Technical Appendix
Managed Computer Vision

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1 Managed Computer Vision

1.1 Service presentation

The Managed Computer Vision service is a service provided by the Provider that leverages Artificial Intelligence techniques to enable the Client to extract data from their video equipment through alerts and a dedicated dashboard.

The Service provided to the Client includes:
- A Computer Vision software solution
- Cloud hosting solution operated and managed by the Provider.
- Comprehensive operation of the software and hardware solution managed by the Provider.
- Implementation support services for clients.

The service consists of the following elements:
- Development or configuration of the Computer Vision application, including:
  - Implementation of datasets and tools (training, labeling, augmentation, etc.),
  - Design of Artificial Intelligence (internal framework, inference, engine learning, image, video, audio processing, etc.),
  - Generation and extraction of statistics, dashboard construction,
  - Installation of the application and its configuration based on documentation provided by the partner.
- Operation, administration, 24x7 support of the solution in both production and non-production environments.
- Supervision service and maintenance of the solution deployment.
- Third-party Application Maintenance with data lifecycle support.
- Incident, change, event, and security management.

The Provider can optionally handle the complete management of the Client's applications upon request.

The Provider incorporates the application expertise of its network of Independent Software Vendors (ISVs) or the Provider's own experts as needed and according to the client's use cases.

1.2 Security and Personal Data Management

The managed Computer Vision service utilizes images and videos extracted from cameras and requires the use of Artificial Intelligence functionalities related to image processing.

The Client bears the ultimate responsibility for the processing of personal data and, consequently, for this declaration to the CNIL (French data protection authority).

The Provider offers, through its managed Computer Vision service, end-to-end support in the process related to the Data Protection Impact Assessment to be submitted to the CNIL.

1.3 Description

The following table lists the services provided as part of the "Managed Computer Vision" service:

Phase	Activités
Computer Vision Build Phase	- Deployment of the infrastructure and associated services (middleware, network, DNS, NTP, backup, storage, antivirus, monitoring). - Testing and validation of the infrastructure implementation.

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Phase	Activités
Computer Vision **Run Phase**	▪ Lifecycle management of the infrastructure. ▪ Application design (internal framework, inference, engine learning, image, video, audio processing). ▪ Generation and extraction of statistics, AI dashboard construction. ▪ Development of APIs and user interfaces. ▪ Integration and availability of APIs and user interfaces. ▪ Installation of the application and its configuration based on documentation provided by the partner. ▪ Testing and validation of database implementation and lifecycle management. ▪ Provision of alerts through a personalized dashboard, monitored by the client's supervision center. ▪ Maintenance of the operational conditions of the supervision system. ▪ Ensuring the safety and security of the supervision system. ▪ Hosting support: Level 1 and Level 2, and Level 3 support. ▪ Operation and administration of the solution in both production and non-production environments. ▪ Supervision service and maintenance of the solution deployment: Levels 1, 2, and 3. ▪ Third-party Application Maintenance with data lifecycle support (including dataset expertise), Level 3 support.

1.4 Limitations

- The Client retains responsibility for security equipment (cameras), as well as their installation and maintenance.

- The Client provides human resources to the Provider for the operation of alerts in the supervision center.

- The data processed by the Provider is not stored for judicial requisition purposes. The Service aims to deliver an alerting and KPI analysis solution.

1.5 KPI & alerts

Monitoring and logging

The Provider has a system for monitoring and recording logs.

Monitored metrics during RUN phase

Operational conditions of the service:
- Components covered in the Caascad service.
- Components covered by the FE service.
- Metrics defined in collaboration with the client based on their infrastructure needs for cameras and the use cases to be considered (such as firearm detection or crowd counting, for example)

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Configured alerts

Operational conditions of the service:
- Components covered in the Caascad service.
- Components covered by the FE service.
- Metrics defined in collaboration with the client based on their infrastructure needs for cameras and the use cases to be considered (such as firearm detection or crowd counting, for example)

1.6   Backup and restore

Data backup and restore

The Provider performs the backup of the Caascad and FE configurations, as well as the AI models.

Service restore

Procedure for restoring the configuration following a service reset.

1.7   Pricing Conditions

The Service pricing consists of:
- Access fees for the "Managed Computer Vision" service, which includes all tasks mentioned in the implementation RACI. To estimate these fees, The Provider conducts a study of the client's needs, following which a quote for the access fees is created.
- Monthly recurring charges covering activities related to the operational maintenance of the " Managed Computer Vision" service, indexed based on the number of managed instances and configured options.

The Service rates do not include:
- IaaS infrastructure costs needed to run the service, which are billed separately
- Change requests

1.8   Change requests

Change requests are presented below and are classified into two levels of complexity, as shown in the table below. Each level is associated with a specific number of tokens.

Changement	Number of Tokens
Simple	1
Complex	2

The Provider will be preparing to implement a change in collaboration with the Client. Once the request is processed, you will be notified to validate and close the request.

1.9   Non-standard change requests

You can submit a non-catalog request and provide the details of your requirement. The Provider will schedule a 30-minute phone call with the Client to ensure a clear understanding of the need. Two scenarios may then arise:

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- If the functional requirement can immediately be categorized as simple, moderate, or complex tasks as defined in the catalog, the Change Request is eventually reclassified as a catalog request and can be handled by the operational teams.

- If the functional requirement cannot be immediately translated into simple or complex tasks and will require in-depth study with a defined duration and completion timeframe, an estimation of the number of Tokens required for the study will be provided. This study is not guaranteed to yield a result due to the wide diversity of functional needs that can be expressed. If an agreement is reached, the study is conducted and leads to a determination of feasibility or infeasibility. In the case of feasibility, it is accompanied by an evaluation of the associated costs for its implementation. These charges will be categorized as simple or complex change requests based on the criteria mentioned earlier.

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2 Glossary

Standard Change: A change initiated by the Client or the Provider, implemented through a procedure validated by the Provider and accepted by the Client. Any change considered standard is defined in the list of standard changes in the change catalog, accessible through the Cloud Store Client Space. The price of standard changes is defined and known to the Client.

Simple Standard Change: A standard change of one Token initiated by the Client or the Provider, requiring minimal effort or having a limited impact on services. It is implemented through a procedure validated by the Provider and accepted by the Client. Any change considered simple is defined in the list of standard changes in the change catalog accessible through the Cloud Store Client Space.

Complex Standard Change: A standard change of more than one Token initiated by the Client or the Provider, requiring significant effort or having an impact on multiple services. It is implemented through a procedure validated by the Provider and accepted by the Client. Any change considered complex is defined in the list of standard changes in the change catalog accessible through the Cloud Store Client Space.

Non-Standard Change: A change outside the standard catalog and provided on a quote basis, initiated by the Client or the Provider. It is implemented through a procedure validated by the Provider and accepted by the Client.

Accelerated Change: A Standard Simple or Complex service change that requires an accelerated production of the Client's request. The price of the accelerated change is double that of the change requested by the Client. The Client has the option to request an accelerated treatment of a Standard Simple or Complex change exceptionally, up to a maximum of 6 times per year.

Computer Vision: The service that uses Artificial Intelligence techniques to allow the Client to extract data from their video equipment through alerts and a dedicated dashboard.

MRC (Monthly Recurring Charge): Monthly recurring fees.

OTC (One Time Charge): Initialization fees, corresponding to a one-time charge.

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