REGIONAL MUNICIPALITY OF NIAGARA
POLICE SERVICES BOARD

INFORMATION TECHNOLOGY COMMITTEE MEETING
PUBLIC AGENDA

Thursday, July 9, 2020 at 10:30 am

VIA TELECONFERENCE

Due to the efforts to contain the spread of COVID-19, Niagara Regional Police Headquarters will not be open to the public to attend Board meetings until further notice. To hear the audio live stream meeting proceedings, please visit: https://calendar.niagarapolice.ca/meetings

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CALL TO ORDER

ROLL CALL

DECLARATIONS OF CONFLICT/PECUNIARY INTEREST

NEW BUSINESS

1. **Microsoft Office 365 Implementation Update** – Service report dated July 1, 2020 to provide the Board with a status update on the implementation of the Microsoft Office 365 (MS365/O365) platforms.

    Moved by:
    Seconded by:

    That the information be received.

2. **Digital Evidence Management System (DEMS) – Update** – Service report dated June 29, 2020 to provide the Board with advance notice that the Service will be submitting a 2021 capital budget business case in the amount of $650,000 to support the purchase and implementation of an enterprise DEMS solution.

    Moved by:
    Seconded by:

    That the information be received.

3. **Enterprise Content Management (ECM) System – OpenText Maintenance Renewal 2020/2021** – Service report dated July 7, 2020 requesting Board approval to purchase the OpenText Maintenance and Support Renewal for the period October 1, 2020 to September 30, 2021 in the amount of $108,286.37 for a one year term.

    Moved by:
    Seconded by:

    That the Committee approve a one (1) year Software and Support Maintenance Renewal with OpenText Corporation for the Enterprise Content Management (ECM) System in the amount of $108,286.37 including HST (net of rebates), for the period October 1, 2020 to September 30, 2021.

OTHER NEW BUSINESS

ADJOURNMENT

During the COVID-19 pandemic, the Board will conduct its meetings virtually, through teleconference. The audio recording will be posted to the Niagara Police Services Board YouTube Account for members of the public to access. If there are any questions or concerns, please contact the Executive Director to the Police Services Board at 905-688-4111, Extension 5170 (office) or psb@niagarapolice.ca

NIAGARA REGIONAL POLICE SERVICE
Police Services Board Report

I.

Subject: Microsoft Office 365 (MS365/O365) Implementation Update

Report To: Chair and Members, Information Technology Committee

Report Date: 2020-07-01

Recommendation(s)

That the Niagara Police Services Board receive this report for information and a status update on the implementation of MS365/O365

Key Facts

- On January 1, 2020, the Service renewed the Microsoft Enterprise Agreement (EA) as a subscription-based Microsoft and Office 365 Platforms
- The Service utilizes a significant amount of Microsoft software and services to support the Service's daily operations.
- MS365/O365 are new IT platforms to NRPS and are being managed in a phased deployment approach
- The implementation of MS365/O365 will be in alignment with the NRPS Enterprise Information Management & Governance and Security best practices and policies.

Financial Considerations

The yearly cost of the three-year Microsoft EA is $616,665.00, including HST (net of rebates). The total three-year cost is $1,849,997, including HST (net of rebates).

Analysis

The NRPS is embracing the Microsoft 365 platform in the form of a hybrid deployment.

MS365 is the Microsoft productivity cloud platform and is based on subscription services, It provides organizations with the basic productivity applications such as Word, Excel, Outlook, PowerPoint, OneNote, OneDrive, SharePoint, Exchange, Teams and PowerBI just to name a few.   Furthermore, it offers powerful cloud services, device management, and advanced security in one connected experience.

NRPS is in active planning, design, and management of the expansion of Office 365 (O365) with all the necessary MS 365 services to ensure it meets the needs of NRPS and is functionally secure and robust.

As MS365 and O365 specific suite of tools and services are rolled out, the core implementation focus approach will be through various Enterprise Information Management & Governance (EIM&G) use cases.

O365 allows for the migration of key applications such as Microsoft Exchange and SharePoint (SP) to the cloud with hybrid functionality and ultimately reducing future capital expenditures related to hardware, some software acquisitions and server hardware maintenance support costs.

As the Service implements the new IT platforms, it is essential to understand the business requirements that are driving the IT requirements and ensure they are aligned with the Service's Business and Technology Strategic Plans. This will involve engaging with business stakeholders throughout NRPS to gain a comprehensive EIM&G understanding and deployment strategies for the use of O365 tools, services and applications.

