ACTIVE Net Statement of Work

Version 1.4
29 December 2016

SCOPE

Project Overview

City of McKinney will be implementing the ACTIVE Net modules (Facility Reservations, Activity Registrations, Memberships, Camps, POS, League Scheduling). As part of the implementation we will be completing the following technical tasks (ACH Remittance, GIS import, Customer Import, Brochure Export, 3rd Part Data Conversion, Financial Export)

This section outlines the overall approach of an ACTIVE Net project. The project is broken into phases. The following is a brief description of each phase of the Active Network methodology.

- **Project Planning** – plan the implementation, analyze business needs, and define configuration requirements
- **Implementation** – configure ACTIVE Net and train the project team on system operations
- **Deployment** – ensure workstations and staff are able to use ACTIVE Net
- **Conversion** – populate ACTIVE Net with ongoing transactional data from the legacy system
- **Go Live** – conduct day-to-day operations using ACTIVE Net
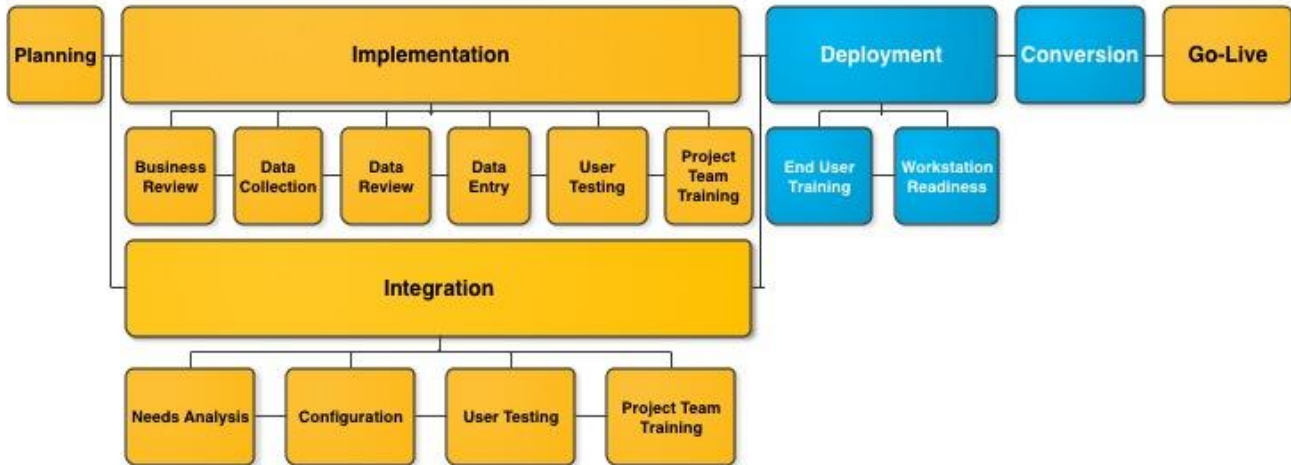
Each phase is broken into stages. Each phase includes and overview, objectives, inputs, tasks and deliverables. The phases are organized into their appropriate stages and listed below

- **Project Planning**
    - o Project Launch/Scheduling
    - o Business Review
- **Implementation**
    - o Data Collection
    - o Data Review
    - o Data Entry
    - o User Testing
    - o Training (LMS Train the Trainer)
    - o Training Plan Development

- **Deployment**
    - o Workstation Readiness
    - o End User Training
    - o Technical Tasks
- **Go Live Conversion**
    - o Planning
    - o Data Entry
- **Go Live**
    - o Go-Live Preparation
    - o Go-Live
    - o Post Go-Live System Optimization

PROJECT PLANNING

Project Launch/Scheduling

Objectives for the Project Launch/Scheduling stage are:
- Gain an understanding of required project roles
- Gain an understanding of the project life cycle
- Establish a tentative project schedule
- Reserve Active and Customer resources
- Prepare for the Business Process Review

Inputs for the Project Launch/Scheduling stage are:
- Active Resource Availability   ACTIVE
- Customer Project Resource Availability   Customer PM
- Project Planning Guide   ACTIVE
- Data Assessment Sheet (blank)   ACTIVE
- Deliver Accounting Manual   ACTIVE
- ACTIVE Net Look and Feel Guide   ACTIVE
- Technical Statement of Works (SOW's)   ACTIVE

Tasks for the Project Launch/Scheduling stage are:
- Review ACTIVE project roles and responsibilities
- Review your organizations required project roles and responsibilities
- Review ACTIVE Net's project lifecycle
- Review project schedule options
- Review Basecamp use
- Distribute the Data Assessment Sheets and other documents

