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ZENDESK CONSULTING SERVICES

STATEMENT OF WORK

Zendesk, Inc. ("Zendesk") and the entity signing below ("Subscriber") hereby enter into this Statement of Work ("SOW") pursuant to the terms and conditions of the Master Subscription Agreement found at https://www.zendesk.com/company/customers-partners/#master-subscription-agreement unless there is a separately negotiated agreement between Subscriber and Zendesk ("MSA"). This SOW together with the MSA shall hereinafter be referred to as the "Agreement". Except as set forth in this SOW, this SOW will be governed in all respects by the terms and conditions of the MSA. Capitalized terms used but not defined in this SOW will have the meaning assigned to such terms in the MSA. Zendesk and Subscriber are sometimes referred to herein individually as a "Party" and collectively as the "Parties". This SOW shall become effective upon the date last signed by the Parties (the "Effective Date").

SOW Number: Florida Health Data Migration SOW- 7-19-21- Fixed Fee

1.   CONSULTING SERVICES: Pursuant to the MSA, Subscriber is ordering Consulting Services as provided under this SOW (the "Consulting Services"). Deliverables will include the following (the "Project"):

     1.1   Data Migration
     1.2   Project Management

The detailed deliverable descriptions are as follows:

1.1   Data Migration

Zendesk Professional Services will migrate data from Subscriber's source (legacy) system(s) to Zendesk according to the migration process and migration deliverables detailed below.

The **"Appendix A. - DATA MIGRATION GLOSSARY & CONSIDERATIONS"** of this SOW contains additional terms and considerations that may impact the delivery and completion of the Data Migration Project.

Key items to be migrated: Support Tickets, users, attachments
Method of data transfer: Kayako API
Target Zendesk instance: [Production- flhealthsource.zendesk.com]

Data Migration Roles & Responsibility

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Subscriber & Zendesk collaboration and communication throughout the Project are key. In order to facilitate clear expectations, requirements mapping, data validation, and timelines, both Subscriber and Zendesk will provide the following resources throughout this deliverable. A lack of Subscriber responsiveness and/or availability based on a mutually agreed to timeline may result in a Change Order.

Subscriber: Active participation from the below Subscriber resources is key to the overall success of the Project and essential for completing the Data Migration within the estimated timelines.

> **Project Manager**- The main point of contact at Subscriber throughout the Project, working directly with the Zendesk Engagement Manager to ensure success of the Project. Responsible for ensuring Subscriber accountability for deliverables and sign-off on key milestones of the Project.
> **Zendesk Administrator -** Zendesk subject matter expert who will provide clear direction for data-mapping and how it relates to desired future-state Zendesk configuration.
> **Data Analyst / Expert** - Resource who has a strong understanding of Subscriber data, bringing technical expertise to ensure the quality and accuracy of that data being provided for each migration data import.

Zendesk: The below Zendesk resources each have an important role in reducing the complexity and ensuring the success of the Data Migration Project.

> **Engagement Manager** - The Zendesk Engagement Manager will be the Subscriber's main point of contact throughout the Data Migration Project. Keeping communication lines open while ensuring deliverables are on track and on time is their main objective.
> **Platform Architect -** Responsible for designing and mapping the Subscriber's migration requirements to Zendesk seamlessly, meeting the Subscriber's unique needs. Supporting the Subscriber with data migration best-practices and answering any questions the Subscriber may have along the way.
> **Developer** - Will take the data mapping schematics from the Platform Architect and move the data according to the migration plan. While typically behind the scenes, the Subscriber's migration may require interaction with the Developer, based on the complexity of the migration.

Zendesk Data Migration Overview:

Zendesk will deliver the Data Migration per the approach below. Subscriber's actual migration may follow a different process based on the migration components in scope within this SOW. Please reference "Appendix A. - DATA MIGRATION GLOSSARY & CONSIDERATIONS" of this SOW for additional terms and considerations that may impact the delivery and completion of the Data Migration Project.

