

AXON

STATEMENT OF WORK
CO 23RD JUDICIAL DA
AXON CHANNEL
SERVICES
DATA TRANSFER

Submitted By:
Software Solutions Engineering Team
Axon Enterprises





1. PROJECT OVERVIEW	2
2. SOFTWARE SERVICES APPROACH.....	9
3. PROJECT MANAGEMENT	143
4. POST PROJECT	165
5. SIGN-OFF.....	176
6.AXON SECURITY	187



1. PROJECT OVERVIEW

This document serves as the Statement of Work for the Channel Services E.COM-to-E.COM Data Transfer project, being delivered by Axon for [ORGANIZATION].

The Axon Software Services team will assist [ORGANIZATION] in identifying digital assets and cases that needs to be migrated, transforming the metadata field values into the new Axon Evidence.com fields available, and loading the transformed data to the new evidence.com instance(s).

Axon provides Channel Services data transfer services, delivering a project for each Evidence.com source and/or destination evidence.com instance transfer, each to be completed within a single project timeline.

1.1 MIGRATIONS AND INTEGRATIONS

Source systems listed below are in scope for this project.

TRANSFER TYPE	SOURCE SYSTEM	Estimated Active/Open Cases to Migrate	Estimated TB to Migrate
ONE TIME INACTIVE MIGRATION	Douglas County Sheriff's Office Evidence.com instance → DA 23 Evidence.com instance	28,936	87.46 TB
ONE TIME INACTIVE MIGRATION	Parker Police Dept Evidence.com instance → DA 23 Evidence.com instance	5,982	40.23 TB
ONE TIME INACTIVE MIGRATION	Lone Tree Police Dept Evidence.com instance → DA 23 Evidence.com instance	7,713	33.80 TB
ONE TIME INACTIVE MIGRATION	Castle Rock Police Dept Evidence.com instance → DA 23 Evidence.com instance	8,676	86.87 TB



1.2 DEFINITIONS

TERM	DEFINITION
PARTIES / PROJECT PERSONNEL	
Agency/Organization/Client	The organization requesting the Data Transfer
Business/End-Users	Groups who will use the system. Typically, officers or DAs
Data Solutions Engineer (DSE)	Axon Engineer who works with the org to perform data transfer services
Solutions Architect	Portfolio and Resource Mgmt. documenting agency requirements. Providing design approach.
Subject Matter Expert	Personnel from Agency providing mappings for metadata Reviewing sample data before full transfer commences
Project Authority/Sponsor	Personnel from Agency approving / signing off on project deliverables



TECHNOLOGY TERMS	
Asset	Digital evidence files (video, audio, image, docs, etc.)
Audit Trail	Captures chain of custody level details of evidence creation, modifications, and subsequent access history.
Channel Services Migration Platform (CSMP)	Axon tool developed and designed to validate, transform, and load evidence data into evidence.com.
Partner API Querying	Investigative querying to identify statistics of how much TB and cases are present and can be migrated from source to destination evidence.com instances.
Load	The process of ingesting files and transformed metadata into Evidence.com.
Metadata	Descriptive information associated with one or more digital assets, including but not limited to officer assignments, recording dates, case IDs, and categorization
Migration Management Console (MMC)	Axon developed front-end tool, enables configuration of data transfers
Storage Explorer	A Microsoft tool that enables account configurations and permissions.
Production Source Environment	The active Evidence.com instance where assets and metadata reside before being transferred.
Production Destination Environment	The operational Evidence.com instance that receives the migrated assets and metadata.
Transformation	The conversion of metadata from the source system into the corresponding available fields supported by Evidence.com.
XSLT	Extensible Stylesheet Language Transformations. Programming language DSE creates to configure and convert source system metadata to the Evidence.com format fields.



PROJECT & MILESTONES	
Project	Scope of work related to data transfer from a single source instance
Data Transfer Questionnaire	A form to be submitted by the organization requesting a data transfer, helps inform Axon specifics of project scope and requirements
Kick-off	An Axon-led meeting to confirm project requirements, outline the data transfer process, align on project expectations, and establish communication and collaboration practices.
Transformation	Axon DSE works with Organization's SME to inform how the source metadata will be brought from source system and what fields they should expect values to be placed in Axon source instance. Sample testing of mapped metadata values to new instance to gain customer acceptance/approval. Dry running against entire source system data resources so CSMP can identify errors in mappings, migratable, non-migratable, or missing assets.
Project Configuration	Iterative development through sprints. CSMP and MMC Setup.



