

Room Blocks	
Description	Provider will implement the room block feature by first understanding the customer's requirements. This will be followed by gathering master data, Provider-driven configuration, and administrative training on the essential features ensuring Customer is equipped to leverage the feature effectively.
Assumptions	Provider Enterprise software is fully implemented. Room blocks will be implemented for up to two properties and up to six room types, other properties and room type implementations are the Customer's responsibility.
Limitations	Not applicable
Kick Off	<p>Provider responsibility: Internal handover and preparation</p> <p>Customer responsibility: Ensure project scope is accurate and aligns to the business requirements Raise any risks, block out periods for software release, and resourcing plan</p>
Discovery	<p>Provider responsibility: Up to 90 minute remote requirements gathering meetings with preparation and write up</p> <p>Customer responsibility: Ensure key resources attend discovery session Provide an understanding of business processes, data and requirements. At the end of the session, Customer is expected to provide all required master data to enable the consultant configure the feature</p>
Design	<p>Provider responsibility: Provider will do a base configuration of the master tables: Event/Block Statuses, Properties, Room Types including inventory, and Associated Resources The following views will be configured with one default best practice configuration: Event blocks, room type, and Room pickup The Room Blocks organization parameters will be updated. The Customer process will be implemented within the limit of the feature capabilities The configuration result will be presented to the customer and feedback collected</p> <p>Customer responsibility: Ensure key project resources and stakeholders attend the demonstration of the configuration Provide feedback on the demonstrated processes in the new software</p>
Build	<p>Provider responsibility: Provider to finalize the configuration of the following items based on the design phase feedback Event/Block Statuses, Properties, Room Types including inventory, and Associated Resources The following views will be adjusted: Event blocks, room type, and Room pickup The Room Blocks organization parameters will be updated. The Customer process will be implemented within the limit of the feature capabilities The add/edit event window will be adjusted. Order windows and view will be reviewed</p>
Training	<p>Provider responsibility: Up to two 90 minutes remote admin training sessions</p> <p>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</p>
Testing	<p>Provider responsibility: Up to 1 hour of testing support meetings to review and resolve any issues, with follow up</p> <p>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 The testing phase will be no more than 1 weeks in duration</p>
Launch & Post Launch	<p>Provider responsibility: One 30 minute post launch support review meeting Project Closure</p> <p>Customer responsibility: Ensure key resources attend all post launch support review meetings Raise any issues found (that are within the scope of the SOW) Complete customer satisfaction survey</p>
Project Management	<p>Provider responsibility: Coordination of resources, activities, meetings in alignment with timelines and milestones by the consultant</p> <p>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</p>
Exclusions	<p>The following are excluded from the scope of this Service:</p> <ul style="list-style-type: none"> - Custom development and integration services - New crystal reports or changes to reports - Word Merge documents - Email templates
Estimated length of project: 4 weeks Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	