

Single Sign On (Back Office)	
Description	Provider will deliver Services to assist with the implementation of Single Sign On in the back office Enterprise solution.
Assumptions	Customer has been onboarded in the Provider database and is licensed to a Test Database. Customer will set up two IdP configurations (1x Production & 1x Test). Customer is using a supported IdP (Azure, Okta, OneLogin, JumpCloud, ForgeRock, Shibboleth, FS).
Kick Off	<p>Provider responsibility: Internal handover and preparation Send SSO Questionnaire One 30 minute remote kick off meeting with preparation</p> <p>Customer responsibility: Customer must return SSO Questionnaire completed in full before project kick off.</p>
Discovery	Not applicable
Design	Not applicable
Build	<p>Provider responsibility: Install certificates on Provider web servers Configure Test environment for SSO use</p> <p>Customer responsibility: Customer must nominate Test users Customer must ensure latest versions of the Provider Enterprise Outlook, Office & Web Add-In are installed on end users Customer machines.</p>
Training	Not applicable
Testing	<p>Provider responsibility: One 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.</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 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>
Launch & Post Launch	<p>Provider responsibility: Configure Production Environment Schedule Production Environment cutover to SSO Cutover Production Environment to SSO for all users. Project Closure Post Launch activities will be completed in 1 week</p> <p>Customer responsibility: Complete customer satisfaction survey Post Launch activities will be completed in 1 week</p>
Project Management	<p>Provider responsibility: Coordination of resources, activities, meetings in alignment with timelines and milestones 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	IdP initiated SSO. Amendments to existing custom integrations (CRM, POS, Finance, etc.) are not included SSO to other Provider software, or extensions to facilitate public login.
Estimated length of project: 3 weeks	
Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	