PROJECT & MILESTONES (CONTINUED)	
Pre-Migration Verification (Proof of Concept Testing)	A preliminary transfer of sample data into an Evidence.com environment for the organization to review and validate. Approval is required from the agency before proceeding with the full dataset migration.
Dry Run	Full Validation Practice Run of migration to uncover any issues or reasons why assets cannot be migrated by CSMP.
Loading/Go-Live	The process of loading digital assets and transformed metadata into the organization's production instance of Axon Evidence.
Project Validation	The organization's 30-day period to review the results of the data transfer and report any issues to the project team during the allotted time.
Project Sign Off	Agency has reviewed data transfer results and signs final DocuSign documentation.



1.3 OUT OF PROJECT SCOPE

Axon is only responsible for performing the professional services described within this SOW. Any additional professional services not defined explicitly by this SOW will require a Project Change Order. The following are considered outside the scope of this project:

- ▶ Administration, Management or Support of Organizations or Vendors internal IT network or infrastructure.
- ▶ Changes to Source System infrastructure made by Organization or Vendor after the Axon data transfer questionnaire has been submitted.
- ▶ Modification of Source System Metadata: If source system metadata needs to be cleansed or modified. Organization must correct all metadata absence or inaccuracies prior to project assignment as Axon will not modify or cleanse metadata. If the agency chooses not to cleanse, modify missing or inaccurate data prior to extraction, Axon will move metadata 'as is' from the source instance(s) at time of loading/go live transfer task.
- ▶ Managing changes made to Source System Digital Assets or Metadata after Organization provides approvals for project mappings and loading/go-live.
- ▶ Requests for additional One-Time Migrations from the same Source System after initial project assignment.
- ▶ Changes to existing evidence within evidence.com via Axon's Partner API.
- ▶ Changes to Axon Evidence underlying database schema, program code logic, supported file formats/codecs or cloud infrastructure.

Out of scope work requested by Organization and performed by Axon may result in additional fees. Determination of work regarded as significant is at Axon's discretion.



1.4 ASSUMPTIONS

- ▶ If Organization purchased One-Time Inactive Migration(s), legacy data must be in an inactive state prior to project assignment or requesting agency must provide a clearly outlined dataset list of assets/cases to migrate prior to project assignment. The scope of work or datasets to migrate will NOT continue to grow during project timeline.
- ▶ Organization will coordinate with source instance Organization team and introduce to Axon Channel Services team.
- ▶ Source and destination organization(s) must have Evidence.com Admin or higher access to all digital assets and metadata and can provide Axon access to resources so they can be copied to needed production destination environment(s).
- ▶ Source and destination organization(s) have prioritized Channel Services Data Transfer project(s) and have assigned the appropriate resources.
- ▶ Organization will allocate resources to complete project tasks in a timely manner, failure to do so will result in overall project delays.
- ▶ If Organization requires multiple Data Transfer projects, each project will operate on an independent timeline in order to reduce risk.
- ▶ Axon's project timeline is based on the understanding of known project requirements and pre-defined scope. If new requirements emerge that increase project scope - the project timeline will be impacted accordingly.
- ▶ Delivery and related response times for communications are subject to engineering availability and exclude weekends and public holidays.
- ▶ Service Level Agreements are as per the overarching contract between Axon & Organization. Cloud SLAs are per Microsoft's published SLAs.



2. SOFTWARE SERVICES ETL APPROACH

METHODOLOGY

The successful transfer of digital evidence from source to destination Evidence.com environment(s) requires the Axon project team and Organization project team(s) to Join Forces; Solve Problems and complete project tasks in a timely manner.

Axon manages Data Transfers as 3 distinct components:

- 1. Asset** - the digital file associated with the evidence or event (video, audio, image, docs)
- 2. Metadata** - the data related to one or more assets (file name, recorded on dates, asset specific details)
- 3. Audits/Chain of Custody** - PDF audit trail of the asset

Axon supports playback of the following file formats. [Complete List of File Formats](#).

Axon has built a platform intended to expedite the Data Transfer process. The **Channel Services Migration Platform (CSMP)** was designed to read data from its source and ingest digital assets, and transform metadata into the appropriate format required for [evidence.com](#) upload.

Axon can't transfer cases that are not in an open/active status at time of transfer. This is a limitation of Axon's Partner API and it will receive a 422 status code if attempted.

2.0 PRE-PROJECT

2.0.1 REQUIREMENT GATHERING

Axon will ask the Organization to complete a Data Transfer Questionnaire. The questionnaire responses will help inform us about specific project requirements and scope.

2.0.2 ESTABLISH PARTNER SHARING

Axon will ensure all partner sharing is established between required source/destination instances.