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MIGRATION PROCESS OVERVIEW
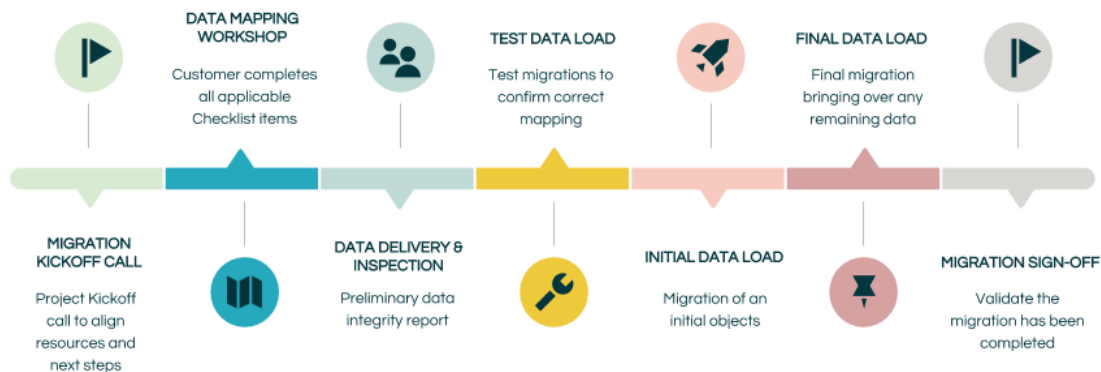
Below are the details on each phase of a data migration process:

1. Migration Kickoff Call - This is a project kickoff call with the Zendesk Engagement Manager and Technical Architect along with the Subscriber's project resources. The focus of the Migration Kickoff Call call will be to confirm scope (review this SOW), discuss the migration process and next steps.

2. Mapping Workshop - Zendesk will provide and review with Subscriber a Pre-Config Checklist to ensure Subscriber knows what configuration needs to be completed for the migration. In addition, Zendesk will provide Subscriber with a Data Mapping Document ("DMD"), which will define the data mapping approach and describe the project timeline. Once Subscriber provides the mapping, Zendesk will run an initial data mapping exercise with Subscriber. Zendesk will provide Subscriber documentation and guidance on how the raw data should be delivered to Zendesk.

3. Data Delivery & Inspection - Subscriber will provide Zendesk the data to be migrated in agreed to format based on table "Data Migration Scope" below.. Subscriber will be given a preliminary data integrity report that identifies issues with the raw data so that adjustments can be made to either the source data or target instance Zendesk fields. The data inspection and validation process will be repeated until Subscriber Signs Off on final Data Mapping Document. Any future data exports will need to match the validated data mapping.

Subscriber Sign Off is required prior to moving to the next step.

4. Test Data Load - Upon Subscriber's Sign Off of DMD, the Zendesk Developer will load initial test data into the migration database and build the mapping (according to the DMD) into the target Zendesk instance. A pre-load data report will be provided to the Subscriber to highlight any potential issues with the mapping. Once agreed upon, Zendesk will load test data (10-100 tickets, 5-10 articles, 100 custom objects) into the target instance for Subscriber inspection. Subscriber is responsible for communicating

any defects, which will be resolved by the Zendesk Developer (repeating as necessary) until Subscriber confirms Test Data Load is correct.

Subscriber Sign Off is required prior to moving to the next step.

5. Initial Data Load Zendesk will load the migration database with the initial set of data. Zendesk will provide Subscriber with feedback on any errors that need to be corrected in Subscriber's data. Once corrected, Zendesk will re-attempt to load the data in the migration database. When issues are resolved, Zendesk will load the data in the Subscriber's destination Zendesk instance and provide outstanding issues to Subscriber.

Subscriber Sign Off is required prior to moving to the next step.

6. Final Data Load: Zendesk and Subscriber will schedule a call to assess readiness for the final migration during which the timeline will be reviewed, developer availability will be confirmed, and escalation path will be agreed upon. From there, the Subscriber will provide a final data file (or Sign Off to pull via API) and the Zendesk Developer will load the final data into the target Zendesk instance. Once complete, Subscriber to review and confirm accuracy of the Final Data Load.

Subscriber Sign Off is required prior to project close-out.

Migration Scope:

The Data Migration Scope below has been agreed upon between Zendesk and the Subscriber. Any changes to this SOW will be rendered in writing and agreed upon by Zendesk and Subscriber in the form of a Change Order. Subscriber shall pay any additional Fees associated with such Change Order prior to delivery of any Consulting Services pursuant to such Change Order.