To ensure the implementation of the various related projects is successful, NRPS is working closely with the Microsoft FastTrack team. FastTrack is a service provided by Microsoft that helps a customer onboard Microsoft Cloud solutions and drive user adoption through end-to-end guidance from Microsoft engineering. As NRPS has eligible subscriptions to MS O365, Azure and other platforms, NRPS can utilize FastTrack at no additional cost for the life of its subscription.

Enterprise Information Management & Governance (EIM&G)

The Service's EIM&G environment and requirements continue to be modernized to improve the management of the NRPS's information assets in alignment with migration to the O365 platform. Migrating NRPS members to O365 falls within this strategy and allows for more efficient use of Service information assets. The establishment and implementation of the EIM&G is under the leadership of Mr. Gary Holden, Records Manager.

The NRPS's EIM&G goals and objectives are to:

- Effectively manage NRPS's information assets electronically
- Automate retention and disposition of NRPS information assets
- Provide appropriately controlled access to records and documents from a centralized location
- Increase the effective searching of documents in both electronic and physical formats

The following phases provide a brief update on the current migration and implementation stages of MS365/O365:

Phase "1"

- **MS O365 tenant in MS Azure Active Directory (AD)**

    With the support and assistance of Microsoft engineers, the NRPS has implemented the NRPS MS O365 tenant in MS Azure Active Directory (AD) and is in the process of carefully moving Office based services to the cloud. These services consist of cloud-based applications including, but not limited to Word, Excel, PowerPoint, Outlook, PowerBI, Project, SharePoint (SP) and Teams.

    Access to Office 365 is controlled by Azure Active Directory and the creation of a "Cloud Identity", meaning users now need another account to interact with O365 components. AD DirSync (Directory Synchronization) and Azure AD Sync – both of which allow user accounts to be synchronized from On-Premises to Office 365 has been implemented.

    We have 1,024 assigned O365 licenses to active members.

- **MS Teams**

    Teams is a Cloud-based unified communication and collaboration platform that provides global, remote, and dispersed teams with the ability to work together and share information via a common space.

    Teams is part of the O365 suite of applications and is fully integrated with many other O365 services. The core capabilities in Teams include messaging (group and private messaging), calling, video conferencing meetings and file sharing, etc.

    The NRPS is actively using Teams for all their virtual meetings.

    The NRPS is also working with other Police Services who are O365 tenants to communicate via Teams through Federation. Federation means that the NRPS tenant allows users belonging to other organizations to connect to tenant users via chat and calls. For example, if the NRPS tenant is federated with Microsoft's tenant, we can chat and call Microsoft users.

Phase "2"

- **Exchange / Outlook**

The phase includes the migration of on-premise Exchange mailboxes to Exchange Online (EXO), the adoption of Advanced Threat Protection (ATP) for email security, and the implementation of Intune device management.

Technology Services is currently running a pilot with a subset of Technology Services members and Records and Information Management Unit to implement the proposed migration of Outlook mailboxes to O365 prior to full implementation and integration with EIM&G policies O365 security such as Azure Information Protection (AIP). AIP is included in O365 enterprise licenses, that will help to classify and protect information.

An integral part of this migration is the O365 Advanced Threat Protection (ATP). ATP is a cloud-based email filtering service that helps protect an organization against unknown malware and viruses targeting sensitive data. ATP has rich reporting and trace capabilities that give network and security administrators insight into the kind of attacks happening in an organization.

At this time, the results of the migration to Exchange online are being monitored and validated. Further, Technology Services is also investigating the requirements to backup any migrated mailbox on the cloud.

- **Intune**

  Microsoft Intune app is a Microsoft cloud-based management solution that provides an integrated and unified endpoint protection and management platform for Windows, Apple and Android devices in a way that protects corporate data and applications in O365 and meeting EIM&G and security compliance capabilities.

  Intune is designed to integrate with other parts of the O365 platform, and servers as a one pane of glass to manage Windows and Mobile devices integrated across the organization and maintain separation between corporate and personal data.

  Currently, Technology Services is working closely with Microsoft to implement a pilot and migrate select Windows 10 Devices to be managed through Intune.

