**SCHEDULE 1 REVISED V.1 – FUNCTIONAL REQUIREMENTS**

**Instructions for Responses to Functional Requirements:**

## Each requirement has a unique identification number (Req #). These requirements may take the form of a question or a request for information and is followed by a Bidder Response, Delivery Method and Comments fields for you to complete. It is expected that each respondent to this proposal will complete all applicable sections so their bid can be properly evaluated. Below are the instructions for completing this table:

For each requirement:

1. Read the requirement. In the **Bidder Response** field, specify with an answer whether the solution meets the requirement ("Yes" or "No").
2. Requirements with blank responses will be treated the same as “N,” which corresponds to “Proponent does not comply with Requirement.”
3. If your answer is “No” in the Vendor Response field, indicate how this requirement will be met in the Delivery Method as follows:

**Not Available (N/A)** - Bidder is not able to provide the solution/functionality

## **Development or Future Release (D)** - Bidder is planning on releasing the functionality in an upcoming release within a period of 12 - 24 months

**Partial Configure (PC)** - Functionality available through an optional/add-on component/third party/module of the base product, Configuration may also be required

**Customize (C)** - Existing solution requires custom programming effort to meet the requirement

In the **Comments** field, provide further information pertaining to the requirement, where applicable

|  |  |
| --- | --- |
| **Response Code** | **Explanation** |
| **Yes (Y)** | If your solution completely meets the requirements |
| **No (N)** | Functionality or Service is not available, indicate if it is Development (D), Partial Configure (PC) or Customization (C) |
| **Not Available (N/A)** - | Bidder is not able to provide the solution/functionality |
| **Development or Future Release (D)** | Bidder is planning on releasing the functionality in an upcoming release within a period of 12 - 24 months, provide an estimate for the release date |
| **Partial Configure (PC)** | Functionality available through an optional/add-on component/third party/module of the base product, Configuration may also be required. Indicate any solutions and identify all additional costs and ensure your proposed Project Schedule/Timeline reflects the additional configuration work. |
| **Customization (C)** | Functionality is not directly supported but customization is required to meet the intent of the requirement. Indicate any solutions and identify all additional costs ensure your proposed Project Schedule/Timeline reflects the additional configuration work. |
| **Comments -** comments or explanation to be noted |  |

