

App Admin as a Service - Premium	
Description	Provider will assign a named virtual administrator act as the application administrator and support the users with basic application administration to help with business activities and increase user adoption of the software.
Assumptions	Chain of Command Established Specific Customer Representative to make and enforce decisions If a Power User does not exist, one should be created Customer Support tickets will be added by the Customer Customer will complete End User Testing to validate software upgrades Custom report updates to be managed by the Customer Customer admin or designee has taken the application administration course offered by Provider
Limitations	Not Applicable
Kick Off	Provider responsibility: Prepare for and hold a remote kick off meeting for introductions and to establish a cadence of check-in meetings 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, black out periods for software release, and resourcing plan
Discovery	Provider responsibility: Up to eight 1 hour sessions to review customer database and processes in preparation for delivering this service Customer responsibility: Ensure key resources attend all discovery sessions Provide an understanding of business processes, data and requirements
Annual Administrative Support	Provider responsibility: Routine and Special System Administration Basic Master Table Modifications User + Role Management; Annual Audit Access Management Updates On-Screen Reporting Configuration Dashboard Optimization Standard System Views Custom Fields Window Layout (Theme) Modification Report Master Review - evaluate usage to identify/hide utilized reports Scheduled Check-Ins and Status Meetings Customer responsibility: Coordination of activity and resources on customer side Provide application administrator to mentor Create test scripts for each change Perform UAT against test scripts
Exclusions	Custom development is not in scope of this Service Integration services are not in scope of this Service
This is an annual service Up to 300 hours, each year, are included with this Service.	