

Report Builder	
<b>Description</b>	Provider will deliver professional Services assistance for the configuration of the report and dashboard builder
<b>Assumptions</b>	Customer has existing draft reporting and/or KPIs to be monitored in our software A single dashboard build with up to 6 gadgets is included in the scope.
<b>Kick Off</b>	<p><b>Provider responsibility:</b> Internal handover and preparation A 30 minute remote kick off meeting with preparation</p> <p><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</p>
<b>Discovery</b>	<p><b>Provider responsibility:</b> A 1 hour remote requirements gathering meetings with preparation and write up</p> <p><b>Customer responsibility:</b> Ensure key resources can attend all discovery sessions Provide an understanding of business processes, data and requirements</p>
<b>Design</b>	Not applicable
<b>Build</b>	<p><b>Provider responsibility:</b> Edit/Manage Dashboard Access Type Gadget Types Report master Report lists Report Building</p>
<b>Training</b>	<p><b>Provider responsibility:</b> Up to 1 hour of remote administrator training with application administrator Up to 1 hour remote dashboard presentation for key users group</p> <p><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</p>
<b>Testing</b>	<p><b>Provider responsibility:</b> Up to 3 hours of remote testing support with key users.</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>	Not applicable
<b>Project Management</b>	Not applicable
<b>Exclusions</b>	Custom reporting is excluded Amendments to existing custom integrations (CRM, POS, Finance, etc.) are not included Additional dashboards and gadgets will be configured and built by the Customer
Estimated length of project: 4 weeks	
Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	