Deliverables for the Project Launch/Scheduling stage are:
- Project schedule   ACTIVE
- Active Project team assignments   ACTIVE
- Customer project team assignments   Customer PM
- Complete Data Assessment Sheet   Customer SME
- Review Accounting Manual   Customer Accounting Team
- Review Technical SOW's   Customer Technical Team
- Review Recommended Settings document Customer Technical Team
- Booking the Business Review meeting room Customer PM
- Setup Basecamp instance and provide login credentials ACTIVE

Business Review

Objectives for the Business Review stage are:

- Understand your project goals
- Understand your business policies and procedures
- Understand your product and service offerings and establish a data collection strategy
- Understand your IT infrastructure
- Understand your accounting needs
- Identify project risks
- Finalize project schedule and go live date

Inputs for the Business Review stage are:

- Competed data assessment sheet   Customer SME
- Reviewed Accounting Manual   Customer Accounting Team
- General Data Collection Sheet (Blank)   ACTIVE
- Provide images and waivers to Basecamp   Customer SME

Tasks for the Business Review stage are:

- Review project goals
- Review the Data Assessment Sheet
- Review General Data Collection Sheet so that the Customer knows how to fill it out
- Discuss the other Data Collection Sheets at a high level
- Discuss accounting needs
- Review technical system requirements
- Discuss peripherals being used by the Customer
- Create a communication plan (for project team, Customer stakeholders, staff and customers)
- Maintain a Project Risk Log
- Review Active Learning Management System (LMS) and plan out courses for next sessions

Deliverables for the Business Review stage are:

- Data Assessment Sheet (populated)   Customer SME/ACTIVE
- Data Collection Sheets (blank)   ACTIVE
- Project Risk Log   Customer PM
- Project Agenda for the remaining stages   ACTIVE
- Basecamp dates and tasks updated   ACTIVE
- LMS link and logins   ACTIVE

IMPLEMENTATION

Data Collection

Objectives for the Data Collection stage are:
- Capture your organizations inventory of all product and services in a format for use during data entry.
- Review/Overview of the ACTIVE Net modules to be used

Inputs for the Data Collection stage are:
- Provide maps to Basecamp   Customer SME
- Data Collection Sheets (completed)   Customer SME

Tasks for the Data Collection stage are:
- Populate the Data Assessment Sheets with inventory of all product and services.
- Complete assigned LMS courses prior to the sessions
- Determine who will enter the data (Active and/or the Customer)
- Demonstrate standard workflows of ACTIVE Net modules

Deliverables for the Data Collection stage are:
- Data Collection Sheets (Populated)   Customer SME

Data Review

Objectives for the Data Review stage are:
- Ensure the Data Collection Sheets are complete and accurate
- Initial introduction to the ACTIVE Net application modules

Inputs for the Data Review stage are:
- Completed data assessment sheet   Customer SME

Tasks for the Data Review stage are:
- Review the Data Collection Sheets for completeness
- Perform validation checks on data collection sheets
- Assign LMS courses to staff for testing phase

Deliverables for the Data Review stage are:
- Data Collection Sheets (Populated)   Customer SME

Data Entry

Objectives for the Data Entry stage are:
- Configure and populate ACTIVE Net database in accordance to your business needs

Inputs for the Data Entry stage are:
- Competed data assessment sheet   Customer SME

Tasks for the Data Entry stage are:
- Configure ACTIVE Net in conjunction with the Data Assessment Sheet
- Populate ACTIVE Net with product and services from the Data Collection Sheets. This is non customer/transaction data.
- Audit ACTIVE Net to ensure alignment with Data Collection Sheets

Deliverables for the Data Entry stage are:
- ACTIVE Net database (Configured and populated)   ACTIVE

User Testing

Objectives for the User Testing stage are:
- Test the functional integrity of the system configuration against business cases
- Update configuration as needed

Inputs for the User Testing stage are:
- User testing templates   ACTIVE
- Test cases and workflows to review   Customer SME

Tasks for the User Testing stage are:
- Review front-desk transactions for each functional area in ACTIVE Net
- Review online transactions for each functional area in ACTIVE Net
- Review reports for each functional area in ACTIVE Net
- Review communication tools for each functional area in ACTIVE Net
- Determine mitigation strategies for each functional gap
- Update configuration in accordance with testing results
- End to end test of credit card processing and bank reconciliation

Deliverables from the User Testing stage are:
- ACTIVE Net (tested)   Active and Customer SME
- Configuration is updated as needed   Active and Customer SME
- Detailed review of ACTIVE Net modules   Customer SME
- Updated test test cases   Customer SME

Training (LMS Train the Trainer)

Objectives for the Training stage are:
- Introduce organization trainers to the Active on line LMS training tool
- Empower the project team to understand best practices for conducting end-user training
- Empower the project team with a strategy and tools to conduct end-user training.
- Create and update training material for the end users
- Create an end user training plan

Inputs for the Training stage are:
- Training Manual template and quick reference guides   ACTIVE
- Provide list of Organization trainers   Customer PM
- Training room booked and prepared   Customer PM

