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technologies

Online Space Booking	
Description	Provider will deliver professional Services for the implementation of online space booking features
Assumptions	Customer has a high-level plan for how they will sell space online Implementation of one single online space booking configuration Customer has appropriate pictures or photos of most spaces Customer has a dedicated named power user to support and maintain this extension Customer has an existing payment gateway validated for Online Space Booking; technical check to be performed upfront signature
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 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 90 minute remote requirements gathering meetings with preparation and write up **Customer responsibility:** Ensure key resources attend all discovery sessions Provide an understanding of business processes, data and requirements
Design	Not applicable
Build	**Provider responsibility:** Add dictionaries, space types, features, and set-ups Add event categories, booking status Resource and package configurations requested for online space booking Space configurations and images Configuration and confirmation of one email template One payment transaction type and Account configuration, assuming Customer existing payment gateway has been approved for OSB Basic reporting views for space booked online
Training	**Provider responsibility:** Up to 8 hours of remote key user training to introduce all practices of OSB Up to 4 hours of remote administrator training for Customer app administrator to maintain the online portal **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:** 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 1 week in duration
Launch & Post Launch	**Provider responsibility:** Up to two 30 minute post launch support review meetings Internal handover to Value Success Manager Project Closure Post Launch activities will be completed in no more than 2 weeks **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 project review meeting with follow up to commence after kick off meeting and for a period of up to 4 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 from scope of Services Online payment portal and online payment gateway are not part of scope Amendments to existing custom integrations (CRM, POS, Finance, etc.) are not included Site webskining is excluded from current scope (application administrator will be able to perform light webskin through standard implementation) 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.	