Digital Signage Feed (Elite)	
Description	Provider will develop a Customer-specific restful API to provide a data feed to access data relevant to a Digital Signage System.
Assumptions	Customer environment is on the latest software version. We cannot work against an outdated version. Customer provided all necessary details, mappings, and external API access prior to development.
Limitations	-The data feed is not a digital signage tool to display the information on a screen. -A 3rd party needs to integrate the Data Feed with the desired system of the Customer. -The format of the JSON/XML can't be changed. Any additional requests would be estimated based on the Customer's requirements. We recommend reviewing the fields available, avoiding any mismatch with requirements.
Kick Off	**Provider responsibility:** Internal handover and preparation A 30 minute remote kick off meeting with preparation **Customer responsibility:** Ensure key project resources and stakeholders can 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
Discovery	Not applicable
Design	**Provider responsibility:** Customer assistance **Customer responsibility:** Supporting the specification process with resources and 3rd party access if needed
Build	**Provider responsibility:** Digital Signage Feed Web-Service includes : Data Feed is a restful web service providing a pre-defined formatted JSON or XML The exported data can be either driven based on events , booking or functions
Training	Not applicable
Testing	**Provider responsibility:** A 30 minute remote meeting to introduce an example test plan and the process to raise issues Up to two 30 minute remote meetings to review and resolve any issues, with follow up Provider will maintain tan issue log to track status and progress of issues raised. **Customer responsibility:** 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 3 weeks in duration
Launch & Post Launch	**Provider responsibility:** Go live support Project Closure Post Launch activities will be completed in no more than 1 week **Customer responsibility:** Raise any issues found (that are within the scope of the SOW) via the issue log template Complete customer satisfaction survey
Project Management	**Provider responsibility:** Coordination of resources, activities, meetings in alignment with timelines and milestones Ownership of issues log and delegation of tasks **Customer responsibility:** 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
Exclusions	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 If the Customer-specific requirements are more effort than this package includes, then the scope of work is custom, and Technical Services will provide a custom estimate and scope of work through a change order.
Estimated length of project: 4 weeks	
Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	