

Mobile Work Order	
<b>Description</b>	Provider will provide consulting services and training to assist with set-up Mobile Work Orders features
<b>Assumptions</b>	Customer will complete any data entry required for the following items: - resource types, - resources, - departments, - order forms, - pricing list updates
<b>Kick Off</b>	<b>Provider responsibility:</b> A 30 minute remote kick off meeting to review mobile work order implementation plan <b>Customer responsibility:</b> 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
<b>Discovery</b>	<b>Provider responsibility:</b> A 1 hour remote discovery call to gather requirements on the customer process and identify roadmap for mobile work order adoption <b>Customer responsibility:</b> Ensure key resources can attend all discovery sessions Provide an understanding of business processes, data and requirements
<b>Design</b>	Not applicable
<b>Build</b>	<b>Provider responsibility:</b> Work Order management (Mobile Work Order) base configuration Access management modifications, user updates and theme updates Document categories and note classes master table updates Configuration updates and changes resulting from, MWO addition including work order and work order item views, additional departments and related resource updates, (report updates not included)
<b>Training</b>	<b>Provider responsibility:</b> A 90 minute remote training session Training on public-facing and back-office process <b>Customer responsibility:</b> 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
<b>Testing</b>	<b>Provider responsibility:</b> A 1 hour remote meeting to review and resolve any issues, with follow up Provider will maintain an issue log to track status and progress of issues raised. Provider will execute basic unit testing <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
<b>Launch &amp; Post Launch</b>	<b>Provider responsibility:</b> A 1 hour remote go live support session Project Closure Post Launch activities will be completed in no more than 1 week <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
<b>Project Management</b>	<b>Provider responsibility:</b> Project initiation and set up Coordination of resources, activities, meetings in alignment with timelines and milestones <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
<b>Exclusions</b>	Report development or adjustment is excluded from scope Hardware, device management and advise are not in scope
Estimated length of project: 4 weeks	
Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	