  Intune once configured will include rules that govern access to O365 resources through Conditional Access policies. Conditional Access allows O365 administrators to control what O365 applications users can gain access to based on if they pass/fail certain conditions. These conditions are enforced by building a policy (or multiple policies) to control how users access O365 resources.

- **SharePoint (SP) Migration to MS O365 – Corporate Intranet**

  The NRPS is issuing an RFP to upgrade the legacy SP 2010 environment as its extended support ends in October 2020. The upgrade will modernize and align the SP sites with Information Management (IM) best practices and make it easier to find content and provide better communication channels for members.

  The upgrade will also facilitate content cleanup of current SharePoint and select network drives and classification on SP Online and on-premise.

  A content migration strategy of document and collaboration sites to O365 is being developed which will classify existing content currently residing on-premise using AIP to determine where and which data should be migrated to SP Online vs. on-premise. (e.g. highly sensitive data to highly sensitive tagged SharePoint on-premise sites).

  The latest on-premise version of SharePoint is SP server 2019, which closely aligns with SP Online as NRPS will be utilizing a hybrid environment.

The MS 365 project is moving forward as planned, and adoption has been ahead of schedule as a result of the COVID-19 pandemic starting with MS Teams and other pilot projects as noted above.

Phase "3" will be focused on expanding the implementation of the O365 apps across the entire Service.

Alternatives Reviewed

None

Relationship to Police Service/Board Strategic Priorities

Not applicable.

Relevant Policy Considerations

Regional Municipality of Niagara Police Services Board By-Law 384-2019, Financial Reporting, Control and Procurement in the NRPS

Regional Municipality of Niagara Police Services Board By-Law 291-2009, Management of Police Records

Other Pertinent Reports

Microsoft Enterprise Agreement from the November 14, 2019 public Information Technology Committee

This report was prepared by Akram Askoul, Director, Technology Services, in consultation with Gary Holden, Records Manager, Shah Shaikh, Manager IT Network & Support and Rany Audeh, IT Projects and Systems Manager and recommended by Bill Fordy, Deputy Chief of Police, Support Services.

Submitted by:
Bryan MacCulloch, M.O.M. #5835
Chief of Police

Appendices

None

NIAGARA REGIONAL POLICE SERVICE
Police Services Board Report

2.

Subject:	Digital Evidence Management System (DEMS) - Update
Report To:	Chair and Members, Technology Information Committee
Report Date:	2020-06-29

Recommendation(s)

That the Niagara Police Services Board receive this report for information.

Key Facts

- On February 1, 2020 at the Confidential Information Technology Committee meeting, the Committee received a DEMS report for information.
- The report provided the Board with advanced notice that the Service will be submitting a 2021 Capital business case in the amount of up to $650,000 to support the purchase and implementation of an enterprise DEMS solution.
- A DEMS solution enables a unified approach and digital efficiency for the creation, collection, distribution, and management of digital evidence records.

Financial Considerations

An estimated yearly cost of $130,000.00 for an initial term of five (5) years is being recommended. The Ministry is seeking a Software-as-a-Service (SaaS) Solution, it will be a subscription-based Cloud solution which has an operating cost vs. Capital cost. As a result, the Service will be submitting a 2021 Operating Budget business case in an amount between $130,000-$140,000 per year to support the purchase and implementation of an enterprise DEMS solution. This investment is expected to realize operational efficiencies which will yield a positive impact to the operating budget.

A single contract that is negotiated based on expansion across all Police Services could result in significant discounts based on volumes of licenses required to support all Municipalities. This could greatly assist individual police services and avoid the cost and time required to procure individual solutions.

Analysis

Earlier this year, the Justice Ministry had issued a Request for Bids (RFB) to acquire a single DEMS solution for the Province of Ontario. Once procured, the solution could be implemented in a standard way across all police services. A single solution across

police services would reduce complexity to integrate DEM into the digital justice ecosystem and provide consistency for justice sector partners(crown attorneys, defence counsel, judiciaries) using digital evidence and potentially accelerate province wide adoption of DEMS.

The Ministry is seeking a qualified Vendor to provide a DEMS SaaS Solution. The Ministry intends to enter into an agreement for an initial period of five (5) years with options in favour of the Ministry to renew the agreement for up to two (2) additional terms of up to one (1) year each.

