Full Data Import (Priava)	
Description	Provider will assist with the configuration and import of data into Priava
Assumptions	
Limitations	The following data can be imported into Priava - Catalogue Item Master Records: Venues, Venue Rates, Inventory, Event Details, Food, Beverage - CRM: Contacts, Organizations - Opportunities & or Events: Basic Information of Date & Time, Contact, Venue, Status, Source and other mandatory fields
Kick Off	**Provider responsibility:** Preparation of project schedule Issue of project pre-requisite documentation (import templates) A 1 hour remote project kick off call, discussion and agreement on the required formats for all data that is to be imported **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:** Validate returned data and revert back to the Customer if needed **Customer responsibility:** Ensure key resources can provide required data in the appropriate format
Design	**Provider responsibility:** Validation of scripts to import the data into the Priava Environment Import of data into our test environment for internal validation Import of data into the live environment after internal validation **Customer responsibility:** Ensure that the required data is returned by the due date
Testing	**Provider responsibility:** Validation of imported data into the testing environment Validation of imported data into the live environment **Customer responsibility:** Confirmation that the data has been imported correctly into the live system
Launch & Post Launch	**Provider responsibility:** A 30 minute post launch support review meeting Project Closure Post Launch activities will be completed in no more than 1 week **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
Project Management	**Provider responsibility:** Coordination of resources, activities, meetings in alignment with timelines and milestones Ownership of issues log and delegation of tasks **Customer responsibility:** Nominated project lead Coordination of activity and resources on customer side to align to project plan and schedule
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: 3 weeks Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	