebra will provide only one (1) free-of-charge rollback for a planned deployment of a Gold Build update across the total quantity of Products.
- Excludes commissioning of new quantities of Products purchased by Customer.
- Excludes any on-site support or site surveys.

e) Service Desk

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- Zebra will support one line of business and associated processes within the Customer's operational environment.

- f) **Service Management**
 - The frequency of onsite service reviews will be as agreed upon in an executed Statement of Work (if applicable), or as mutually agreed in writing by Customer and Zebra.

- g) FOR PRODUCT SKUS THAT ARE DESIGNATED NOT FOR SALE, SERVICE AND/OR USE OUTSIDE OF CHINA, THESE SKUS ARE ELIGIBLE FOR SERVICE COVERAGE ONLY IN MAINLAND CHINA FROM ZEBRA AND/OR ZEBRA AUTHORIZED CENTERS.

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Appendix A: Definitions

Unless otherwise noted, capitalized terms not defined in this Service Description Document, shall have the meanings ascribed to them in the Agreement. The following definitions apply to the Services described in this Service Description Document:

Term	Definition
Acceptance Test Plan (“ATP”)	As described in Section 4, Service Activation.
Android	Mobile operating system for smartphones and tablets.
Application(s)	A software on the device including Customer Application, Zebra software, and/or firmware (including the Product OS)
Application Change	As described in Release Management, Section 11, a) Gold Build – Release Updates.
Application Developer	As described in Section 7, Customer Applications.
Application Maintenance Provider	The Customer’s third-party supplier responsible for providing software support for Customer Applications.
Business Hours	The hours from 8.00 am to 5.00 pm from Monday through Friday for the main support hub within Customer’s region.
Change Approval Board (“CAB”)	As described in Section 10, Change Management.
Change Order	Agreement provisions to submit and approve changes to terms and conditions.
Change Management	As described in Section 10, Change Management.
Change Request (“CR”)	As described in Section 11, Release Management, Step 1.
Communication Plan	As described in Section 11, Release Management, Step 6, OTA deployment to Products.
Core Services	As described in Section 3, DMS Summary.
Customer	The entity purchasing the Service from Zebra and/or its Distributor or the ultimate end user of the Service (if different) as applicable.
Customer Acceptance Form (“CAF”)	As described in Section 4, Service Activation.
Customer Application	As described in Section 7, Customer Applications.
Customer Suppliers	A supplier from which Customer purchases products or services and there and it is related to the Zebra services. As an example, the Customer’s network provider.
Deployment	As described in Section 11, Release Management, Step 6, OTA deployment to Products.
Deployment Approach	As described in Section 11, Release Management, Step 6, OTA deployment to Products.
Deployment Plan	As described in Section 11, Release Management, Step 6, OTA deployment to Products.
Distributor	Zebra authorized distributors listed on Zebra’s website at http://www.zebra.com or any equivalent thereof.
E-Bonding	As described in Section 16, E-Bonding.
Emergency Change	As described in Section 10, Change Management.
Enterprise Mobility Management (“EMM”)	As described in Section 3, DMS Summary - Core Services.
End of Life	As described in the Z1C SDD.
End User	Shall mean the ultimate user of the Product.
Environment Porting	As described in Section 21, EMM / MDM Engineering.
Exit Assistance	As described in Section 15, Exit Assistance.

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Term	Definition
Full Rollout (“FRO”)	As described in Section 4, Service Activation.
Gold Build	As described in Section 4, Service Activation.
Google Play Store	Online storefront for Android applications.
Key Performance Indicators (“KPIs”)	As described in Section 14, Service Level Measurements.
Known Error	A known error is an issue that is successfully diagnosed and either a work-around or a permanent resolution has been identified. Known errors should be documented in the knowledge database as articles so that a resolution is captured and shared across the organization and the user community.
Known Problem	A Known Error is a problem that has a documented root cause and a Workaround. Known Errors are managed throughout its lifecycle by the Problem Management process.
Impact	The effect of an Incident.
Incident	A request initiated by Customer or Zebra to fix an issue.
Incident Management	As described in Section 8, Service Desk and Incident Management.
Incident Types	As described in Section 14, Service Management, a) Incident Types.
Information Security	Protection of information and information systems.
Initial Rollout (“IRO”)	As described in Section 4, Service Activation.
Intelligent Voice Routing (“IVR”)	As described in Section 8, Service Desk.
Information Technology Service Management (“ITSM”)	Zebra’s service management platform (tool) used for delivery of the services.
Learning Services	As described in Section 19, Learning Services.
Level 1	Zebra Service Desk receiving the service request from Customer End Users responsible for basic troubleshooting of simple issues that are classified as Known Errors. If they are unable to resolve the incident, it is escalated to Level 2.
Level 2	Zebra Level 2 receives escalations from Zebra Level 1 and is responsible for complex troubleshooting to find a work around or resolution for an incident. If they are unable to resolve the incident, it is escalated to Level 3.
Level 3	Zebra engineering Level 3 receives escalations from Zebra Level 2 and is involved to resolve when an incident requires a configuration change, enhancement, or bug fix /patch.
LifeGuard™	LifeGuard
Managed Play Store	Content marketplace for Android in the enterprise.
Major Incident Management (“MIM”)	As described in Section 8, Service Desk, Major Incident Management Process.
Mean Time to Repair (“MTTR”)	The total time in a month for all incidents divided by the number of incidents.
Minimum Volume Commitment	The minimum quantity of Products used to calculate Zebra’s recurring monthly service charges.
Mobile Computer	A Zebra handheld, enterprise-grade, multi-functional computer Product.
Normal Change	As described in Section 10, Change Management.
Operations Service Guide (“OSG”)	As described in Section 4, Service Activation.
Operating System (“OS”)	Software necessary to operate hardware.

