

Event Detail Import	
<b>Description</b>	Provider will import basic Event information from the Event Detail Import Template delivered to the Customer
<b>Assumptions</b>	Customer will provide a clean export from existing event management database in the template shared by the Provider team
<b>Kick Off</b>	<p><b>Provider responsibility:</b> Internal handover and preparation Prepare for and hold a 1 hour remote kick off meeting</p> <p><b>Customer responsibility:</b> Ensure key project resources and stakeholders 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</p>
<b>Discovery</b>	Not applicable
<b>Design</b>	Not applicable
<b>Build</b>	<p><b>Provider responsibility:</b> Standard Event Detail provided in the Event Detail Import Template will be implemented in the Test environment</p> <p>Standard Event Detail provided in the Event Detail Import Template will be implemented in the Prod environment</p>
<b>Training</b>	Not applicable
<b>Testing</b>	<p><b>Provider responsibility:</b> A 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.</p> <p><b>Customer responsibility:</b> 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</p>
<b>Launch &amp; Post Launch</b>	<p><b>Provider responsibility:</b> One 30 minute post launch support review meeting Project Closure Post launch activities will be completed in no more than 1 week</p> <p><b>Customer responsibility:</b> Ensure key resources attend all post launch support review meetings Raise any issues found (that are within the scope of the SOW) via the issue log template Complete customer satisfaction survey</p>
<b>Project Management</b>	<p><b>Provider responsibility:</b> Creation and maintenance of project plan Coordination of resources, activities, meetings in alignment with timelines and milestones Ownership of issues log and delegation of tasks</p> <p><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</p>
<b>Exclusions</b>	Data migration is not included in scope Custom development unless specified above Integration services not specifically defined in the scope above
Estimated length of project: 4 weeks	
Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	