

| Room Diagramming Scope Detail | |
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| Description | Provider will deliver consulting Services to assist with the configuration of Room Diagramming for the Customer |
| Assumptions | Up to 15 base level space diagrams included. Additional ones can be configured with the training provided Provider-defined shapes include selective diagram items. Additional items can be added by the customer with provided training Customer will manage all item and layout configuration/creation Customer has all appropriate DWG files (spaces and diagram items) ready to send to Provider (Onboarding will not commence until all files have been received). Customer will conduct configuration once trained Customer is prepared with detailed inventory list that includes measurements and combinations |
| Limitations | Not Applicable |
| Kick Off | <p>Provider responsibility: Internal handover and preparation A 30 minute remote kick off meeting with preparation</p> <p>Customer responsibility: 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> |
| Discovery | <p>Provider responsibility: A 1 hour remote requirements gathering meetings with preparation and write up</p> <p>Customer responsibility: Ensure key resources can attend all discovery sessions Provide an understanding of business processes, data and requirements</p> |
| Design | Not Applicable |
| Build | <p>Provider responsibility: All relevant spaces have appropriate DWG files imported (building lines) Configure up to 15 base level space diagrams Diagram item configuration includes selection from Provider-defined shapes</p> <p>Customer responsibility: Customer to configure remaining items once trained</p> |
| Training | <p>Provider responsibility: Up to two 1 hour remote training sessions delivered by Consultant, sessions will be recorded and will cover: non Provider-defined diagram item creation; creating new room diagrams at the event level; modifying room diagrams; sharing room diagrams; space imports; layout/template creation; generic room diagram export and generic report prompts</p> <p>Customer responsibility: Ensure appropriate users are selected and attend all training sessions Customer users will complete online training for Room Diagramming via the Provider Learning Center</p> |
| Testing | Not applicable |
| Launch & Post Launch | <p>Provider responsibility: A 30 minute remote post launch support review meeting Internal handover to Value Success Manager Project Closure Post Launch activities will be completed in no more than 1 week</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) via the Provider issue log template Complete customer satisfaction survey</p> |
| Project Management | <p>Provider responsibility: Weekly 30 minute project review meeting with follow up to commence after kick off meeting and for a period of up to 3 weeks Creation and maintenance of project plan Coordination of resources, activities, meetings in alignment with timelines Ownership of issues log and delegation of tasks</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 | Custom development unless specified above Integration services not specifically defined in the scope above Once the build phase begins, any further requirements are considered to be out of 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. | |