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Term	Definition
Over-the-Air (“OTA”)	As described in Section 11, Release Management.
Post Deployment	As described in Section 11, Release Management, Step 6, OTA deployment to Products.
Post Rollout	As described in Section 4, Service Activation.
Priority	Determines the importance of an incident.
Priority 1 Incident	An incident that requires immediate action as it is business critical and meets the impact criteria as defined in SDD and Major Incident processes will apply.
Priority 2 Incident	Any request which is important but may not require immediate action such that it is not business critical / urgent.
Priority 3 Incident	Moderate loss of functionality or performance resulting in minor performance degradation / not affecting production.
Priority 4 Incident	Minor loss of functionality or performance resulting in minimal performance degradation. Any request which has minor impact on completion of task on moderate priority.
Problem Management	As described in Section 9, Problem Management.
Problem Record	As described in Section 9, Problem Management.
Product(s)	The Zebra devices including Mobile Computers or Tablets Examples include TC5(X) Mobile Computers, ET5(X) Series and C6(XX) Tablets.
Professional Services	As described in Section 3, DMS Summary.
Program Management	As described in Section 20, Program Management.
Quarterly Business Review	As described in Section 12, Service Management.
Release Management	As described in Section 11, Release Management.
Release Manager	As described in Section 11, Release Management, Step 2, Assign Zebra Release Manager.
Release Notes	As described in Section 11, Release Management, b) Customer Applications.
Release Update	As described in Section 11, Release Management, a) Gold Build.
Request for Change (RFC)	As described in Release Management, Section 11, Step 1.
Respond	Zebra’s receipt of the service request and creation of an Incident record.
Restore	Zebra’s actions to troubleshoot, diagnose and resolve an issue and to close an Incident, such that the relevant aspect of the Services are completed and affected Products are restored to working order and users affected by the Incident can continue or resume their duties.
Resolution	Completion of a root cause analysis resulting from P0, Critical or P1, High Incident to determine and recommend if a permanent resolution is needed to prevent a reoccurrence of the Incident. The permanent resolution is implemented via change management and may also include a change related to services under Customer’s control.
Return Material Authorization (“RMA”)	As described in Section 8, Service Desk and Incident Management.
Root Cause Analysis (“RCA”)	Data collection to investigate and analyze issues or problems to identify if a change is needed to prevent the re-occurrence of the same issues or problems.

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Term	Definition
Security Incident	As described in Section 8, Service Desk, Security Incident.
Service Activation	The services as described in Section 4.
Service Desk	As described in Section 8.
Service Failure	Zebra’s performance is not achieving the minimum required Service Levels.
Service Level Measurements (“SLMs”)	As described in Section 14, Service Level Measurements.
Service Level Objectives (“SLOs”)	As described in Section 14, Service Level Measurements.
Service Locations	As described in Section 25.
Service Management	As described in Section 12, Service Management.
Service Owner	The functional resource and team responsible for the quality of the service.
Site(s)	A Customer location.
Staging & Kitting	As described in Section 18, Staging and Kitting Deployment.
Standard Change	As described in Section 10, Change Management.
Stewardship Meetings	As described in Section 12, Service Management.
Supplemental Services	As described in Section 3, DMS Summary.
Support Days	As described in the Z1C SDD.
Supplier Relief	As described in Section 27.
Tablet	A Zebra mobile device with a touchscreen display.
Terms and Conditions	The agreement in force between Zebra (or one of its affiliates) and the Customer governing the purchase of the Service. In the absence of such agreement the regional Zebra OneCare terms and conditions included with or referenced in Zebra’s Acceptance Notice at https://www.zebra.com/us/en/terms-conditions.html
Urgency	Indicates how quickly the incident needs to be resolved.
Urgency 0, Critical Incident	An issue that is causing an ongoing and severe impact on the Customer’s operations.
Urgency 1, High Incident	An issue that is causing a significant impact on the Customer’s operations.
Urgency 2, Medium Incident	An issue that is causing a moderate impact on the Customer’s operations.
Urgency 3, Low Incident	An issue that is causing no significant impact to the Customer’s operations.
VisibilityIQ™ Foresight (“VIQF”)	As described in Section 5.
Zebra Data Services Agent (“ZDS”)	As described in Section 6, Gold Build.
Zebra® PartnerConnect Program	Zebra PartnerConnect Program
Zebra OneCare™ (“Z1C”)	As described in Section 3, Core Services.

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