Customer Online Inquiry Form (Jotform)
Description	Provider will develop a customer-specific integration with JotForm, using a standard online inquiry web form
Assumptions	Customer environment is on the latest software version Customer environment already contains configuration to support to collection of Account Leads, Opportunities and/or Event Opportunities.
Limitations	The development includes one custom form Any changes to the form need to be validated as they can break the service importing the data If the Customer wants to add a single sign-on to protect the form, they must license JotForm individually. It allows the configuration of the Identity Provider directly within JotForm Excluding, set-up or modifications to the Customer's configuration of Account Leads, Opportunities and/or Event Opportunities
Kick Off	**Provider responsibility:** Internal handover and preparation A 1 hour remote kick off meeting with preparation **Customer responsibility:** Ensure key project resources and stakeholders attend kick off meeting Raise any risks, blackout periods for software release, resourcing plan
Discovery	**Provider responsibility:** A 1 hour remote discovery to review current process and validate the needs **Customer responsibility:** Ensure key resources attend all discovery sessions Provide an understanding of business processes, data and requirements Provide all necessary details, mappings, and external API access prior to development.
Design	**Provider responsibility:** Creation of specification document **Customer responsibility:** Supporting the specification process with resources and 3rd party access if needed.
Build	**Provider responsibility:** Develop Online Inquiry Form Web-Service for Account Leads, Opportunities and/or Event Opportunities
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 an 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 1 week in duration
Launch & Post Launch	**Provider responsibility:** Go live support 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:** Creation and maintenance of project record 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	Services not specifically defined in the scope above Once the build phase begins, any further requirements are considered to be out of scope Any licenses for 3rd party software or tools needed for the development.
Estimated length of project: 4 weeks
Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.