

| App Admin as a Service - Mentorship   |  |
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| <b>Description</b>  | Provider will assign a named virtual administrator act as the application administrator and support the users with basic application administration to help with business activities and increase user adoption of the software.   |
| <b>Assumptions</b>  | Chain of Command Established<br>Specific customer representative to make and enforce decisions<br>If a Power User does not exist, one should be created<br>Customer support tickets will be added by the Customer<br>Customer will complete End User Testing during Upgrades/Patches<br>Custom Report Updates to be managed by the Customer<br>Customer Admin or designee has taken the Application Administration Course offered by Provider  |
| <b>Limitations</b>  | Not applicable   |
| <b>Kick Off</b>   | <b>Provider responsibility:</b><br>A remote kick off meeting for introductions, review scope, understand current challenges, set project goals and establish cadence of meetings.<br><br><b>Customer responsibility:</b><br>Ensure key project resources and stakeholders attend kick off meeting<br>Ensure project scope is accurate and fully aligns to all business requirements<br>Raise any risks, black out periods for resourcing plan  |
| <b>Discovery</b>  | <b>Provider responsibility:</b><br>Up to eight 1 hour sessions to review customer database and processes in preparation for delivering this service<br><br><b>Customer responsibility:</b><br>Ensure key resources can attend all discovery sessions<br>Provide an understanding of business processes, data and requirements  |
| <b>Annual Administrative Support</b>  | <b>Provider responsibility:</b><br>Initial onboarding sessions and workshops (for up to 3 weeks) putting application administrator course(s) into service<br>Mentoring Customer's application administrator in master table modifications, user & role management, access management, and on-screen reporting<br>Scheduled check-ins<br><br><b>Customer responsibility:</b><br>Coordination of activity and resources on customer side<br>Provide application administrator to mentor<br>Create test scripts for each change<br>Perform UAT against test scripts |
| <b>Exclusions</b>   | Custom development is not in scope of this Service<br>Integration services are not in scope of this Service  |
| This is an annual service<br>Up to 40 hours, each year, are included with this Service. |  |