USER CONTROL CONSIDERATIONS

The security controls and practices of LeveragePoint Innovations, Inc. are designed with the assumption that complementary administrative, physical, and technical controls are implemented by Customer organizations. The application of these specific controls at Customer organizations is necessary to provide reasonable assurance that the security and confidentiality control objectives are achieved. Customers of LeveragePoint need to implement and maintain an internal control structure that provides reasonable assurance that services are performed by LeveragePoint in accordance with Customers' instructions.

This section describes controls that should be in operation at Customer organizations to complement the controls at LeveragePoint. The Customer control considerations presented should not be regarded as a comprehensive list of all controls which should be employed by Customer organizations. There may be additional controls that would be appropriate which are not identified below.

LeveragePoint expects Customers to implement a certain level of control to ensure a reliable and secure operating environment. These controls include:

General:
- Customer is responsible for controlling all output from LeveragePoint systems that is delivered to them.
- Customers must inform LeveragePoint by emailing techsupport@leveragepoint.com if Customer primary contact changes.

System Environment:
- Customer shall maintain in good working order: equipment, hardware, dedicated access and all software, inclusive of licenses and support services as described within their individual contracts.
- Customer is responsible for the acquisition, configuration, monitoring, maintenance and management of all hardware, software, and interfaces at Customer's location(s), including LAN, computers, software, telecommunications and devices.
- Customers are responsible for managing all user accounts and security authorizations they are given to ensure appropriate use of the system.
- Customer is responsible for managing all Value Model ACL lists (Sharing) on the system.
- Customers will appropriately manage all third party relationships including, but not limited to, any requirement to hold said vendors responsible for any interface they provide to LeveragePoint.

System Implementations and Ongoing Support Interactions:

- Customers will request and approve all project work orders prior to task being executed as applicable for projects and customizations.
- Customer is responsible for ensuring the accuracy of all issues and request tickets.
- Customers are responsible for defining business requirements and approval of detailed specifications for all requested changes to their respective systems.
- Customer is responsible for ensuring the confidentiality of LeveragePoint's intellectual property and sensitive information, including pricing, methodologies and practices.