Tasks for the Training stage are:
- Provide base training materials
- Trainers have oompleted the assigned LMS courses prior to the sessions
- Modify training manual in accordance with system usage
- Provide supplemental training session on workflows not covered in the LMS
- Develop training plan for delivering end user staff training
- Secure resources to execute training plan

Deliverables for the Training stage are:
- Customized Training Manual   Customer Trainers
- Training Plan   Customer PM

WHAT'S YOUR *ACTIVE?*

DEPLOYMENT

Workstation Readiness

Objectives for the Workstation Readiness stage are:
- Ensure all workstations have access to ACTIVE Net
- Ensure all workstations designated to operate ACTIVE Net are configured with the appropriate 3rd party software
- Ensure all workstations designated to operate ACTIVE Net are configured with the appropriate hardware

Inputs for the Workstation Readiness stage are:
- Existing Peripheral Hardware List   Customer PM
- Additional Peripheral Hardware (if required)   ACTIVE
- System Requirements   ACTIVE
- Hardware Configuration Guides   ACTIVE

Tasks for the Workstation Readiness stage are:
- Install, configure and test third party software required by ACTIVE Net
- Install, configure and test hardware required by ACTIVE Net
- Bookmark ACTIVE Net sites on workstations

Deliverables for the Workstation Readiness stage are:
- Configure and test single workstation with peripherals   ACTIVE and Customer Desktop
- Configure and test remaining workstations and peripherals   Customer Desktop

End User Training

Objectives for the End User Training stage are:
- Train system users on software operations
- Communicate software escalation procedures

Inputs for the End User Training stage are:
- End user training guide   Customer Trainers
- Training plan   Customer Trainers
- Training rooms are booked and prepared   Customer PM

Tasks for the End User Training stage are:
- Execute training plan

Deliverables for the End User Training stage are:
- All Staff trained   Customer Trainers

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Technical Tasks

The technical tasks will be done at the appropriate times throughout the project.

Objectives for the Technical Tasks stage are:
- Setup and test peripherals and pin pads
- Create and test financial export
- Setup and test membership entry points
- Setup the daily ACH remittance
- Create and test the Brochure export
- Data conversion (Customers/Memberships)

Inputs for the Technical Tasks stage are:
- Pin pads are ordered and delivered   ACTIVE and Customer PM
- Perhiperals are gathered and attached to an AN workstation   Customer IT
- Technical SOW's   Active
- Review the technical SOW's   Customer IT
- Layout for the financial export   Customer Finance
- Layout and example of current brochure export   Customer IT
- Membership entry points for testing   Customer IT
- Banking information for Daily ACH   Customer Finance

Tasks for the Technical task stage are:
- Review the technical SOW's
- Setup daily ACH to Customer
- Setup and test all pin pads
- Setup and test workstation peripherals
- Work with the Customer to define the financial export layout, create and test the export
- Work with the Customer to setup and test the brochure export
- Setup and test a membership entry point

Deliverables for the Technical Tasks stage include the completion of the tasks listed above.

GO LIVE CONVERSION

Planning

Objectives for the Planning stages are:
- Identify type and scope of data to be manually entered into ACTIVE Net
- Identify resources
- Identify timelines

Inputs for the Planning stage are:
- Necessary data for entry is identified and quatified   Customer SME's

Tasks for the Planning stage are:
- Review legacy system(s) for candidate data and determine scope of data for manual conversion
- Review staffing availability and determine resourcing
- Review project schedule and determine timeline

Deliverables for the Planning stage are:
- Data conversion plan   Customer PM

Data Entry

Objectives for the Data Entry stage are:
- Populate ACTIVE Net with legacy data

Inputs for the Data Entry stage are:
- Completed data conversion plan   Customer PM
- Lists of the necessary data to be input   Customer SME's

Tasks for the Data Entry stage are:
- Execute data conversion plan
- Resources are booked
- Validate data conversion in ACTIVE Net

Deliverables from the Data Entry stage are:
- ACTIVE Net (populated)   Customer SME's

GO-LIVE

Go-Live Preparation

Active Network consultants will conduct a meeting prior to go-live to confirm all tasks are complete and the system is ready to be the organization's true system of record.