DATA MIGRATION SCOPE	
Target Zendesk Instance :	flhealthsource.zendesk.com <- Production
Number of Data Sources :	1
Type of Data Source (Format) :	Kayako API
Objects to be migrated :	Support Tickets,Users. Attachments
Estimated Total Objects :	<60k,
Migrating into 'Live' Zendesk instance :	No

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Data Migration Assumptions:
- Subscriber is responsible for any required Zendesk instance configurations (Admin Settings, Security, workflows adjustments, reporting, templates) prior to **Initial Data Load**.
- Subscriber is responsible for data accuracy, consistency, cleanliness, and proper delimitation of data files for migration prior to the start of **Initial Data Load.**
- Additional migrations are not included following the **Final Data Load** and will require a Change Order.
- Subscriber to allow Zendesk Admin-level access to Zendesk instances involved in the Project and to use/store API tokens for both Zendesk and source systems as applicable.
- Subscriber is responsible for scheduling and coordinating workflow testing and user acceptance testing (UAT)
- Any services not expressly included in the above SOW are considered out of scope
- A number of milestones during the engagement require Subscriber's Sign Off and are to be completed within a reasonable agreed upon timeline. Delays to this timeline are subject to a Change Order.

1.2   Project Management

Zendesk will provide an Engagement Manager who will be Subscriber's main point of contact throughout the services engagement. During the project kickoff, the Zendesk Engagement Manager will discuss timeline constraints with Subscriber and ensure that all parties agree to a Project Plan. Both Parties will mutually agree on launch and success measures as a component of the project. The Zendesk Engagement Manager responsibilities may include:

- Creating and managing a Project Workbook that will define the tasks, dependencies, timelines, budget, action items and resources for the project
- Authorizing the provision of Zendesk personnel and managing assigned Zendesk personnel according to the defined scope of the project
- Creating, maintaining, executing, and monitoring project plans
- Providing weekly status reports focusing on budgets, scope, and timeline
- Managing any major changes in scope and notification to Subscriber of such change
- Managing stakeholder and Subscriber expectations and resolving issues escalated by Subscriber Project Manager
- Identifying and mitigating project risks and issues. Issue tracking until resolution is achieved.
- Formulating and executing communication plans
- Providing direction and support to project teams within scope of the project

THE FOLLOWING SERVICES ARE NOT PROVIDED

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- End user training, custom reporting, custom code, integrations and/or App Development outside of what is expressly stated herein.
- Development or troubleshooting of Subscriber provided code, 3rd party systems, or existing out of box Zendesk Apps from within Zendesk Marketplace.

3. PROJECT SCHEDULE

The Project schedule will be finalized as an output resulting from the Mapping Workshop. The duration of the Project will not exceed six (6) weeks from Project kickoff commencement date. The project kickoff date will occur after the mapping workshop. Additional Project assistance beyond this timeframe is out of scope of this SOW and will require a Change Order.

4. FEES & EXPENSE

The Project will be billed on a Fixed Fee basis on the Effective Date for the sum of $6,000 (the "Fees"). In addition, Subscriber shall reimburse Zendesk for any reasonable costs for travel, lodging, communications, shipping charges and any out-of-pocket expenses incurred by Zendesk in connection with providing the Consulting Services (collectively, "Expenses,"). Subscriber agrees to pay the Fees and the Expenses upon receipt of invoice. For avoidance of doubt, Subscriber shall remain responsible for reimbursement of such Expenses actually incurred, regardless whether this Statement of Work is terminated or modified prior to performance of the Consulting Services.

Zendesk requires the payment of all Fees for the Project prior to delivery of Consulting Services pursuant to this SOW. Any changes to this SOW will be rendered in writing and agreed upon by Zendesk and Subscriber in the form of a Change Order. Subscriber shall pay any additional Fees and Expenses associated with such Change Order pursuant to this Statement of Work, unless otherwise indicated in such Change Order. Fees are non-refundable except as expressly stated in the MSA.

IN WITNESS WHEREOF, each Party acknowledges that it has read and understands the Agreement agrees to be bound by the terms of the Agreement. Each Party additionally acknowledges that each is acting under due and proper authority to execute this SOW as of the Effective Date:

Signature: _____   Signature: _____

By: By:

Name (print):   Name (print):

Title: Title:

Date: Date:

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Appendix A. - DATA MIGRATION GLOSSARY & CONSIDERATIONS

Zendesk Glossary

Change Order: Any changes to this SOW will be rendered in writing and agreed upon by Zendesk and Subscriber in the form of a Change Order

CSAT: Customer Satisfaction - *See Using CSAT*

Data Format: File format Subscriber will provide data to Zendesk - *(ex. .CSV, MySQL or API Access)*

Data Migration Glossary: Below are concepts and common terminology used or discussed during a Zendesk data migration project.