**Mandatory Functional Requirements:**

All of the Requirements listed in Schedule 1 are mandatory requirements

**General Requirements**

| **Req. #** | **Requirement** | **Vendor**  **Response** | **Delivery Method** | **Comments** |
| --- | --- | --- | --- | --- |
| 1. G | The system must be modular in design so that new application components can be  integrated with the system to accommodate a phased implementation or expansion | Choose one | Choose one |  |
|  | The software is off-the-shelf; this is not a request for software development | Choose one | Choose one |  |
|  | Stability - The system is expected to have proven reliability and in operation at a number of locations | Choose one | Choose one |  |
|  | Easy to use - Intuitive, consistent look and feel across all components of the system | Choose one | Choose one |  |
|  | Ability to create a minimum of 4 user profiles to customize security levels and assign for each user. | Choose one | Choose one |  |
|  | Ability to restrict certain items or functions (eg. Refunds) to only be accessible by certain users | Choose one | Choose one |  |
|  | Unique password and ID required for each user to access system, all user activity recorded. | Choose one | Choose one |  |
|  | Tools available in system for fraud prevention for both in person and e-commerce transactions. | Choose one | Choose one |  |
|  | System has applications that can be used on desktop, various mobile devices, kiosks, access gates. | Choose one | Choose one |  |
|  | Application has capability to continue to be functional if network connection is interrupted (offline mode) | Choose one | Choose one |  |
|  | Touch screen capability | Choose one | Choose one |  |
|  | PCI compliant payment capabilities | Choose one | Choose one |  |
|  | Sell, redeem and maintain balances for gift cards | Choose one | Choose one |  |
|  | Ability to customize look and feel of the point of sale by location and user. | Choose one | Choose one |  |
|  | Create and define various payment types including but not limited to cash, debit, credit, prepaid, to bill | Choose one | Choose one |  |
|  | Automatically round up or down total to nearest $0.05 when paying cash | Choose one | Choose one |  |
|  | Ability to prompt to round up payment as donation | Choose one | Choose one |  |
|  | Capable of administering subscription based automatic payments | Choose one | Choose one |  |
|  | Accept foreign currency and update the exchange rate provided for those currencies | Choose one | Choose one |  |
|  | Application can be easily toggled back and forth with others | Choose one | Choose one |  |
|  | Customer database with contact information, sales history and fields for notes on customer accounts | Choose one | Choose one |  |
|  | Data capture and analytics of customer behaviour and demographics. | Choose one | Choose one |  |
|  | Group reservation/booking functionality | Choose one | Choose one |  |
|  | System works at an efficient high speed with no lag time | Choose one | Choose one |  |
|  | Ability to customize the user interface and update items, discounts or item properties in real time while users are active without interrupting their activity | Choose one | Choose one |  |
|  | Transactions can be completed efficiently - one screen/application, minimal menus/click through | Choose one | Choose one |  |
|  | User friendly and easy to learn | Choose one | Choose one |  |
|  | Tickets sold at any location (online, onsite kiosk, cashier) can be verified in real time in access control for admittance | Choose one | Choose one |  |
|  | Ability to refund credit/debit orders without having to have credit card information or card present | Choose one | Choose one |  |
|  | Ability to facilitate a loyalty program | Choose one | Choose one |  |
|  | Be able to deliver a solution for day parking sales to print barcodes that can be validated by Skidata parking management software | Choose one | Choose one |  |
|  | Upsell function, ability to identify when to prompt for upsell for example purchase of specific item or items in a specific group prompts to purchase another or time of purchase prompts upsell. | Choose one | Choose one |  |
|  | Capability to activate, redeem and capture data using wearables such as RFID wristbands | Choose one | Choose one |  |
|  | In house gift ticket/voucher system including redemption online | Choose one | Choose one |  |
|  | User friendly/customizable dashboard access accessible on mobile/desktop for team members who are not users of the system. Reporting is real time data and should include (but not be limited to) venue attendance, attendance by category ie member/public, revenue, future ticket booking and expected visitation. | Choose one | Choose one |  |
|  | Ability to create rainchecks or return visit vouchers for service recovery | Choose one | Choose one |  |
|  | Capacity updates can be made in real time to reduce, add or remove items/capacity when required | Choose one | Choose one |  |
|  | Self serve kiosk module with ability to sell all designated items (rides, admission, parking, memberships etc), redeem coupons and discounts, deliver tickets to various medium including mobile devices, ticket stock and rfid wearables. | Choose one | Choose one |  |
|  | Self serve kiosks are PCI compliant and interface displays in an accessible format in multiple languages | Choose one | Choose one |  |
|  | Ability to facilitate automatic communications with guests including email and SMS | Choose one | Choose one |  |
|  | System works with marketing/email platforms to identify what communications to send and when based on rules such as which item purchased or redeemed. | Choose one | Choose one |  |
|  | Ability for prompt of a waiver to be signed or acknowledgement of ride rules prior to purchase | Choose one | Choose one |  |
|  | Ability to test scan tickets/events prior to going live to ensure they are working correctly before redemptions begin | Choose one | Choose one |  |

