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Master Services Agreement XBID Solution

Exhibit 21

Subcontractors

Version 4

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Core Services and Subcontractors

According to <u>Section 9.7.2</u> of the XBID-MSA, DBAG will not outsource the following Core Services without the consent of the PXs. Consent is already granted for the existing outsourcing partners of DBAG as listed below.

There is no need for a change request if DBAG outsources Services according to <u>9.7.2.</u> of the XBID-MSA.

Core Services

The following Services are considered as Core Services according to <u>Section 9.7.2</u> of the XBID-MSA:

- Project Management
- Functionality
 - o Business Analysis
 - Functional Specifications
- Service Development
 - Technical Design
 - o Coding
- Testing
 - o Test Models
 - o Test Execution
- ITIL Service Transition
 - Change Management
 - Release & Deployment Management (Service Implementation)
- ITIL Service Operation
 - Service Desk (First Level Support)
 - o Incident Management
 - o Problem Management (Second / Third Level Support)
 - o Event Management
 - o IT Operation Management
 - Application Management (Maintenance SW Bug fixing Implementation)

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DBAG	

Subcontracting







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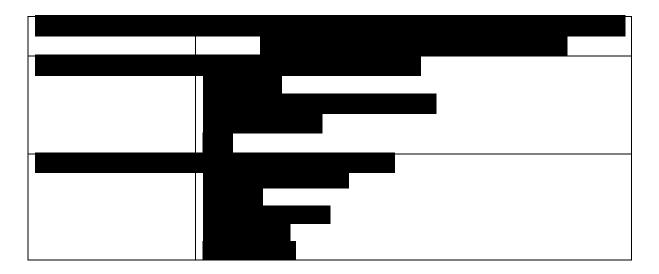
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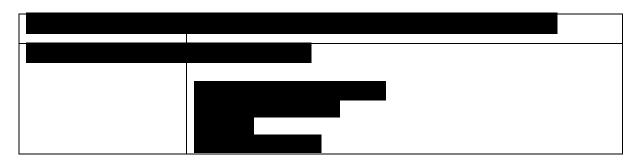
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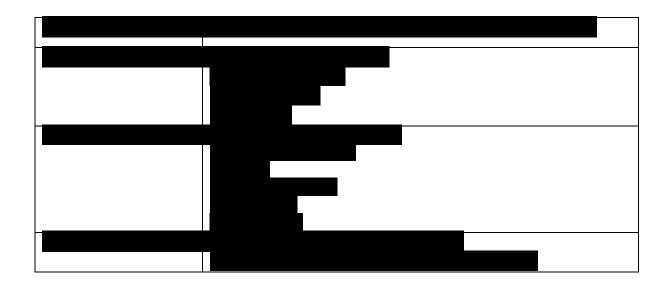


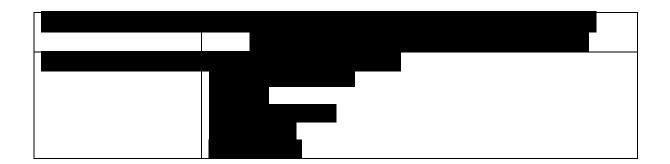


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