

**Master Service Agreement XBID Solution – Exhibit 4 XBID-DSA Maintenance - Attachment 4A -
Service Description – Maintenance**

Confidential

XBID-DSA Maintenance

Attachment 4A

Service Description - Maintenance

Version 2.0

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1 Purpose Of This Document

[REDACTED]

2 Introduction

2.1 Recurring Services

[REDACTED]

2.2 PXs Responsibility

[REDACTED]

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3 Description of the Maintenance Services

3.1 General

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3.2 Software Correction

3.2.1 General

[Redacted]

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A. Corrective Maintenance

[Redacted text block]

B. Preventive Maintenance

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3.2.2 Defect management

3.2.2.1 Defect management process

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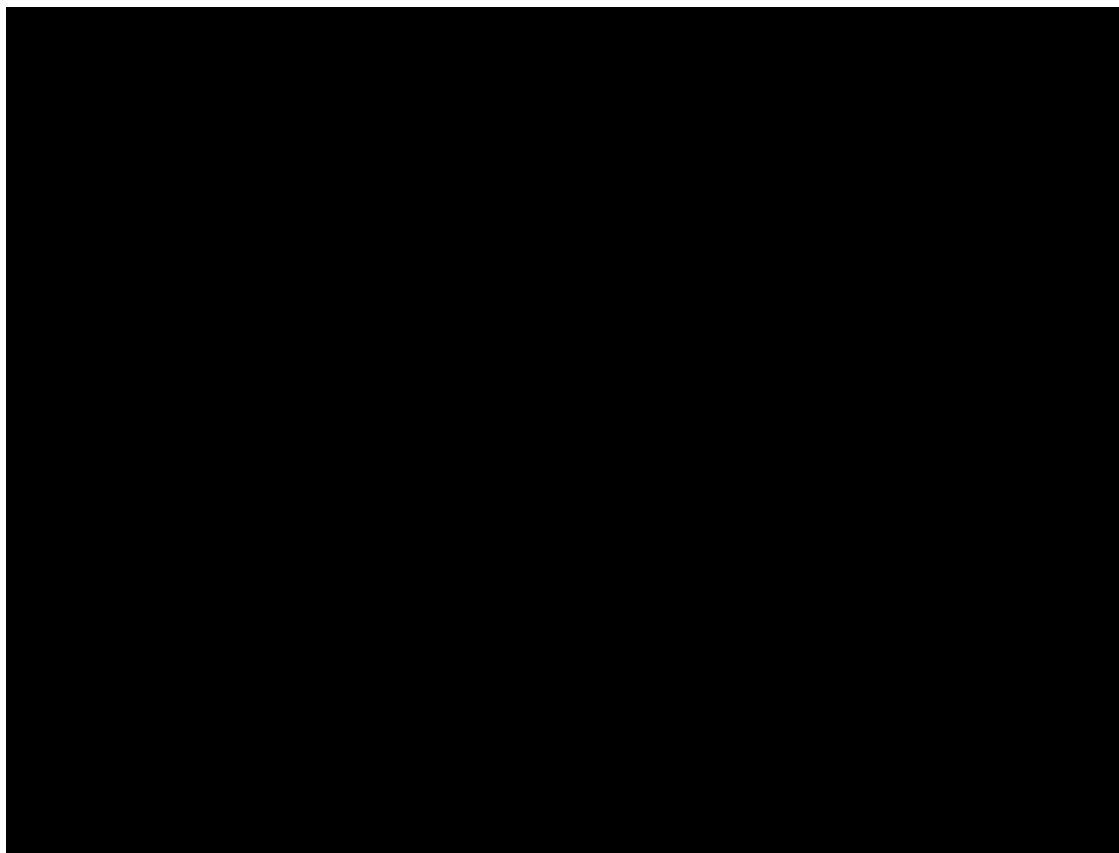
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3.2.2.2 Incident Analysis Sub-Process

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3.2.2.3 Software Correction Implementation Sub-Process

[Redacted]

A. Software Correction Implementation Analysis

[Redacted]

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B. Software Development Sub-Process

[Redacted]

3.2.2.4 Maintenance Review/Acceptance Sub-Process

[Redacted]

[Redacted]

A. Review

[Redacted]

[Redacted]

B. Declaration of productive readiness

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[Redacted]

[Redacted]

3.2.2.5 Configuration Management

[Redacted]

3.2.2.6 [Redacted]

