

Event Portal with Ordering and Registration	
Description	Provider will deliver Services to assist with the implementation of the Enterprise Event Portal including ordering and registration capabilities.
Assumptions	<p>Implementation of a single (1) Event Portal configuration</p> <p>Implementation of a single (1) Order Processing configuration</p> <p>Customer has a high-level plan about how they want to sell online and has pricing and packages for items</p> <p>Customer has a high-level plan about the tasks they wish end users to complete</p> <p>Customer has appropriate pictures or photos of most items</p> <p>Customer has a dedicated resource that will be the power user on this extension and maintain the solution</p> <p>Customer will provide all payment provider contract and test environment details</p> <p>Customer's Enterprise database is configured for and Customer is actively using Enterprise Registration</p>
Kick Off	<p>Provider responsibility:</p> <p>Internal handover and preparation</p> <p>Up to one (1) 60-minute remote kick off meeting with preparation</p> <p>Customer responsibility:</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>
Discovery	<p>Provider responsibility:</p> <p>Up to two (2) 90-minute remote requirements gathering meetings with preparation and write up</p> <p>Customer responsibility:</p> <p>Ensure key resources attend all discovery sessions</p> <p>Provide an understanding of business processes, data and requirements</p>
Design	Not applicable
Build	<p>Provider responsibility:</p> <p>Event Portal base configuration</p> <p>Tasks, task sets, document & event category configuration</p> <p>Resource, packages and price list configurations</p> <p>Configure up to five (5) main page sections using content provided by Customer</p> <p>Order processing component configuration including navigation, text/instructions</p> <p>Sign in configuration</p> <p>Show Registrants in Event Portal base configuration</p> <p>Payment configuration utilizing existing payment gateway</p> <p>One (1) basic web theme utilizing in application features</p> <p>Configuration and confirmation of one (1) email template</p> <p>Basic reporting views and/or Dashboard gadget for online orders from Event Portal</p> <p>Standard Account and Contact Import provided in the Account/Contact Import Template done in the Test environment</p> <p>Basic reporting views and/or Dashboard gadget for messages from Event Portal</p> <p>Basic reporting views and/or Dashboard gadget for end user tasks from Event Portal</p>
Training	<p>Provider responsibility:</p> <p>Up to four (4) hours of training with key users to introduce all practices of the Event Portal</p> <p>Up to four (4) hours of administrator training on configuring additional Event Portal sites if needed or to amend current setup</p> <p>Customer responsibility:</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>
Testing	<p>Provider responsibility:</p> <p>Up to one (1) 60-minute remote meeting to introduce an example test plan and the process to raise issues</p> <p>Up to four (4) 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>Customer responsibility:</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 work) via the issue log</p> <p>The testing phase will be no more than one (1) week in duration</p>
Launch & Post Launch	<p>Provider responsibility:</p> <p>Up to two (2) 30-minute post launch support review meetings</p> <p>Project Closure</p> <p>Post Launch activities will be completed in two (2) weeks</p> <p>Customer responsibility:</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 work) via the Provider issue log template</p> <p>Complete customer satisfaction survey</p> <p>Post Launch activities will be completed in two (2) weeks</p>
Project Management	<p>Provider responsibility:</p> <p>Creation and maintenance of project plan</p> <p>Weekly project status report 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>Customer responsibility:</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>
Exclusions	<p>Additional or new payment gateway configurations are excluded</p> <p>Amendments to existing custom integrations (CRM, POS, Finance, etc.) are not included</p> <p>Advanced site webskinning is excluded from current scope</p> <p>Multiple site configuration is the responsibility of the customer</p>
<p>Estimated length of project: 8 weeks</p> <p>Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.</p>	