The DEMS RFB closed on May 22, 2020, and they are currently in the evaluation phase of the procurement. Despite the ongoing challenges due to the COVID-19 pandemic, the execution of the DEMS Agreement and the implementation phase of the DEMS solution is on schedule. The planning assumption regarding the on-boarding of the successful vendor is tentatively scheduled for late summer, dependent on the outcome of the procurement.

It is further anticipated that all Municipal Police Services will be implementing the DEMS solution 12-18 months post-award.

Strategic Considerations

It is the strategic goal of the NRPS to transition to a centralized and integrated DEMS solution. It will facilitate collection of digital evidence data to be stored within a single digital solution allowing for an enterprise process for managing, searching, viewing, retrieval, and sharing.

Alternatives Reviewed

None

Relationship to Police Service/Board Strategic Priorities

The Service is committed to delivering quality police service, improving the services it provides the citizens of Niagara, enhancing business continuity, and improving the effectiveness and efficiency of its workforce.

Relevant Policy Considerations

Regional Municipality of Niagara Police Services Board By-Law 384-2019, Financial Reporting, Control and Procurement in the NRPS.

Other Pertinent Reports

Digital Evidence Management System (DEMS) from the February 13, 2020 confidential
Information technology Committee

*This report was prepared by Akram Askoul, Director, Technology Services in
consultation with Laura Rullo, Manager, Finance and recommended by Bill Fordy,
Deputy Chief of Police, Support Services.*

Submitted by:
Bryan MacCulloch, M.O.M. #5835
Chief of Police

Appendices

Not Applicable

NIAGARA REGIONAL POLICE SERVICE
Police Services Board Report

PUBLIC AGENDA

Subject:	Open Text Maintenance Renewal 2020
Report To:	Chair and Members, Information Technology Committee
Report Date:	2020-07-02

Recommendation(s)

That the Niagara Police Services Board approve a one (1) year Software and Support Maintenance Renewal with OpenText Corporation for the Enterprise Content Management (ECM) System for the amount including HST (net of rebates) of $108,286.37.

Key Facts

- The purpose of this report is to seek the Board's approval to purchase the OpenText Maintenance and Support (M&S) Renewal for the period of October 1, 2020 through September 30, 2021.
- OpenText Software and Support Maintenance is required to continue the use of the existing licences and to maintain the ECM System.
- The previous Renewal was for a three (3) year term however we would like to renew for one (1) year while we research alternate ECM options provided through our Microsoft licencing agreement.

Financial Considerations

The past renewal was for a three (3) year term with the following fees:
- 2017 $93,541.84 including HST (net of rebates)
- 2018 $98,218.94 including HST (net of rebates)
- 2019 $103,129.88 including HST (net of rebates)

The 2020 renewal is $108,286.37 including HST (net of rebates) which is a 5% increase from 2019.

Analysis

This report is presented as a one (1) year software and support maintenance renewal contract for the ECM System and reflects the associated cost of the renewal. The annual maintenance renewal is included in the Technology Services, Business Systems Operating Budget.

The ECM System was implemented in 2009/2010 for the management of records, physical and electronic, throughout their life cycle. The ECM system classifies records according to General Order 031, Retention and Destruction of Records; Schedule 'A' Records Classification and Retention. Within the ECM system, retention and destruction policies are enforced based on the classification of the individual records.

The Records and Information Management unit is currently researching Microsoft Office 365 offerings to determine if Microsoft technologies would be a viable replacement for some of the existing OpenText functionality. The future OpenText licensing needs are unknown at this time therefore we recommend a one (1) year term instead of locking into a three (3) year term. This will allow alternatives to be considered for the 2021 ECM renewal.

The M&S agreement includes Protect Support coverage, which offers support during OpenText regular business hours, Monday to Friday.

There is an option to purchase optional Prime Protect Support Add-On for $10,828.64 including HST (net of rebates). The Prime Support Add-on is 10% of the annual maintenance and at this time the Service does not feel it required the advanced support for the increase in costs.

With Prime Protect Support, the Service would receive 24x7 support for Critical production-down severity "1" and serious performance-impacting severity "2" issues in our production environment in addition to coverage during standard OpenText customer support hours Monday through Friday for Normal severity "3" issues. Further, by subscribing to Prime Protect Support the Service would qualify for capped annual fees on subsequent terms of software maintenance at 3% of the price of the previous term.

The attached Renewal Notice includes licensing, software updates and support for the Content Suite Platform, Content Lifecycle Management (CLM) for SharePoint, Blazon Enterprise - Base Module Maintenance, Email Management for Microsoft Exchange and Object Importer, Records Management Edition.

