Appendix 1

Statement of Work

The Information Technology Service Management (ITSM) solution provided by CDW Canada Corp. will include the following:

1) Supply of software licensing:
   - ITSM Fulfiller Licenses – 130 licenses annually
   - ITSM Business Stakeholder Licenses – 600 license annually
   - ITOM Visibility Licenses – 1,200 license annually (starting in year 2)

2) Professional services provided by CDW Canada Corp. will include the following:
   - IT Service Management Modules Implementation:
     a. Incident Management
     b. Problem Management
     c. Agent Workspace
     d. Service Level Management
     e. Task Outage

   - Now Platform | User Experiences Implementation:
     a. Service Portal
     b. Service Catalog
     c. Request Management
     d. Knowledge Management
     e. Survey Management
     f. Walk Up Experience

   - Discovery, Service Mapping, Software Asset Management Implementation
   - Change Management Implementation
   - Training and Post-Production Support