

Data Conversion (Spreadsheet to Elite)	
<b>Description</b>	Provider will deliver Services to bring data from an existing system into Elite by spreadsheet data conversion
<b>Assumptions</b>	The data conversion process is collaborative between Provider and the Customer team. It is recommended that a Systems Analyst who can run exports from your current system manage this process, and Customer team project leads support with the verification of mapping and data that is being pulled into Elite. Customer team will ensure the data is free of duplicates, has consistent formatting, spelling, and meets all conversion rules in the provided Fact Sheet etc. Inclusions: Conversion of any supported data according to the current fact sheet (document provided by your sales representative). Weekly data conversion meeting with your Consultant
<b>Limitations</b>	Unsupported Data (not included in fact sheet provided by Sales) Custom mapping Data cleansing, formatting, and deduplication
<b>Kick Off</b>	<b>Provider responsibility:</b> Internal handover and preparation A 1 hour remote kickoff and discovery session to understand current challenges and set project goals A 1 hour remote Data Conversion Discovery Call to discuss which data is currently utilized, which data will not be supported in the conversion, and what steps will be necessary post conversion to ensure unsupported data is added into Elite manually during onboarding. <b>Customer responsibility:</b> Ensure key project resources and stakeholders can attend kick off / discovery meeting Ensure project goals are accurate and fully align to business requirements
<b>Design</b>	<b>Provider responsibility:</b> Initial Conversion to Sandbox Environment in week 3 or 4 of the project <b>Customer responsibility:</b> Thoroughly review the Sandbox for mapping errors following review guidelines from your Consultant. Document conversion issues or questions, and provide to your Consultant in a timely manner so additional Sandbox iterations can be created. Additional iterations of the Sandbox may take place after training begins.
<b>Build</b>	<b>Provider responsibility:</b> Provider to complete up to 6 additional conversions to test data, mapping, and save state. Weekly data conversion check-in to review spreadsheet progress (30-min per week, up to 8 weeks) <b>Customer responsibility:</b> Continue to thoroughly review the Sandbox for mapping errors following review guidelines from Provider Document conversion issues or questions delivered to Provider in a timely manner so additional Sandbox iterations can be created.
<b>Training</b>	Not applicable
<b>Testing</b>	<b>Provider responsibility:</b> Noted above in the Design and Build sections <b>Customer responsibility:</b> Noted above in the Design and Build sections
<b>Launch &amp; Post Launch</b>	<b>Provider responsibility:</b> A final data conversion to the production environment will take place on a mutually agreed upon date once main elements of Elite training are complete. The time frame for the final conversion is approximately 3-4 hours from receipt of final spreadsheet, barring unforeseen issues. After the conversion is complete and Provider has reviewed data, they will provide admin access into the production account <b>Customer responsibility:</b> Customer should schedule a blackout period from the time when data is being exported from their current system into the spreadsheet until the production account goes live Ensure all users at the venue are aware of the blackout period on the date of the final conversion Send final spreadsheet in a timely manner by the agreed upon date / time for the final conversion Customer can then send logins to additional users. Login to the production account in a timely manner and send activation emails to the additional users from the venue Complete customer satisfaction survey
<b>Project Management</b>	<b>Provider responsibility:</b> Creation and maintenance of project plan Coordination of resources, activities, meetings in alignment with timelines and milestones <b>Customer responsibility:</b> Nominated project lead Ensure key resources attend all weekly project review meetings to provide updates Coordination of activity and resources on customer side to align to project plan and schedule
<b>Exclusions</b>	Custom development is not within the scope of this service Integration Services are not within the scope of this service
Estimated length of project: 16 weeks	
Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	