

WeTrack (Incident Management Module)	
Description	Provider will assist with the setup of WeTrack Incident Management Module.
Assumptions	Customer lead and core project team are empowered to make decisions and document new standard operating procedures. Customer team will hold internal discussions on proposed workflows, provide timely feedback required, and create a formalized plan to onboard secondary users.
Limitations	Not Applicable
Kick Off	<p>Provider responsibility: Internal handover and preparation One (1) 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, block out periods for software release, resourcing plan</p>
Discovery	<p>Provider responsibility: Activate WeTrack Incident Management System (IMS) Account Build default categories Issue documents for Customer to populate One (1) 60-minute remote requirements gathering meeting with preparation</p> <p>Customer responsibility: Ensure key resources can attend all discovery sessions Provide an understanding of business processes, data and requirements</p>
Design	<p>Provider responsibility: Provider to review process discussion and review documents returned by Customer</p> <p>Customer responsibility: Ensure key project resources and stakeholders attend the demonstration of the proof of concept Return populated documents by the agreed date</p>
Build	<p>Provider responsibility: Initial configuration of the following Map Severity Guides Confidential Types Incident and Job Categories Checks Example Reports</p>
Training	<p>Provider responsibility: Up to three (3) hours of remote training, sessions will be recorded Foundations of IMS System Administration IMS Super User Training IMS Standard User Training</p> <p>Customer responsibility: Ensure appropriate users are selected and attend all training sessions All users will be expected to complete the designed curriculum</p>
Testing	<p>Provider responsibility: One (1) 60-minute remote meeting to introduce an example test plan and the process to raise issues 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 meetings Raise any issues found (that are within the scope of the Statement of Work) via the issue log The testing phase will be no more than two (2) weeks in duration.</p>
Launch & Post Launch	<p>Provider responsibility: One (1) 60-minute final review of system, including user role permissions, reporting & checklists Project closure & handover Post Launch activities will be completed in no more than one (1) week</p> <p>Customer responsibility: Ensure key resources attend all post launch support review meetings Complete customer satisfaction survey Post Launch activities will be completed in no more than one (1) week</p>
Project Management	<p>Provider responsibility: Creation and maintenance of project plan Coordination of resources, activities, meetings in alignment with timelines and milestones</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 shared in the scope above Once the build phase begins, any further requirements are considered to be out of scope
Estimated length of project: 6 weeks	
Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	