

Customer-Specific Change Log Portal	
Description	Provider will provide access to a customer-specific Change Log, to enable Customer to track changes at the service order level via webhooks in the Enterprise product.
Assumptions	Customer environment is on the latest software version. Customer provided all necessary details, mappings, and external API access prior to development.
Limitations	Single Sign-On Authentication – Public-Facing module required to implement SSO via SAML 2.0 for the Change Log Users require a user account in Enterprise to sign in Limited to Service Order Data
Kick Off	Provider responsibility: Internal handover and preparation Prepare for and hold a 1 hour remote kick off meeting Customer responsibility: Ensure key project resources and stakeholders 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
Discovery	Provider responsibility: A 1 hour remote discovery to review current process and validate the needs, with follow up Customer responsibility: Ensure key resources can attend all discovery sessions Provide an understanding of business processes, data and requirements
Design	Provider responsibility: Creation of specification document Customer responsibility: Supporting the specification process with resources and 3rd party access if needed. Provide feedback on the demonstrated processes in the new software
Build	Provider responsibility: Change Log Portal Features - We will implement Webhooks to track service order data and log changes in a Customer-specific Audit-Log table. - The user can subscribe to Mail and Chrome-Based Notifications. - The Change Log includes a user interface to view the changes. - The Change Log provides deep links to jump directly into the software within a new browser window. Configuration - The Customers must ensure the department accounts are set up, and event services are based on the initial setup. Customer responsibility: Customer resources allocated and actively involved for activities such as specification, mapping, and testing throughout the development and implementation process
Training	Not applicable
Testing	Provider responsibility: Perform unit testing A 30 minute remote meeting to introduce an example test plan and the process to raise issues Up to two 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. 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 3 weeks in duration
Launch & Post Launch	Provider responsibility: Up to two 30 minute post launch support review meetings Internal handover Project Closure Post Launch activities will be completed in no more than 2 weeks Customer responsibility: Raise any issues found (that are within the scope of the SOW) via the issue log template Complete customer satisfaction survey Post Launch activities will be completed in no more than 2 weeks
Project Management	Provider responsibility: Weekly 30 minute project review meeting with follow up to commence after kick off meeting and for a period of no more than 6 weeks Creation and maintenance of project plan Weekly project status report to be sent out detailing progress, budget review, issues/risks, next steps Coordination of resources, activities, meetings in alignment with timelines and milestones Ownership of issues log and delegation of tasks 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
Exclusions	Services not specifically defined in the scope above Once the build phase begins, any further requirements are considered to be out of scope Any licenses for 3rd party software or tools needed for the development. If the Customer-specific requirements are more effort than this package includes, then the scope of work is custom, and Provider will supply a custom estimate and scope of work through a change order.
Estimated length of project: 8 weeks	
Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	