**GENERAL Reporting Requirements**

| **Req. #** | **Requirement** | **Vendor**  **Response** | **Delivery Method** | **Comments** |
| --- | --- | --- | --- | --- |
|  | Flexible reports that allow user to edit filters to customize reports or create new reports when required | Choose one | Choose one |  |
|  | Ability to create reports on data from all fields in customer database. | Choose one | Choose one |  |
|  | Ability to modify reports after running including editing/sorting the order the information is presented | Choose one | Choose one |  |
|  | Reports can be exported to various file formats | Choose one | Choose one |  |
|  | Ability to report attendance across varied parameters including but not limited to time, date, attendance type. | Choose one | Choose one |  |
|  | Data analytics provide insights using customer data including demographics and trends. | Choose one | Choose one |  |
|  | Sales and financial reporting including revenue, discounts, and items sold | Choose one | Choose one |  |
|  | Ability to run reports by individual user, sales channel, station or combined. | Choose one | Choose one |  |
|  | For items with a capacity able to report sold and remaining capacity available. | Choose one | Choose one |  |
|  | Reports for number of group bookings and # of group tickets for a given date/date range | Choose one | Choose one |  |
|  | Comprehensive reporting on discounts including value of discount, type of admission, number of admission, other items purchased in conjunction with discount | Choose one | Choose one |  |
|  | Analytics to evaluate effectiveness of discount offers | Choose one | Choose one |  |
|  | Ability to run reports on any logged user activities including POS and access control | Choose one | Choose one |  |
|  | Comprehensive search parameters to locate information related to specific transactions or customers for example identify when ticket was purchased, who purchased ticket, which credit card was used, where ticket was scanned, time scanned, scanned by which user, etc | Choose one | Choose one |  |
|  | Reports to identify suspicious or fraudulent transactions | Choose one | Choose one |  |
|  | Report displaying refunds or voids provided | Choose one | Choose one |  |
|  | Real time reporting for all reports | Choose one | Choose one |  |
|  | Ability to report on upsell success | Choose one | Choose one |  |
|  | Report to display all outstanding/unused tickets | Choose one | Choose one |  |
|  | Ability to reload reusable RFID wearables | Choose one | Choose one |  |
|  | Capability to charge refundable deposits on certain items | Choose one | Choose one |  |
|  | Automatic bundle discounts for certain purchase quantities of specific items | Choose one | Choose one |  |
|  | Ability to issue tickets with no payment taken (complimentary) | Choose one | Choose one |  |
|  | Able to issue time specific pass/ticket | Choose one | Choose one |  |
|  | Ability to set an off sale time for items so that they are no longer available after a given time, including on self serve kiosks | Choose one | Choose one |  |
|  | Self serve kiosks have screensaver with ability to add promotional items to the screensaver | Choose one | Choose one |  |
|  | Effective way for processing refund that automatically kills tickets and allows for tracking and notes as to why refund was provided | Choose one | Choose one |  |

