

Additional Corporate Campus Onboarding	
Description	Provider Customer has been onboarded and is now adding an additional campus to the software.
Assumptions	Provider Enterprise Software is fully implemented New Business Unit will follow similar processes in the software with only minor additions for business unit-specific needs New Business Unit will be onboarded in same Organization No custom work is required Integrations are not included A Train-the-Trainer approach will be taken
Limitations	No applicable
Kick Off	Provider responsibility: Internal handover and preparation Prepare for and hold a remote kick off meeting 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, black out periods for software release, resourcing plan
Discovery	Provider responsibility: Prepare for and hold a 1 hour discovery meeting to discuss new resources, spaces, etc. that are required for the new campus Customer responsibility: Ensure key resources attend all discovery sessions Provide an understanding of business processes, data and requirements
Design	Design will mirror existing campus
Build	Provider responsibility: Space and Resource Import using Import Tool OSB Configuration - copy and edit by region (one more business unit/region) Configure master tables Configure up to 1 Price Lists and up to 40 Items Create up to 1 Activity Checklist CRM level Set up of new users, roles and access management Setting up views/dashboards per location in region
Training	Provider responsibility: Train the Trainer approach will be taken Up to three 60 minute remote admin training sessions delivered by consultant; sessions will be recorded Up to five 60 minute remote end user training sessions delivered by Consultant; sessions will be recorded Customer responsibility: Ensure appropriate users are selected and attend all training sessions All users will be expected to complete the designed curriculum in the Provider's Learning Center
Testing	Provider responsibility: One 30min remote meeting to introduce an example UAT test plan and the process to raise issues One 30mins remote UAT meetings to review and resolve any issues, with follow up Provider will maintain an issue log to track status and progress of issues raised. Customer responsibility: Customer is responsible for preparing for and executing User Testing (UT), including creation of test plans, test cases, and test scripts. Ensure key resources attend all UAT review meetings Raise any issues found (that are within the scope of the SOW) via the Provider issue log template The testing phase will be no more than 2 weeks in duration
Launch & Post Launch	Provider responsibility: Up to two 30min post launch support meetings as required Internal handover to support functions Post Launch activities will be completed in no more than 2 weeks Customer responsibility: Ensure key resources attend all post launch support review meetings Complete Customer Satisfaction survey Post Launch activities will be completed in 2 weeks
Project Management	Provider responsibility: Weekly 30 minute project review meeting through launch Creation and maintenance of project plan Weekly project status report to be sent out detailing progress, budget review, issues/risks, next steps 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 is not included in the scope of this Service Integration services are not included in the scope of this Service Once the build phase begins, any further requirements are considered to be out of scope
Estimated length of project: 6 weeks Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	