

Operations Tasks	
<b>Description</b>	Provider will work with the Customer to onboard Operations Tasks in their existing database.
<b>Assumptions</b>	Customer has been onboarded in the Provider database
<b>Limitations</b>	Not applicable
<b>Kick Off</b>	<p><b>Provider responsibility:</b> Internal handover and preparation A 30 minute remote kick off meeting with preparation</p> <p><b>Customer responsibility:</b> 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>
<b>Discovery</b>	<p><b>Provider responsibility:</b> A 1 hour remote requirements gathering meetings with preparation and write up</p> <p><b>Customer responsibility:</b> Ensure key resources attend all discovery sessions Provide an understanding of business processes, data and requirements</p>
<b>Design</b>	<p><b>Provider responsibility:</b> Build the proof of concept solution for Operations Tasks A 1 hour remote demo session with customer</p> <p><b>Customer responsibility:</b> Ensure key project resources and stakeholders attend the demonstration Provide feedback on the demonstrated processes in the new software</p>
<b>Build</b>	<p><b>Provider responsibility:</b> Event Task Sets Operations Task Operations Portal Site Configuration - Dev Ops Create Personnel Accounts Dictionary Phrases Basic Views</p>
<b>Training</b>	<p><b>Provider responsibility:</b> A 1 hour remote Admin training session; sessions will be recorded and will cover sets and configurations; task creation - event level Training is scheduled to be completed in no more than 1 week</p> <p><b>Customer responsibility:</b> 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>
<b>Testing</b>	<p><b>Provider responsibility:</b> A 1-hour minute remote meeting to introduce an example test plan and the process to raise issues Up to four 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><b>Customer responsibility:</b> 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>
<b>Launch &amp; Post Launch</b>	<p><b>Provider responsibility:</b> A 30 minute post launch support review meeting Project Closure Post Launch activities will be completed in no more than 1 week</p> <p><b>Customer responsibility:</b> Raise any issues found (that are within the scope of the SOW) via the issue log template Complete customer satisfaction survey</p>
<b>Project Management</b>	<p><b>Provider responsibility:</b> Creation and maintenance of project record Ownership of issues log and delegation of tasks Coordination of resources, activities, meetings in alignment with timelines and milestones</p> <p><b>Customer responsibility:</b> Nominated project lead Coordination of activity and resources on customer side to align to project plan and schedule</p>
<b>Exclusions</b>	Custom development unless specified above Integration services not specifically defined in the scope above Once the design documentation is signed off by the customer, 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.	