**General Admission Requirements**

| **Req. #** | **Requirement** | **Vendor**  **Response** | **Delivery Method** | **Comments** |
| --- | --- | --- | --- | --- |
|  | Structure of item set up includes method of grouping items and discounts for sales and reporting purposes. | Choose one | Choose one |  |
|  | Options for price of item include fixed price, variable price (cashier enter/pay what you want), price schedule, dynamic pricing. | Choose one | Choose one |  |
|  | Partner with Digonex to deliver dynamic pricing across all admission sales channels. | Choose one | Choose one |  |
|  | Items can be grouped with combo pricing. | Choose one | Choose one |  |
|  | Items can be assigned to appear across all sales channels, only onsite or online, only at specific terminals, only for specific users, etc. | Choose one | Choose one |  |
|  | Structure of discount set up includes method of grouping items and discounts for sales and reporting purposes. | Choose one | Choose one |  |
|  | Discounts can be $ or %. | Choose one | Choose one |  |
|  | Discounts can be programmed to only apply to specific item or group of items. | Choose one | Choose one |  |
|  | Assign general ledger account where discount amount should be posted, ability to assign multiple GLs and specify $ or % of discount to be posted to each one | Choose one | Choose one |  |
|  | Assign additional restrictions on availability of discount including date, time, day of week | Choose one | Choose one |  |
|  | Discount can include a promo code to be entered on e-commerce site to receive discount. | Choose one | Choose one |  |
|  | Discount coupons may have barcode to scan in POS to access discount. Barcodes can be generated by system or imported when setting up discount. | Choose one | Choose one |  |
|  | Quantity discounts, sale of “x” amount of item gives discount. | Choose one | Choose one |  |
|  | Means to capture additional information for specified items or discounts, for example – entry of staff ID number | Choose one | Choose one |  |
|  | Capture of demographic information or survey question at point of sale, ability to define when prompt appears ie frequency, only at select sales locations, only when specific item(s) are added to cart, etc. | Choose one | Choose one |  |
|  | Prompt to donate with ability to select various conditions under which prompt will occur. | Choose one | Choose one |  |
|  | Items can be assigned a capacity, this can be done at individual item level or for a group of items. | Choose one | Choose one |  |
|  | All sales channels can process both items with a capacity and items without a capacity within the same sale. | Choose one | Choose one |  |
|  | Ability to view current and remaining capacities when selling/purchasing items | Choose one | Choose one |  |
|  | Applicable tax can be assigned to items, items can have different tax level or no tax. | Choose one | Choose one |  |
|  | Specify general ledger account by item where revenue will be posted, can assign multiple GLs and split amount by % or $. | Choose one | Choose one |  |
|  | Identify items in POS which should record as an attendance count on sale in POS vs those which should not. | Choose one | Choose one |  |
|  | Method of identifying items which are admission and should be included in attendance count when scanned. | Choose one | Choose one |  |
|  | Design and manage multiple ticket templates for ticket stock, mobile and print at home tickets. Ticket design can include specifying which system fields are included as well as other text and images. | Choose one | Choose one |  |
|  | Tickets can be printed to receipt paper or ticket stock on site, sent to email for print at home/screen, or to mobile by text, app or other method for ease of entry. | Choose one | Choose one |  |
|  | Identify which items require a ticket print and which ticket template should be used. | Choose one | Choose one |  |
|  | Define redemption variables for each ticket type including:  -number of redemptions permitted  -date/time valid  -expiry date | Choose one | Choose one |  |
|  | Tickets scanned in access control will return a clear message (visual and sound) for Pass or Fail | Choose one | Choose one |  |
|  | Messaging for Pass or Fail scan can be defined by ticket type or individual barcode and changed as required for example - Please Enter, Previously Scanned, Expired Ticket. | Choose one | Choose one |  |
|  | When ticket is scanned at access control staff monitoring will be able to clearly identify each ticket type scanned to verify admission for example Adult Admission, Child Admission, Parking etc. | Choose one | Choose one |  |
|  | System includes ability to manage issued tickets such as change expiry or valid date, kill ticket, refund ticket. | Choose one | Choose one |  |
|  | Ability to deactivate or reactivate a ticket that is automatically updated in the access control system | Choose one | Choose one |  |
|  | Able to verify membership status, type and capture attendance at access control for member entry. | Choose one | Choose one |  |
|  | Access control application that can be used on desktop, tablet or mobile device and integrates with access control technology such as turnstiles, gates or cameras. | Choose one | Choose one |  |
|  | Access control scans are logged by operator/user with ability to report on all scans | Choose one | Choose one |  |
|  | Ability to display an image when an associated ticket or membership is scanned | Choose one | Choose one |  |
|  | Timed tickets access control can be flexible to give a grace time for entry | Choose one | Choose one |  |
|  | Method of managing same day re-entry efficiently while preventing fraudulent usage. | Choose one | Choose one |  |
|  | Access control system capable of scanning and validating various types of media including barcodes, QR codes RFID, NFC etc | Choose one | Choose one |  |