2.0.3 API CLIENT CREATION

Organization Evidence.com Administrator will need to create a unique API Client within their Axon Evidence.com account. The unique API client will act as a secure, authenticated intermediary that allows external instances to access and interact with the Axon Evidence.com platform in a controlled manner.

2.0.4 EDCA FLAGS ENABLED

When sharing cases and their evidence, there is a list of evidence artifacts you can include in your API request payload. These additional artifacts include clips, notes, markers, audit pdf, transcripts, certifications, and share logs.



Additionally, when sharing cases, you have the option to include the categories from the source evidence items. These categories will be carried over as tags and displayed on the evidence items once they are shared to the new Evidence.com site. If you choose to retain this category information, you must also enable the corresponding EDCA flag.

These flags must be done for both the evidence.com site that is initiating the case share and the site receiving the share.

2.1 EXTRACTION

The data transfer script uses many supplemental CSV files to aid in the case migration. As a result, the DSE will set up an Azure storage container within a storage account to properly use this script. The connection string for the storage account should be stored in an Azure Key Vault.

2.1.1 METADATA EXTRACTION

When migrating all cases and evidence over to a new site, you might be wondering how evidence.com instance specific metadata fields are brought over. Since every agency cannot contain all the users, categories, custom metadata, etc. from another agency, all these fields are instead brought over as Tags on the evidence items in the destination site.

Assigned To Owner: The data transfer script writes a CSV that lists all users that exist within an evidence.com site (optional if the destination wants a 1:1 mapping of Assigned To Owners from each instance)

Evidence Restriction: Any evidence restricted in source site will not be automatically restricted in destination site. This will require the agency to restrict the necessary items based on their workflow post transfer.

Uploaded By: This is a fixed attribute of all pieces of evidence. The same User that uploaded the evidence from the source site will display as the Uploaded By field in the destination site.

Sharer ID: This is the Internal ID (GUID) for the user on the source side who is initiating the share. It is recommended to elect one person from the agency to be assigned this role, because this user will receive email notifications when specific case shares fail. This is the only use for this ID.

Destination User ID: This is the Internal ID (GUID) for the user on the destination instance who will be assigned to the owner of the case. The owner of the case will also be the owner of all the evidence inside the case once it is on the destination site. This is where the user mappings come in to play if the destination agency elects to map the Assigned To Owners 1:1 from source site to destination site, this can be accomplished. The Owner of each evidence item in the source site is brought over as a Tag on the evidence item in the new site.



Case Owner - Groups: If the agency wishes to assign a case owner to a Group, the system will automatically assign ownership to the user who has been in that Group the longest. In other words, a Group itself cannot be designated as the case owner.

Tags: Tags are created on the destination evidence items as a way to retain instance specific metadata from the source evidence items. Below are tags that are created:

1. Source Agency: Lists the name of the agency where the evidence item came from.
2. Source Owner: Lists the original owner of the evidence item from the source site.
3. Source Categories: Lists all categories assigned to this item in the source site. (EDCA Feature must be enabled)
4. Source Custom Metadata: Lists all custom metadata fields assigned to this item in the source site.

Audit Trail: The complete audit history for all evidence items and cases is transferred from the source site. Once shared, you can view an Audit Trail PDF on the destination site, with options to display the audit history from the source site, the destination site, or a combined view showing the full audit trail.

HASH VALIDATION

Hash validations are used via the CSMP to ensure file integrity. The CSMP performs a hash check on files before uploading evidence. The check uses the algorithm in the source Evidence.com instance SHA-256 after the file is sent to Destination Evidence.com, the check is done, and if the hashes do not match, an error is recorded in the Status Log.

2.2 TRANSFORMATION

Axon will work with the Organization to transform the extracted legacy metadata into the format needed for destination Evidence.com instance.

2.2.0 ASSET OR METADATA MODIFICATION

Per operational policy Axon does not elect to modify legacy source system metadata. Axon will always recommend the Organization make any necessary data/metadata modifications in the source system prior to project assignment.

If the Organization chooses not to cleanse or modify their metadata prior to extraction, all metadata that resides in the legacy system will be migrated 'as is'. This includes NULL values, if the source system assets have corresponding NULL or incomplete metadata values, Axon will migrate NULL or incomplete metadata values into evidence.com. Therefore, if the source system assets or associated metadata have NULL or incorrect values, NULL and incorrect values will be migrated 'as is' into evidence.com.



2.2.1 METADATA MAPPING

A Data Solutions Engineer will work with Organization to identify relevant legacy system metadata values that need to be transferred into their Axon Evidence for easy searchability and retrieval of evidence items.

