

Momentus Priava (Core Software)	
<b>Description</b>	Provider will deliver Services to assist with the full implementation of Priava
<b>Assumptions</b>	
<b>Limitations</b>	
<b>Kick Off</b>	<p><b>Provider responsibility:</b>            Preparation of project schedule            Review project pre-requisite documentation (Customer preparation details, import templates, SoW)            A 2 hour remote project kick off call, discussion and agreement on the required formats for any data that is to be returned</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, resourcing plan</p>
<b>Discovery</b>	<p><b>Provider responsibility:</b>            A 2 hour remote booking process workshop            Create a process map of the Customer's needs            Validate returned data / revert back to the Customer if needed</p> <p><b>Customer responsibility:</b>            Ensure key resources can provide required data in the appropriate format            Provide an understanding of business processes, data and requirements</p>
<b>Design</b>	<p><b>Provider responsibility:</b>            Plan database build based on Customer requirements and data returned            Showcase of the database build within the first training session</p> <p><b>Customer responsibility:</b>            Ensure key project resources and stakeholders attend the demonstration of the database showcase            Provide feedback on the demonstrated processes in the new software            Ensure that the required data is returned by the due date</p>
<b>Build</b>	<p><b>Provider responsibility:</b>            System Configuration as per the data provided            Import and validation of the agreed data to be imported            Build of agreed custom reports (1 event invoice, 1 event contract, 1 opportunity proposal, 1 opportunity quote all based on existing templates - new formats are considered out of scope)</p> <p><b>Customer responsibility:</b>            Ensure key project resources and stakeholders are available for any agreed meetings</p>
<b>Training</b>	<p><b>Provider responsibility:</b>            Up to five 2 hour remote training sessions; sessions will be recorded            Training is scheduled to be completed in no more than 6 weeks</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 by attending the remote training sessions</p>
<b>Testing</b>	<p><b>Provider responsibility:</b>            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 2 weeks in duration</p>
<b>Launch &amp; Post Launch</b>	<p><b>Provider responsibility:</b>            Up to 2 hours of remote Q&amp;A Session Process Review            Internal handover to Value Success Manager            Project Closure            Post Launch activities will be completed in no more than 2 weeks</p> <p><b>Customer responsibility:</b>            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>
<b>Project Management</b>	<p><b>Provider responsibility:</b>            Weekly 30mins project review meeting with follow up to commence after kick off meeting and for a period of no more than 10 weeks            Creation and maintenance of project plan            Coordination of resources, activities, meetings in alignment with timelines and milestones            Ownership of issues log and delegation of tasks</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 build phase begins, any further requirements are considered to be out of scope
Estimated length of project: 12 weeks  Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	