**E-Commerce Requirements**

| **Req. #** | **Requirement** | **Vendor**  **Response** | **Delivery Method** | **Comments** |
| --- | --- | --- | --- | --- |
|  | User friendly content management system that allows for customization of the look, feel, text and other elements of the page’s design in an easy to use interface | Choose one | Choose one |  |
|  | Payments types provided through ecommerce page use chase paymentech and payment options include VISA, Mastercard and American Express | Choose one | Choose one |  |
|  | Ability to redeem gift cards as payments for online sales | Choose one | Choose one |  |
|  | Choose one | Choose one | Choose one |  |
|  | Forms and fields can be customized by administrators to update pages such as the payment page and what time of information is required of a purchaser | Choose one | Choose one |  |
|  | Formatting for fields can be set to specific requirements for example specific strict formats for postal code and phone number entries | Choose one | Choose one |  |
|  | Items being sold can be set up to require a purchaser to create an account to purchase or the ability to checkout as a guest | Choose one | Choose one |  |
|  | Fraud prevention/reduction tools in place such as captcha or IP monitoring to deter fraud when suspicious activity or when numerous payment attempts are being made in succession | Choose one | Choose one |  |
|  | Confirmations emails to purchasers are sent immediately after sale and can be customized by the administrator | Choose one | Choose one |  |
|  | Ability to set up reminder emails and post visit sales emails that automatically are sent to any ecommerce purchasers | Choose one | Choose one |  |
|  | Items can be set to be automatically added or removed from the website at a programmed time | Choose one | Choose one |  |
|  | Tickets can be opened on mobile devices and used for entry | Choose one | Choose one |  |
|  | Tickets can be sent to email or mobile number | Choose one | Choose one |  |
|  | Ecommerce page meets the AODA standard requirements (WCAG 2.0) | Choose one | Choose one |  |
|  | Ability to enter discount codes with a set expiry date and number of uses to apply discounts for specific items, dates, admission type categories etc | Choose one | Choose one |  |
|  | Appearance of ecommerce ticket can be customized to include images or text as defined by administrator | Choose one | Choose one |  |
|  | Ability to identify members at point of purchase to access a discounted rate or offer. | Choose one | Choose one |  |
|  | For online booking/reservations a function for the customer to cancel their booking | Choose one | Choose one |  |
|  | Ability to instantaneously update prices for dynamic pricing | Choose one | Choose one |  |
|  | Multiple language settings for users to toggle between | Choose one | Choose one |  |
|  | Separate page or gateway to sell partner or group tickets at a defined rate | Choose one | Choose one |  |
|  | Ability to include donations or other upsells on specified transactions | Choose one | Choose one |  |
|  | Set up discount combos/bundles for various items | Choose one | Choose one |  |
|  | Ability to create a single barcode for a bundle of tickets | Choose one | Choose one |  |
|  | Tickets produced can be scanned simultaneously if multiple purchased on one transaction rather than opening individual tickets for each | Choose one | Choose one |  |
|  | Clear messaging for purchasers when a timed ticket or capacity item is sold out | Choose one | Choose one |  |
|  | Compliance with privacy laws | Choose one | Choose one |  |
|  | Real time reporting and account information on transactions | Choose one | Choose one |  |
|  | Purchasers can login to view their past orders or upcoming events | Choose one | Choose one |  |
|  | Customers are able to login to update/edit their account information | Choose one | Choose one |  |
|  | Various items including regular admission plus timed ticketed or capacity events can be purchased in the same transaction | Choose one | Choose one |  |
|  | Customization of messaging and colour scheme for all aspects of the online channel | Choose one | Choose one |  |
|  | Presale codes for early access to tickets | Choose one | Choose one |  |
|  | Integrate with google analytics | Choose one | Choose one |  |
|  | Ability to add a link for support/contact us | Choose one | Choose one |  |
|  | Detailed line by line separated summary of charges in cart (tax, fees, donations etc) | Choose one | Choose one |  |
|  | Customizable confirmation emails for each different item type purchased | Choose one | Choose one |  |
|  | Ability to check out from online as guest or create an account | Choose one | Choose one |  |
|  | Online account has saved payment methods for one click checkout | Choose one | Choose one |  |
|  | Ability to accept international credit cards | Choose one | Choose one |  |
|  | Alert/notification system if there is an interruption for online sales | Choose one | Choose one |  |
|  | Page has queue or other system to maintain the flow of customers on this page if needed in extremely high traffic situations | Choose one | Choose one |  |
|  | Virtual waiting room for timed ticket releases | Choose one | Choose one |  |
|  | Ability to utilize QR codes onsite to access a mobile friendly, quick and easy ticket purchase experience | Choose one |  |  |
|  | Ability to look up ticket orders and resend email confirmations and tickets to purchasers | Choose one | Choose one |  |

**Event and Group VIsit Requirements:**

| **Req. #** | **Requirement** | **Vendor**  **Response** | **Delivery Method** | **Comments** |
| --- | --- | --- | --- | --- |
|  | Group tickets can be booked through a zoo representative or directly by organizer through e-commerce platform. | Choose one | Choose one |  |
|  | Able to customize fields required for different types of groups when booking for example a school group will require capturing grade, board of education, etc which would not be required for a corporate group. | Choose one | Choose one |  |
|  | Group booking may include full payment at time of booking, deposit, payment due on arrival or invoice after visit. | Choose one | Choose one |  |
|  | Confirmation email sent on completion of booking. Different email templates available based on type of group. | Choose one | Choose one |  |
|  | Group organizer can access booking online and change date of booking, cancel booking, adjust number of tickets required, time of arrival, etc. depending on type of group. | Choose one | Choose one |  |
|  | Self check in available on date of visit, group can access booking and complete payment online and receive mobile ticket for group entry. | Choose one | Choose one |  |
|  | Group can check in at POS station, cashier complete sale and group ticket issued for access control. | Choose one | Choose one |  |
|  | For groups who are entering separately, individual tickets can be issued and distributed by group organizer (includes virtual ticket or hard copy ticket) | Choose one | Choose one |  |
|  | For groups being invoiced based on redemption of tickets an invoice can be automatically generated based on ticket scans at access control. Adjustments can be made including items that are not a scanned item such as picnic site rental | Choose one | Choose one |  |
|  | E-commerce page can handle a high volume of traffic while maintaining full service level for those on the system | Choose one | Choose one |  |
|  | Presale code access for ticketed events | Choose one | Choose one |  |
|  | Ability to manage event bookings/scheduling of groups, including resource availability (e.g. venue rental). | Choose one | Choose one |  |
|  | Ability to use one ticket for multiple items (e.g. admission, parking, ride). | Choose one | Choose one |  |
|  | Ability to add separate, password protected and customizable ecommerce webpages that allow groups to facilitate the purchasing of individual tickets under a corporate account. | Choose one | Choose one |  |
|  | Customizable ticket templates | Choose one | Choose one |  |
|  | Ability to create and send e-tickets in bulk to groups | Choose one | Choose one |  |

