

Momentum Priava (Core Software with Basic Onboarding)	
Description	Provider will deliver Services to assist with the basic implementation of Priava
Assumptions	
Kick Off	<p>Provider responsibility: Preparation of project schedule Review project pre-requisite documentation (Customer preparation details, import templates, SoW) A 2 hour remote project kick off call, discussion and agreement on the required formats for any data that is to be returned</p> <p>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, resourcing plan</p>
Discovery	<p>Provider responsibility: Plan database build based on Customer requirements and data returned Showcase of the database build within the first admin training session</p> <p>Customer responsibility: Ensure key project resources and stakeholders attend the demonstration of the database showcase Provide feedback on the demonstrated processes in the new software Ensure that the required data is returned by the due date</p>
Design	<p>Provider responsibility: Plan database build based on Customer requirements and data returned Showcase of the database build within the first admin training session</p> <p>Customer responsibility: Ensure key project resources and stakeholders attend the demonstration of the database showcase Provide feedback on the demonstrated processes in the new software Ensure that the required data is returned by the due date</p>
Build	<p>Provider responsibility: System Configuration as per the data returned by the Customer Build of agreed custom reports (1 x event invoice, 1 event contract, 1 x opportunity basic proposal, 1 x opportunity quote all based on existing templates - new formats are considered out of scope)</p> <p>Customer responsibility: Ensure key project resources and stakeholders are available for any agreed meetings</p>
Training	<p>Provider responsibility: Up to five 2 hour remote training sessions; sessions will be recorded Training is scheduled to be completed in no more than 6 weeks</p> <p>Customer responsibility: Ensure appropriate users are selected and attend all training sessions All users will be expected to complete the designed curriculum by attending the remote training sessions</p>
Testing	<p>Provider responsibility: A 1 hour remote meeting to introduce an example test plan and the process to raise issues Up to four 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 3 weeks in duration</p>
Launch & Post Launch	<p>Provider responsibility: Up to two 30 minute post launch support review meetings Project Closure Post Launch activities will be completed in no more than 2 weeks</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 issue log template Complete customer satisfaction survey</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	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
<p>Estimated length of project: 12 weeks</p> <p>Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.</p>	