

Inventory and Asset Management	
Description	Provider will onboard the customer in Inventory and asset management
Assumptions	Customer has been onboarded in the software for Event Management and General Ledger Customer has existing resources in their database
Limitations	Not applicable
Kick Off	<p>Provider responsibility: Internal handover and preparation Prepare for and hold a 1 hour 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 three 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>
Build	<p>Provider responsibility: Resources and related master tables – Items/Services sold to customers Inventory Items and related master tables– Consumable and non-consumable items sold and/or purchased in the operations of the organization Fixed Assets and related master tables - Non-Consumable assets used by the organization</p>
Training	<p>Provider responsibility: Up to four 2 hour remote training sessions; sessions will be recorded Training is scheduled to be completed in no more than 4 weeks</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: 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 Project Closure Post Launch activities will be completed in no more than 1 week</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 Post Launch activities will be completed in no more than 1 week</p>
Project Management	<p>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 4 weeks 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 development unless specified above Integration services not specifically defined in the scope above Once the build phase begins, any further requirements are considered to be out of scope
Estimated length of project: 4 weeks	
Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	