Alternatives Reviewed

N/A

Relationship to Police Service/Board Strategic Priorities

This initiative is in support of the Service's 2019-2021 Strategic Plan, specifically Strategic Objective 3.8, Modernization of Records Management.

Relevant Policy Considerations

Regional Municipality of Niagara Police Services Board By-Law 384-2019, 'Financial Reporting, Control and Procurement of Goods and Services in the Niagara Regional Police Service.'

Regional Municipality of Niagara Police Services Board By-Law 291-2009, 'Management of Police Records'.

Other Pertinent Reports

None

This report was prepared by Cathy Hunt, Business Systems Coordinator, Business Systems in consultation with Rany Audeh, IT Projects & Systems Manager, IT Projects and Systems and Gary Holden, Records Manager, Records and Information Management, and reviewed by Akram Askoul, Director Technology Services, Technology Services and recommended by Bill Fordy, Deputy Chief of Police, Support Services.

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Submitted by:
Bryan MacCulloch, M.O.M. #5835
Chief of Police

Appendices

Appendix 1   Renewal Notice- Niagara Regional Police Service - EU0035329-RC515380

opentext™

Open Text Corporation
275 Frank Tompa Drive
WATERLOO ON N2L 0A1
CANADA

Renewal Notice

Bill To:
Cathy Hunt
Niagara Regional Police Service - 10442749
1815 Sir Isaac Brock Way PO Box 1042
Thorold, ON, L2V 4T7
Canada

Date:	2020-05-27
Reference Number:	RC515380
Contract Number:	0011018724
Maintenance Term Start Date:	2020-10-01
Maintenance Term Expiration Date:	2021-09-30
Quote Expires:	2020-09-30
Payment Terms:	Net 30
Previous PO Number:	PO# 0000061778

Ship To:
Niagara Regional Police Service - 10051814
5700 Valley Way
Niagara Falls, ON, L2E 1X8
Canada

End User Information:
Niagara Regional Police Service - EU0035329
5700 Valley Way
Niagara Falls, ON, L2E 1X8
Canada

QTY	PRODUCT		AMOUNT
800	CLM Services for SharePoint Maintenance *10/01/20 to 09/30/21*	1000030970 *(S-LLPGMSSP_M)*	
200	CLM Services for SharePoint Maintenance *10/01/20 to 09/30/21*	1000030970 *(S-LLPGMSSP_M)*	
200	Extended Workflow Full Named Users Maintenance *10/01/20 to 09/30/21*	1000031008 *(S-LLPGWORKFLOW_M)*	
200	Email Management for Microsoft Exchange Maintenance *10/01/20 to 09/30/21*	1000030918 *(S-LLPGEMGTMS_M)*	
1	Object Importer, Records Management Edition Maintenance *10/01/20 to 09/30/21*	1000034098 *(S-PSOOBJIMPRM_M)*	
200	Content Suite Platform Standard Named Users Maintenance *10/01/20 to 09/30/21* *Unique #: 61712-12290 Unique Name: 61712-12290*	1000030882 *(S-LLPGECMCLM_M)*	
1	Blazon Enterprise - Base Module Maintenance *10/01/20 to 09/30/21* *Unique #: IGC464078* *Blazon Licenses issued in exchange for Adlib software*	1000028113 *(S-IGR-21-BLE_M)*	

Additional Support Options		
Prime Protect Support Add-On		
☐ Content Server Upgrade to Prime Protect-FY		10,641.35

	Without add-on	With add-on
Subtotal	106,413.49 CAD	117,054.84 CAD
Tax	13,833.77 CAD	15,217.15 CAD
Total	120,247.26 CAD	132,271.99 CAD

Total as of 2020-10-01	123,854.68 CAD	136,240.15 CAD

Taxes are subject to change

*Important Reminder
Renewals on or after the term start date are considered late; a late payment charge will apply and is included herein for reference. Pricing is valid through the quote expiration date, after which time a new quote will be provided, and additional fees assessed.