**Data Conversion Requirements**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Req. #** | **Requirement** | **Vendor**  **Response** | **Delivery Method** | **Comments** |
|  | Ability to import existing data from across all modules from current database system and transfer seamlessly into new software to retain historical information via API, CSV. | Choose one | Choose one |  |
|  | Provide at least 3 Data Uploads | Choose one | Choose one |  |
|  | Full compliance and support during every stage of conversion - data export/import /mapping | Choose one | Choose one |  |

**IMPLEMENTATION REQUIREMENTS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Req. #** | **Requirement** | **Vendor**  **Response** | **Delivery Method** | **Comments** |
|  | Supply and install the system on the supplied  Azure service/Cloud (SaaS) and configure all required third party software | Choose one | Choose one |  |
|  | Provide all services to configure the proposed system | Choose one | Choose one |  |
|  | Troubleshoot the cause of any issues  encountered during the installation to ensure the system is operational and meeting the system performance standards | Choose one | Choose one |  |
|  | The vendor will test the application on a minimum  of 10 of the following, Laptop, desktop, Tablet IoS/Android and hand held scanner. | Choose one | Choose one |  |
|  | Provide Statement Of Work | Choose one | Choose one |  |

**Training and Support REQUIREMENTS**

| **Req. #** | **Requirement** | **Vendor**  **Response** | **Delivery Method** | **Comments** |
| --- | --- | --- | --- | --- |
|  | Provide "Train the Trainer" and “Administrative” training. Provide training materials which can be  used and modified by the Zoo staff to provide direct user training | Choose one | Choose one |  |
|  | Vendor product user groups - free with annual maintenance | Choose one | Choose one |  |
|  | Provide one year Warranty Period |  |  |  |
|  | Phone/web-based/e-mail support as part of contract, during implementation and ongoing after implementation | Choose one | Choose one |  |
|  | Provide remote, electronic system support so application problems can be diagnosed and remedied from a remote location. Please specify Web conferencing methods to be used (MS Teams, WebEx or Zoom). | Choose one | Choose one |  |
|  | Provide new software releases on a regular and timely basis | Choose one | Choose one |  |
|  | Allows the ability to download new program releases or modifications so that software upgrades can be accomplished without an on-site vendor visit | Choose one | Choose one |  |
|  | Provide bug fixes, error corrections, system enhancements and new releases as part of the software warranty, then as part of the bundled Annual Support Maintenance | Choose one | Choose one |  |
|  | Response time for resolution of high priority issues within 4 hours. | Choose one | Choose one |  |
|  | Supply a diagnostic tool that can be  scheduled to automatically verify the operation of  the system at regular intervals | Choose one | Choose one |  |

**State of Work (SOW) Requirements**

Proponent must provide a Statement of Work that will identify:

* Discovery
* Project Plan
* Configuration Management Plan
* User Acceptance Testing Plan
* Risk Management Plan
* Training Plan
* Staffing Level and Expertise
* Billing Plan
* Scope Management Plan
* Business Process Design and Software Installation Plan
* Hardware Recommendations
* Software Testing Plan
* Configurations and Customization Plan
* Enhancements and Modification plan
* System Interface Development Plan
* Data Conversion Plan
* Workflow & Security Configuration
* Support and Software Upgrade Plans