Exhibitor Experience as a Service - Standard	
Description	Provider will train Customer in configuration of new and existing exhibitor portal and floor plan configurations, exhibition management process and on-screen reporting.

Assumptions	Exhibitor Portal and Floor Plan modules have been onboarded with building block configurations in place and back-office training complete
	Chain of Command Established
	    Specific Customer Representative to make and enforce decisions
	    If a Power User does not exist, one should be created
	    Customer Support tickets will be added by the Customer
	Customer is responsible for all user testing related to upgrades, patches, add-ins, and process updates or revisions.
	Post Go Live: Customer manages event moving forward: sales, order management, booth assignments

Limitations	Not Applicable
Kick Off	**Provider responsibility:** Internal handover and preparation A 30 minute remote kick off meeting with preparation, for introductions, review scope and to establish a cadence of check in meetings **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, blackout periods for resourcing plan
Discovery	**Provider responsibility:** Review customer database and processes in preparation for delivering this service **Customer responsibility:** Provide an understanding of business processes, data and requirements
Design	Not Applicable

Annual Administrative Support	**Provider responsibility:**
	Review and update existing Exhibitor Portal configurations
	    Default configurations
	    Building block configurations
	    Resources, Price Lists, Custom Fields
	Building of Floor Plans
	New Exhibitor Portal configurations
	Exhibition Mangement Process Review
	On-Screen Reporting
	    Dashboard optimization
	    Standard system views
	    Window layouts (themes)
	Scheduled check-ins and status meetings
	
	Customer responsibility:
	Provide Exhibitions Admin for mentoring
	Create test scripts for each change
	Perform UAT against test scripts
	Raise any issues found (that are within the scope of the SOW) via the issue log template

Exclusions	Custom development is not in scope of this Service Integration services are not in scope of this Service
This ia an annual service Up to 100 hours, each year, are included with this Service.	