Send Payments To:
Open Text Corporation
P.O. Box 15075, Station A
Toronto, ON
M5W 1C1
CA

Banking Information:
JPMORGAN CHASE BANK
Bank Account: 4674746101
Swift: CHASCATTCTS
PlusGiro: 027000012

Pay Online by Credit Card or Upload a Purchase Order:
https://support.opentext.com/rr-RC515380-11705484

Direct All Inquiries to:
Jamie-Lee Mealey @ 519-888-7111 ext 82007 or supportrenewals@opentext.com or Fax: 519-888-0677
Please reference #RC515380

By accepting this Renewal Notice you authorize OpenText to invoice you for this support renewal. Should you wish to accept this Renewal Notice through your signature, please sign and email this Renewal Notice to supportrenewals@opentext.com or fax to 519-888-0677

This Renewal Notice can be accepted in writing (by email or signature) or by issuing a purchase order for the amount stated in the Renewal Notice or paying the amounts specified. By accepting the Renewal Notice on behalf of the End User identified above ("Customer"), you are entering into a binding agreement for the provision of support services on the terms and fees set out herein. You (i) confirm that you have read, understood and agree to the terms and conditions accompanying this Renewal Notice; (ii) warrant that you have the authority to bind the Customer; and (iii) warrant that no further steps, approvals or authorisations are required to procure or pay for support services. In the event you require a purchase order or any other document to be issued in order to renew the support services, you acknowledge and agree that any preprinted terms contained in or accompanying such purchase order shall have no legal effect even if such purchase order is later in time or OpenText acknowledges or issues an invoice to Customer after receiving the purchase order.

Authorized Signature:

....

Name (printed):

....

Email Address:

....

Bill To Address (if different from above):

....

Date:

....

Title:

....

Terms and Conditions

- OpenText agrees to supply, and Customer agrees to buy, support services specified in the Renewal Notice in accordance with the terms and conditions set out in the applicable Software Maintenance Program Handbook available at www.opentext.com/agreements ("SMPH") and in either: (i) the Software Support Terms and Conditions for the country of the OpenText entity named in this Renewal Notice, available at www.opentext.com/agreements, or (ii) a signed agreement between you and OpenText covering the provision of support services. Any preprinted terms contained in or accompanying such purchase order shall have no legal effect even if such purchase order is later in time or OpenText acknowledges or issues an invoice to Customer after receiving the purchase order.

- All support software must be licensed by Customer in accordance with the applicable software license agreement signed by the parties, or in the absence of such signed agreement, under the terms of the applicable OpenText End User License Agreement ("EULA") in force at the time of the original software license purchase for the country of the OpenText entity from which the support software was purchased. The current EULA is available at www.opentext.com/agreements.

- OpenText will issue an invoice to Customer and payment is due on or before the date specified on the invoice. A failure to pay the invoice on the due date may entitle OpenText to suspend or terminate the support services.

- If you have purchased additional support packages, OpenText customer support services are provided in accordance with the terms of and governed by the applicable OpenText support handbook applicable to the relevant support program subscription sent to you with this quote or available on www.opentext.com/agreements. If you elected the add-on, it will be included on future renewals.

- **Hardware Service Contract:** Where your Renewal Notice includes a hardware service contract, you understand that a failure to provide a Purchase Order due date (if applicable), the hardware manufacturer has the right to conduct an on-site inspection (at your expense) of your equipment before acceptance

- **Billing/Invoice Address:**
  If different from quote, please complete the following:
  Bill To Company: _____

  Bill To Contact: _____

  Bill To Address: _____

- **Bill To Arrangements:** If you are a third party payer renewing Open Text support on behalf of an Open Text software End User, then you hereby confirm that, by submitting this Renewal Notice, the End User is purchasing support from OpenText on the terms of the applicable SMPH and that the End User constitutes the "**customer**" under the SMPH located at www.opentext.com/agreements. You acknowledge that payment is on behalf of the End User and that you have no rights to the support services and any failure to make payment to OpenText of any amount due shall be deemed a failure by End User to pay such amount.
  OpenText may require that you provide confirmation of End User's acceptance of the terms of the SMPH. OpenText may contact the End User directly. You shall not make any representations, warranties, or guarantees regarding OpenText support services or products and you agree to indemnify OpenText against any and all claims arising as a result of a breach of the foregoing obligations.

"Go Green" To align with OpenText's corporate efficiency goals, OpenText will deliver a PDF copy of your invoice to the same email address this Support Renewal is being delivered to, unless you specifically request otherwise. If you would prefer an alternate delivery method or that the invoice be sent to an alternate email address, please contact einvoice@opentext.com.