

Online Space Booking with Ordering	
<b>Description</b>	Provider will deliver professional Services for the implementation of online space booking features, including ordering capabilities
<b>Assumptions</b>	<p>Customer has a high-level plan for how they will sell space online</p> <p>Implementation of one single online space booking configuration</p> <p>Customer has appropriate pictures or photos of most spaces</p> <p>Customer has a dedicated named power user to support and maintain this extension</p> <p>Customer will provide all payment provider contract and test environment details; technical services validation will be completed upfront</p> <p>Customer will provide company graphic chart details</p>
<b>Kick Off</b>	<p><b>Provider responsibility:</b></p> <p>Internal handover and preparation</p> <p>Prepare for and hold a 1 hour remote kick off meeting</p> <p><b>Customer responsibility:</b></p> <p>Ensure key project resources and stakeholders attend kick off meeting</p> <p>Ensure project scope is accurate and fully aligns to all business requirements</p> <p>Raise any risks, blackout periods for software release, resourcing plan</p>
<b>Discovery</b>	<p><b>Provider responsibility:</b></p> <p>Up to four 90 minute remote requirements gathering meetings with preparation and write up</p> <p><b>Customer responsibility:</b></p> <p>Ensure key resources attend all discovery sessions</p> <p>Provide an understanding of business processes, data and requirements</p>
<b>Design</b>	Not applicable
<b>Build</b>	<p><b>Provider responsibility:</b></p> <p>Add dictionaries, space types, features, and set-ups</p> <p>Add event categories, booking status</p> <p>Resource, packages and price list configurations</p> <p>Space configurations and images</p> <p>Order processing component configuration including navigation, text/instructions</p> <p>Payment Processing – standard gateway</p> <p>Payment configuration</p> <p>Basic web theme</p> <p>Configuration and confirmation of one email template</p> <p>Basic reporting views for online orders from OSB</p>
<b>Training</b>	<p><b>Provider responsibility:</b></p> <p>Up to 8 hours of training with key users to introduce all practices of OSB</p> <p>Up to 8 hours of administrator training on configuring additional OSB site if needed or amend current setup</p> <p><b>Customer responsibility:</b></p> <p>Ensure appropriate users are selected and attend all training sessions</p> <p>All users will be expected to complete the designed curriculum in the Provider's Learning Center</p>
<b>Testing</b>	<p><b>Provider responsibility:</b></p> <p>One 30 minute remote meeting to introduce an example test plan and the process to raise issues</p> <p>Up to four 30 minute remote meetings to review and resolve any issues, with follow up</p> <p>Provider will maintain an issue log to track status and progress of issues raised.</p> <p><b>Customer responsibility:</b></p> <p>Customer is responsible for preparing for and executing user testing, including creation of test plans, test cases, and test scripts.</p> <p>Ensure key resources attend all testing meetings</p> <p>Raise any issues found (that are within the scope of the SOW) via the issue log</p> <p>The testing phase will be no more than 2 weeks in duration</p>
<b>Launch &amp; Post Launch</b>	<p><b>Provider responsibility:</b></p> <p>Up to two 30 minute post launch support review meetings</p> <p>Internal handover to Value Success Manager</p> <p>Project Closure</p> <p>Post Launch activities will be completed in no more than 2 weeks</p> <p><b>Customer responsibility:</b></p> <p>Ensure key resources attend all post launch support review meetings</p> <p>Raise any issues found (that are within the scope of the SOW) via the issue log template</p> <p>Complete customer satisfaction survey</p>
<b>Project Management</b>	<p><b>Provider responsibility:</b></p> <p>Weekly 30 minute project review meeting with follow up to commence after kick off meeting and for a period of up to 8 weeks</p> <p>Creation and maintenance of project plan</p> <p>Weekly project status report to be sent out detailing progress, budget review, issues/risks, next steps</p> <p>Coordination of resources, activities, meetings in alignment with timelines and milestones</p> <p>Ownership of issues log and delegation of tasks</p> <p><b>Customer responsibility:</b></p> <p>Nominated project lead</p> <p>Ensure key resources attend all weekly project review meetings to provide updates</p> <p>Coordination of activity and resources on customer side to align to project plan and schedule</p>
<b>Exclusions</b>	<p>Custom reporting is excluded from scope</p> <p>Amendments to existing custom integrations (CRM, POS, Finance, etc.) are not included</p> <p>Advanced site web skinning is excluded from current scope</p> <p>Multiple site configuration is of responsibility of the Customer</p>
Estimated length of project: 10 weeks	
Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	