Organization may elect to complete a User Mapping to identify all Users from the source system to their respective Assigned To Owners in [Axon](#) Evidence. A fallback user LITE account can be created to assign evidence for officers no longer with the Organization.

Organization will be responsible for signing off on the mappings before development work begins.

2.2.2 METADATA TRANSFORMATION

Organization provided mappings will be scripted and transformed via Extensible Stylesheet Language Transformations (XSLT) by the assigned DSE and input within the CSMP platform.

Transformation rules are limited to the following:

- Translation of literal value(s) to literal value(s)
- Default null to literal “hardcoded” value
- Empty field processing (i.e., null to space or space to null)
- Formulas (i.e., simple equations and mathematical expressions)

PRE-MIGRATION VERIFICATION TESTING - UPLOAD VERIFICATION

Once the metadata mappings are submitted and XSLT script is created, the Data Solutions Engineer will upload a series of Proof of Concept items to sent to Destination system. These items, which should fully reflect all agency-submitted mapping requests, will be provided to the agency for review. The agency will verify that all legacy source system metadata values are correctly mapped to the appropriate Axon Evidence fields and ensure all literal values match 1:1 between source and destination Evidence instances.

The DSE will facilitate this review process and assist in addressing any agency identified discrepancies to ensure the metadata and XSLT mappings are accurate and complete before proceeding to the loading phase.

Once the Pre-Migration Verification test items meet the agency's expectations, Axon requires email approval from the agency's Project Authority/Sponsor before initiating production loading. This email must confirm the mappings are correct and that the agency Project Authority has reviewed and is satisfied with all mappings and pre-migration test results. If email approval is not received from the Project Authority in a timely manner, the production loading Go-Live will be postponed. After production Go-Live processing begins, Axon will no longer accept any modifications to the project's metadata mappings, except in the case of critical errors identified during the dry run (listed below).



DRY RUN - UPLOAD VERIFICATION

A CSMP Dry Run of the full data set is executed to uncover any remaining issues prior to production Go-Live loading.

The Dry Run will identify issues or errors related to categories, users, missing digital assets.

2.3 LOADING- PRODUCTION GO-LIVE

All CSMP migratable digital assets with corresponding transformed metadata will be ingested into Axon Evidence using REST API calls.

LOADING TIME

Once the production load begins Axon will monitor the upload times for approximately a 24 hour time period and will use that information to estimate the overall project upload timeline.

2.3 VALIDATION

During the upload process the Data Solutions Engineer will review status logs and work with the Organization to resolve any identified errors.

Axon will provide a report of total migrated data files with URL links to those files in evidence.com, Axon will also provide a list of failure items, items with missing metadata, and metadata with missing assets to complete the validation of migration.

PROJECT SIGN OFF

Once a resolution is known for all identified errors the Organization will have 30 days to review the results of the data the CSMP transferred. If the agency has any issues related to data transfer, the agency must notify Axon in writing within the 30-day calendar-day window.

At the end of the 30-day review period, Axon will send Organization an electronic document stating the project is complete to satisfaction. A DocuSign document will be disseminated to the agency's Project Authority and will require an electronic signature. Once the Data transfer has been signed off, the Axon project team will no longer be the initial point of contact hand assist with handover to the assigned Customer Success Manager.

The copied Source System Data (Digital Assets and Metadata) will be deleted from the Azure Storage within 90 days of notification email sent from Axon team.



3. PROJECT MANAGEMENT

Axon utilizes a hybrid approach to project management, implementing aspects of both Agile and Waterfall methodologies.

Waterfall is used for overall project management and tracking progress against major milestones. Agile practices are used during the configuration and building phases of the project.

Axon will schedule weekly project meetings with Organization to ensure project tasks are being completed in a timely manner.

3.1 MANAGEMENT RESOURCES

3.1.1 AXON TEAM

- ▶ **Data Solutions Engineer:** Schedule project meetings. Collaborates with Organization on extraction, transformations, testing/validation, loading, and post migration analysis. Responsible for performing the Data Transfer and resolving issues related to the project. Ensures all team members from Axon and the Organization are continually updated on the status of the project.
- ▶ **Solution Architect:** Works Internally to scope project specifics, source system migration connectivity, eliminate roadblocks, providing technical guidance and best practices.
- ▶ **Customer Success Manager:** Holds responsibility for post-implementation and ongoing support.

