

Event Portal	
Description	Provider will deliver Services to assist with the implementation of the Enterprise Event Portal
Assumptions	Implementation of one single Event Portal configuration Customer has a high-level plan about the tasks they wish end users to complete Customer has a dedicated resource that will be the power user on this extension and maintain the solution
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 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: Up to two 1 hour remote requirements gathering meetings with preparation and write up</p> <p>Customer responsibility: Ensure key resources attend all discovery sessions Provide an understanding of business processes, data and requirements</p>
Design	Not applicable
Build	<p>Provider responsibility: Event Portal base configuration Tasks, task sets, document & event category configuration Configure up to 5 main page sections using content provided by customer Sign in configuration Basic web theme utilizing in application features Configuration and confirmation of 1 email template Basic reporting views and/or Dashboard gadget for messages from Event Portal Basic reporting views and/or Dashboard gadget for end user tasks from Event Portal</p>
Training	<p>Provider responsibility: Up to 4 hours of training with key users to introduce all practices of the Event Portal Up to 2 hours of administrator training on configuring additional Event Portal sites if needed or to amend current setup</p> <p>Customer responsibility: 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 1-hour 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.</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: Up to two 30 minute post launch support review meetings Internal handover to Value Success Manager Project Closure Post Launch activities will be completed in 2 weeks</p> <p>Customer responsibility: Ensure key resources attend all post launch support review meetings 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: Weekly 30 minute project review meeting with follow up Creation and maintenance of project plan Weekly project status report 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</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 reporting is excluded Amendments to existing custom integrations (CRM, POS, Finance, etc.) are not included Advanced site web skinning is excluded from current scope Multiple site configuration is the responsibility of the customer
Estimated length of project: 6 weeks	
Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	