Online Event Orders	
Description	Provider will deliver professional services to assist with the implementation of the Enterprise Online Event Orders extension (incl. ordering capabilities).
Assumptions	Implementation of one single Online Event Orders configuration Implementation of one single Order Processing configuration Customer has a high-level plan about how they want to sell online and has pricing and packages for items Customer has a high-level plan about the tasks they wish end users to complete Customer has appropriate pictures or photos of most items Customer has a dedicated resource named as a power user who will maintain and support this extension Customer will provide all payment provider contract and test environment details
Kick Off	**Provider responsibility:** Internal handover and preparation A 1 hour remote kickoff meeting to align project plan and milestones between involved parties **Customer responsibility:** 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
Discovery	**Provider responsibility:** Up to two 1 hour remote requirements gathering meetings with preparation and write up **Customer responsibility:** Ensure key resources can attend all discovery sessions Provide an understanding of business processes, data and requirements
Design	Not applicable
Build	**Provider responsibility:** Online Event Orders base configuration Resource, packages and price list configurations Order processing component configuration including navigation, text/instructions Sign in configuration Payment configuration utilizing existing payment gateway Basic web theme utilizing in application features Configuration and confirmation of one email template Basic reporting views and/or Dashboard gadget for online orders from Online Event Orders
Training	**Provider responsibility:** Up to 2 hours of remote training with key users to introduce all practices of the Online Event Portal Up to 2 hours of remote administrator training to allow administrator to configure additional Event Portal sites if needed or to amend current setup **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:** Provider will perform unit configuration testing. 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:** Up to two 30 minute remote post launch support review meetings Internal handover to Value Success Manager Project Closure Post Launch activities will be completed in no more than 1 week **Customer responsibility:** 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
Project Management	**Provider responsibility:** Weekly 30 minute remote project review meeting with follow up to commence after kick off meeting and for a period of up to 5 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	Custom reporting is excluded Additional or new payment gateway configurations Amendments to existing custom integrations (CRM, POS, Finance, etc.) are not included Advanced site webskining is excluded from current scope Multiple site configuration is the responsibility of the Customer
Estimated length of project: 6 weeks	
Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	