3.1.2 ORGANIZATIONS TEAM

- ▶ **Project Manager:** Acts as the Organizations primary Point of Contact. Manages and coordinates Organization and Source System resources committed to supporting the project tasks.
- ▶ **IT Administrator:** Provides Access to Source System required resources(Authentication/Credentials). Assists with extraction of raw non-proprietary digital assets and copying of metadata resource
- ▶ **Subject Matter Expert:** Strong understanding of current and future workflows. Identify what fields should be brought from Source System and where they should be mapped in Axon Evidence. Performs User Acceptance Testing (UAT).



- ▶ **Project Sponsor/Authority:** Review, approve, and sign off on project deliverables.



4. POST PROJECT

4.1 SUPPORT

After the Organization has officially signed off on the project. They will need to contact their assigned CSM or Axon support team going forward for any Evidence.com related inquiries. If Axon support is unable to resolve your matter, the issue will be logged as a ticket placed in a queue for a Data Solutions to review and trouble shoot, the ticket will be prioritized accordingly.



5. QUOTE

Non-Binding Budgetary Estimate



Axon Enterprise, Inc.
 17800 N 85th St
 Scottsdale, Arizona 85255
 United States
 VAT: 86-0741227
 Domestic: (800) 978-2737
 International: +1.800.978.2737

Q-645267-46160DS

Issued: 05/18/2026

Quote Expiration: 03/31/2026

Estimated Contract Start Date: 07/01/2026

Account Number: 568250

Payment Terms: N30

Mode of Delivery: AUTO-GND

Credit/Debit Amount: \$0.00

SHIP TO	BILL TO
Douglas County (CO) Information Technology 100 3rd St Castle Rock, CO 80104-2425 USA	23rd Judicial District (CO) District Attorney's Office 100 3rd St Castle Rock CO 80104-2425 USA Email:

SALES REPRESENTATIVE	PRIMARY CONTACT
Dave Swanson Phone: Email: dswanson@axon.com Fax:	Meredith Gilbert Phone: 303-660-7426 Email: mgilbert@douglas.co.us Fax:

Quote Summary

Program Length	12 Months
TOTAL COST	\$200,000.00
ESTIMATED TOTAL W/ TAX	\$200,000.00

Discount Summary

Average Savings Per Year	\$0.00
TOTAL SAVINGS	\$0.00



6. AXON SECURITY

Security of The Axon Network

These are features and measures Axon has taken to secure Axon products and services.

VULNERABILITY IDENTIFICATION AND REMEDIATION

Axon conducts regular vulnerability assessments to improve Axon products, security controls, and processes. Identification programs for Axon Cloud Services include frequent vulnerability scans and scheduled penetration tests performed by independent firms and contractors. All identified vulnerabilities are evaluated by the Axon Information Security team, assigned remediation time frames, and tracked through remediation.

SECURITY MONITORING AND RESPONSE

Axon employs a dedicated Security Operations team to monitor the security of Axon Cloud Services, including Axon Evidence (Evidence.com). The team is equipped to immediately respond to threats and malicious actors.

SECURITY UPGRADES

Hackers and other malicious actors move fast, and they take advantage of entities that can't keep their systems up to date and secure. Axon Cloud Services are delivered as Software as a Service and not only are security patches applied well within vendor recommendations, but Axon Cloud Services also ensure that Axon devices that are part of the Axon Network frequently receive security upgrades. These security updates and upgrades come out of the box with Axon Cloud Service licenses and do not require customer interaction. Axon's security upgrades and patches are applied during [Axon Evidence's Maintenance Schedule](#).

ADVANCED PROTECTIONS

By having a laser focus on security and aggressively investing to maintain such security, we are able to deploy and appropriately manage advanced security tools and threat prevention solutions that are cost- or resource-prohibitive to individual customers. Unlike what you would find with an off-the-shelf anti-virus software that you install yourself; we offer advanced protections that deter even the most sophisticated attackers. We have finely tuned web application firewalls, leverage security intelligence tools for continuous monitoring, and deploy layers of defense to detect and react to malicious activity.



REPORTING POTENTIAL SECURITY ISSUES OR VULNERABILITIES

If you know or suspect security issues with an Evidence.com account or if you believe you've discovered a security vulnerability on Evidence.com or with an Axon product, please email infosec@axon.com with a thorough explanation of the issue or vulnerability. Any sensitive testing results or information should be transmitted to Axon using an encrypted communication channel. Our PGP key is available here: [Axon Information Security \(4CB2324C\) – Public](#)

We ask that you do not disclose any vulnerability information publicly or to any third party without coordination with Axon's Information Security team. Axon is committed to working with customers and the security researcher community to validate and address reported potential vulnerabilities. Further information regarding this commitment is outlined in [Axon's Penetration Testing & Vulnerability Disclosure Guidelines](#).