Data Source: Subscriber's System(s) or database(s) where data is being extracted from, to be migrated into Zendesk.

Filtering of Ticket Data: Migrating a subset of total data - *(ex. migrate only Tickets created after x date, migrate only Organizations with x Tag, etc.)*

Final Data Load: A Final Load Migration includes all remaining objects created or updated since the Initial Load Migration.

Objects: Possible migratable Objects, including but not limited to: Support Tickets, Users, Organizations, Guide Articles, Article Attachments, Gather Topics/Posts, Sunshine Custom Objects, Sell Users, Ticket Attachments, Ticket Fields, Tags, User Fields, Organizations, Organization Fields

Production Instance: Currently 'live' instance or an instance that will 'go-live' after the migration project.

Sandbox Instance: A sandbox is an internal-only instance of Zendesk that Subscriber can use to set up and test changes before moving them to Subscriber's customer-facing production instance. Sandbox is available on Enterprise Support plans. *See Testing changes in Subscriber's sandbox (Enterprise)*

Subscriber Sign Off: Subscriber will provide explicit confirmation that the task is complete to their satisfaction. Once a task has Subscriber Sign Off, any future work on that task may require a change order.

Target Zendesk Instance: Zendesk instance (Zendesk subdomain) where Zendesk is migrating/importing data into.

Zendesk Instance Replication: Replicating an existing Zendesk instance as a 1:1 copy.

Considerations:

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Below are considerations when migrating data to Zendesk. Some of the considerations may not apply to every migration as they are dependent on the migration approach, the type of data being migrated and the source or format of the objects being migrated:

User & Organization Data:

- Users with the same name and different email addresses will create multiple users
- Users who exist in the target Zendesk instance with an email will not be updated or overwritten by a User imported with that same email.
- If the legacy data contains multiple users with the same email address, only the first user will be imported into Zendesk
- If the legacy data contains multiple organizations with the same name, only the first organization will be imported into Zendesk
- Agents that have been downgraded to End Users prior to the Data Migrations will be migrated as End Users, and therefore cannot have tickets assigned to them. A default agent will be used for these tickets
- Tickets will be auto assigned to the default group of an agent unless otherwise specified
- All tickets not able to be assigned to an existing user (requestor) or agent will be assigned to a default user as defined in agreed to data mapping file

Ticket Data:

- Tickets will receive a new Ticket ID and will not be migrated in chronological order from creation in legacy systems
- Problem/incident linking is lost (which is based on the TicketID)
- Integrations that are dependent on the TicketID will be impacted (for example, JIRA)
- Ticket Metric Events will not be migrated. See API docs for more info
- CSAT will not be migrated (Zendesk to Zendesk)
- Migrated tickets will have 'API' set as the originating channel
- The "solved at" date will be set to the final "updated" date for tickets
- Tickets migrated in "Closed" status cannot be modified after migration is completed
- Individual ticket attachment files must be under 50MB in size
- Attachment filenames are limited to 250 characters.
- Responses to emails that originated from source will not be matched to migrated tickets, rather they will create new tickets that can be manually merged by Subscriber.

Article Data:

- Article IDs (URLs) will change upon import, any previous external links to be updated by the Subscriber
- Article Comments, Followers and Votes will not be migrated
- Individual article attachment files must be under 50MB in size
- Attachment filenames are limited to 250 characters.

- Unless hosted server-side by the Subscriber, all SEO information for Guide content will not be preserved. The Zendesk service **is not** able to host server-side redirects for article URLs (e.g. 301 redirects)
- "Related Articles" data is generated from several factors and cannot be migrated (see here for more information)

Gather Data:

- Vote Counts and Vote Sums will not be migrated
- Aliases for End-users will not be set
- All posts & comments not able to be assigned to an existing User will be assigned to a predefined default user as defined in agreed to data mapping file
- Only Community post title, comments will be migrated
- Inline images and attachments will not be migrated
- The Help Center/Gather can not be active when Topic/Posts are migrated
- Unless hosted server-side by the Subscriber, all SEO information for Guide content will not be preserved. The Zendesk service is not able to host server-side redirects for article URLs (redirects)

The following must be manually migrated by the Subscriber:

- Explore Reports
- Help Center Templates (i.e. HTML, CSS, JavaScript customizations made to Subscriber's Help Center)
- Zendesk Admin & Security Settings
- Roles / Role Settings
- SSO
- Host-mapping
- Support Addresses
- End User Passwords
- Integrations and Apps
- Zendesk configuration