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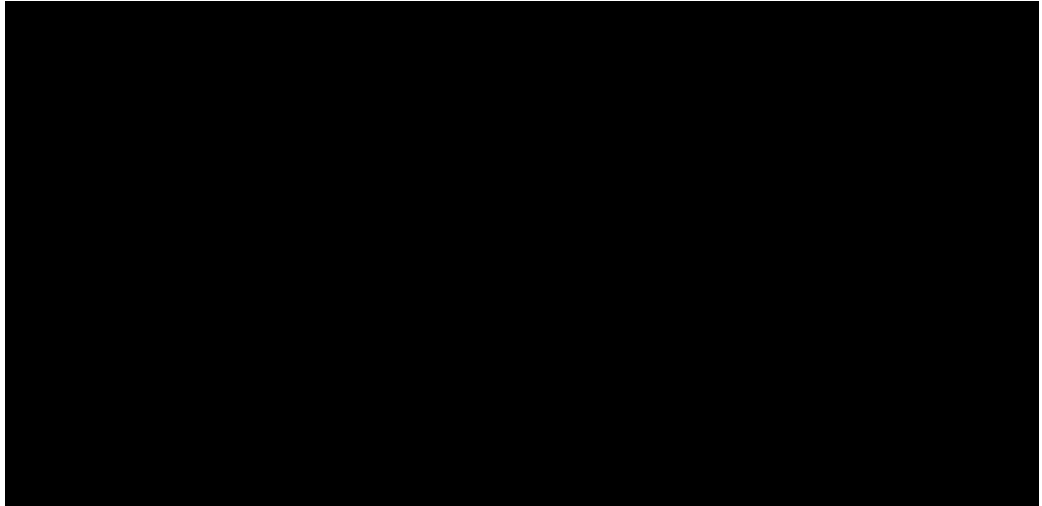
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3.3 Software Enhancement

