Customer-Specific Hub for Enterprise	
Description	Provider will implement the Hub, a customer-specific portal, to provide the Customer a read-only view of data within the Enterprise. Provider will make minor adjustments to the Hub to reflect the Customer CI, such as logo and color scheme.
Assumptions	Customer environment is on the latest software version Customer has provided all necessary details, mappings, and external API access prior to development.
Limitations	The Hub has a limited scope to the customization of the design of the portal within "The Hub." Any and all functional changes, alterations, or additions to the core functionality of the portal are expressly excluded from this SOW and will require a change order.
Kick Off	**Provider responsibility:** Internal handover and preparation Prepare for and hold a 1 hour remote kick off meeting **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:** One 90 minute remote discovery to review current process and validate the needs **Customer responsibility:** Ensure key resources can attend all discovery sessions Provide an understanding of business processes, data and requirements
Design	**Provider responsibility:** Creation of specification document **Customer responsibility:** Supporting the specification process with resources and 3rd party access if needed.

Build	**Provider responsibility:**
	Access to the Hub for Enterprise includes:
	-Sign-in with Personal Account
	-Main Screen / Overview
	  • Limited to Events Data
	  • Upcoming Events
	  • Events Calendar View
	  • Event Search
	-Event Details
	  • Move-In / Our Date
	  • Event Start / End Date
	  • Status
	  • Account Name
	  • Type
	  • Class
	  • Category
	  • Anchor Venue
	  • Ordered Attendance
	- List Overview
	  • Function
	  • Notes
	  • Services
	  • Document
	  • Contacts
	
	Customer responsibility:
	Customer resources allocated and actively involved for activities such as specification, mapping, and testing throughout the development and implementation process

Training	Not applicable
Testing	**Provider responsibility:** One 30 minute remote meeting to introduce an example test plan and the process to raise issues Up to four 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 3 weeks in duration
Launch & Post Launch	**Provider responsibility:** Up to two 30 minute post launch support review meetings Internal handover Project Closure Post Launch activities will be completed in 2 weeks **Customer responsibility:** Raise any issues found (that are within the scope of the SOW) via the issue log template Complete customer satisfaction survey Post Launch activities will be completed in 2 weeks
Project Management	**Provider responsibility:** Weekly 30 minute project review meeting with follow up to commence after kick off meeting and for a period of no more than 6 weeks 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	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. If the Customer-specific requirements are more effort than this package includes, then the scope of work is custom, and Provider will supply a custom estimate and scope of work through a change order.
Estimated length of project: 8 weeks	
Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	