

Basic Inventory	
Description	Provider will work with Customer to onboard Basic Inventory in their existing database.
Assumptions	Customer has been onboarded in the Provider database Customer has existing Resources set up in the Provider database
Limitations	Not applicable
Kick Off	<p>Provider responsibility: Internal handover and preparation Prepare for and hold a 30 minute remote kick off meeting</p> <p>Customer responsibility: Ensure key project resources and stakeholders can attend kick off meeting Ensure project scope is accurate and fully aligns to all business requirements Raise any risks, blackout periods for software release, resourcing plan</p>
Discovery	<p>Provider responsibility: A 1 hour remote discovery meeting to review current process and validate the needs</p> <p>Customer responsibility: Ensure key resources can attend all discovery sessions Provide an understanding of business processes, data and requirements</p>
Design	<p>Provider responsibility: Configure the proof of concept with base information A 1 hour demo session with customer</p> <p>Customer responsibility: Ensure key project resources and stakeholders attend the demonstration Provide feedback on the demonstrated processes in the new software</p>
Build	<p>Provider responsibility: Inventory Items (up to 50) Codes Major and Minor Product Group and Department Suppliers Resource Notifications (Hold/Warn Settings)</p>
Training	<p>Provider responsibility: A 1 hour remote admin training session will cover sets and configurations, task creation - event level; session will be recorded</p> <p>Customer responsibility: Training is scheduled to be completed in 1 week Ensure appropriate users are selected and attend all training sessions All users will be expected to complete the designed curriculum in the Provider's Learning Center</p>
Testing	<p>Provider responsibility: A 30minute remote meeting to introduce an example test plan and the process to raise issues A 30 minute remote meetings to review and resolve any issues, with follow up Provider will maintain an issue log to track status and progress of issues raised.</p> <p>Customer responsibility: Customer is responsible for preparing for and executing user testing, including creation of test plans, test cases, and test scripts. Ensure key resources attend all testing meetings Raise any issues found (that are within the scope of the SOW) via the issue log The testing phase will be no more than 1 week in duration</p>
Launch & Post Launch	<p>Provider responsibility: Project Closure</p> <p>Customer responsibility: Raise any issues found (that are within the scope of the SOW) via the issue log template Complete customer satisfaction survey</p>
Project Management	<p>Provider responsibility: Ownership of issues log and delegation of tasks</p> <p>Customer responsibility: Nominated project lead Ensure key resources attend all weekly project review meetings to provide updates Coordination of activity and resources on customer side to align to project plan and schedule</p>
Exclusions	Custom development is not included in the scope of this Service Integration services are not included in the scope of this Service
Estimated length of project: 3 weeks	
Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	