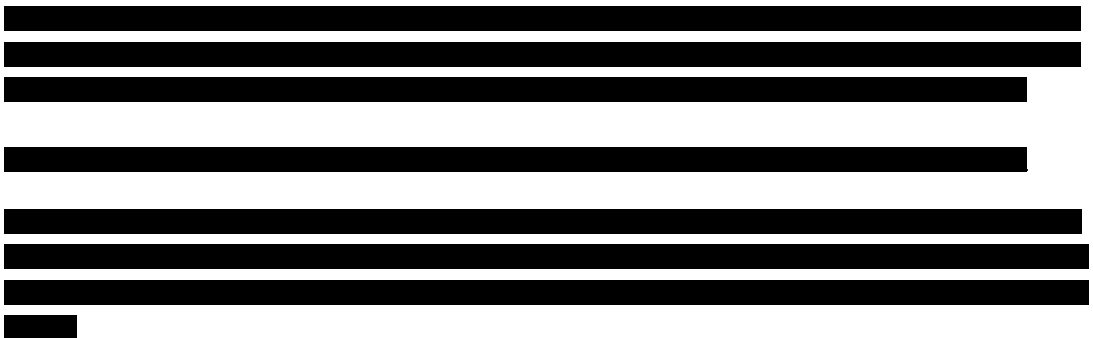
3.3.1 General



A. Adaptive Maintenance

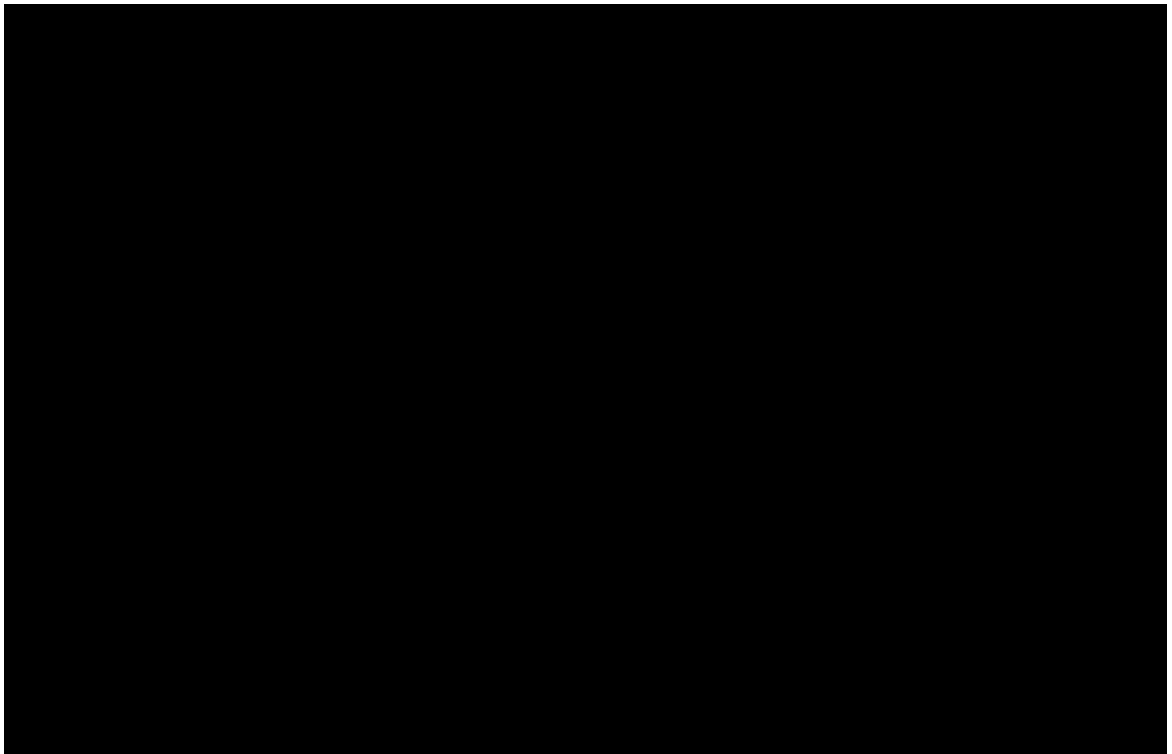


B. Perfective Maintenance



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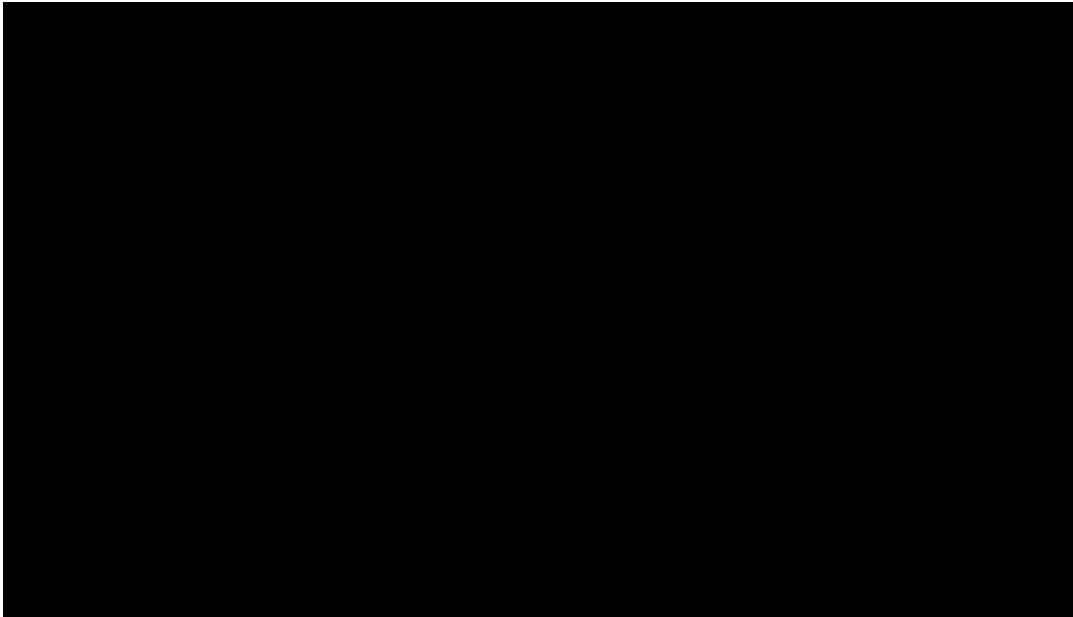


3.3.2 Software Change Request Analysis Sub-Process



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A. Software Change Request Analysis

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B. Solution

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[Redacted]

C. Approval

[Redacted]

3.3.3 Software Change Request Implementation Process

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A. Analysis

[Redacted]

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B. Software Development Process

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3.3.4 Review/Acceptance Process

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[Redacted]

A. Review

[Redacted]

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B. Approval

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3.4 Configuration Management

3.4.1 General

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3.4.2 Release Management

3.4.2.1 General

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3.4.2.2 Release Content and Planning

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3.4.2.2.1 Build Release

[Redacted]

3.4.2.2.2 Release Testing

[Redacted]

3.4.2.3 Defect Priority Classification For Release Testing

[Redacted]

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3.4.2.4 Release Deployment Preparation

[Redacted]

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Preparatory process	Delivery deadline (prior Release deployment event)
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3.5 Reporting

[REDACTED]

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[REDACTED]

3.5.1 Problem Summary Reporting

Topic	Reporting
[REDACTED]	[REDACTED]
[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED]

3.5.2 Service Level Reporting

Topic	Reporting
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

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3.5.3 Service Boundaries Reporting

Topic	Reporting
[REDACTED]	[REDACTED]

Appendixes:

Appendix 4A-A (Supplementary Software)

Appendix 4A-B (PMI Upgrade Process)

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