

Registration as a Service - Mentorship	
Description	Provider will train the Customer in configuration of new and existing registration configurations, registration management process and on-screen reporting.
Assumptions	Registration modules have been onboarded with building block configurations in place 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 will complete End User Testing during Upgrades/Patches and internal Registration management process updates Post Go Live: Customer manages event moving forward: order management, attendance management, waitlist management
Limitations	Not applicable
Kick Off	Provider responsibility: Internal handover and preparation A 30 minute remote kick off meeting. Provider will meet with the Customer for introductions and to establish a cadence of check in meetings and review the scope 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: Provider will review the Customer's 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: Initial onboarding sessions and workshops for first 3 weeks to cover configuration building blocks for Advance Registration Training sessions in configuration of one event's Registration (Up to 2 week duration) Scheduled check-ins Customer responsibility: Provide Registration Admin for mentoring
Exclusions	Custom development unless specified above Integration services not specifically defined in the scope above
This is an annual service Up to 40 hours, each year, are included with this Service.	