Objectives for the Go-Live Preparation stage are:
- Ensure staff are competent in system use
- Ensure workstations are ready for system use
- Ensure data conversion is complete
- Ensure project team understands how to escalate issues to ACTIVE
- Ensure risks are captured and mitigation strategies are in place

Inputs for the Go-Live Preparation stage are:
- Prior stages are complete   Customer PM
- ACTIVE Support handbook   ACTIVE
- Go-Live Checklist   ACTIVE

Tasks for the Go-Live Preparation stage are:
- Review and validate staff training
- Review and validate workstation readiness
- Review and validate data conversion completeness
- Review Active Support policy and communication channels
- Handoff call with Active support team.
- Complete Go-Live checklist

Deliverables for the Go-Live Preparation stage are:
- Go Live check list   ACTIVE
- Customer Support plan   Customer PM
- Go Live plan   Customer PM

Go-Live

Go-Live is the day that ACTIVE Net becomes the system of record for your organization.
Objectives for Go-Live stage are:
- Help with any issues or configuration questions

Inputs for the Go-Live stage are:
- Go live plan   Customer PM

Tasks for the Go-Live stage are:
- All prior stages are complete

Deliverables for the Go-Live stage are:
- Online payments are enabled   Customer PM
- End users processing in ACTIVE Net   Customer PM

Post Go-Live System Optimization

Active Network consultants will conduct a meeting 2 to 3 weeks after go-live to review any questions or follow up configuration required.

Objectives for Post Go-Live Optimization stage are:
- Optimize usage of ACTIVE Net to perform front desk transactions and manage operations
- Optimize usage of ACTIVE Net to provide customers an online store

Inputs for the Post Go-Live Optimization stage are:
- List of questions, issues and topics   Customer PM

Tasks for the Post Go-Live Optimization stage are:
- Session with the consultant

ASSUMPTIONS

- The services in this SOW are based upon the services listed in Quote 1 and the technical Services Quote attached in Appendix A
- Your organization will assign the below project roles and those individuals will be available as needed by the project schedule:
  - **Project Sponsor** – engages stakeholders; ensures buy-in from top-down.
  - **Project Manager** – coordinates with the ACTIVE Network Project Manager, procures resources, manages scope, schedule, quality and risk mitigation.
  - **System Administrator(s)** – manages, maintains and supports the ACTIVE Net system, trains end-users on an ongoing basis.
  - **Technical Representative(s)** – available "on call" during the lifespan of the software to assist with internet connectivity, database management, software upgrades, workstation and peripheral installations.
  - **Financial Representative(s)** – monitors ACTIVE Net accounting functionality, ensure transactions are posted correctly, and that financial data within ACTIVE Net is accurate and pertinent.
- Your organization will effectively lead project-related change management activities (creating materials and facilitating workshops).
- Your organization will provide the resources necessary to deliver implementation services (i.e. training room, internet access, computers, whiteboard).
- Your organization will perform work associated with each task within the allocated timeframe.
- Any flights will be billed separately with the actual amounts.

CONSTRAINTS

- Implementation services are limited to the services defined in the contract.
- The availability of ACTIVE resources for the execution of Project activities will be governed by the following factors:
  - Services delivery will be conducted and billed as per the payment milestones
  - Professional services must generally be booked 6 weeks in advance of engagement dates unless otherwise specified and are subject to availability.
  - The consultant will be available for a full 8 hours on any scheduled date. The consultant will try to answer emails/question between sessions but there is no guarantee that they will be able to do any work on the project between sessions. If it is deemed necessary to book additional time with the consultant a change request will be required.
  - Due to partial office closure, ACTIVE resources will not be available for project work between the dates of December 15 and 31.
- Implementation services are subject to our cancellation policy. ACTIVE Network requires that cancellation or rescheduling requests be submitted twenty-eight full calendar days prior to engagements. This provides sufficient time for resources to be allocated to alternative billable projects.

BILLING

This project will be billed with two milestone payments.

1. Milestone One.   Upon completion of the project launch session (50%)
2. Milestone Two.   Upon completion of consulting services (50%).

For projects with onsite services, the flights are not part of the milestones and will be billed separately with the actual costs of the flights. Also any peripherals that are not in the quote should be budgeted.

OUT OF SCOPE

- Software development
- End user training
- Custom Documentation
- ACTIVE Net Modules not included in the signed contract/quote
- ACTIVE Net Technical Services not included in the signed contract/quote

PROJECT TIMELINE/DURATIONS

The following is a tentative implementation schedule based on Client's communicated requirements. The implementation schedule is subject to change from time-to-time at Active's sole discretion.

	Description		Date
Week 1	Business Process Review	Remote	December 07, 2016
Week 2	Module 1-3 Review & Data Collection Preparation	Remote	December 15, 2016
Week 3	Module 4-6 Review & Data Collection Preparation	Remote	December 19, 2016
Week 4	Module 1-3 Data Collection Review	Remote	January 06, 2017
Week 5	Module 4-6 Data Collection Review	Remote	January 12, 2017
Week 6	Module 1&2 User Testing	Remote	January 18, 2017
Week 7	Module 3&4 User Testing	Remote	January 19, 2017
Week 8	Module 5&6 User Testing	Remote	January 20, 2017
Week 9	Module ALL User Testing	Remote	January 26, 2017
Week 10	Training Plan Development	Remote	January 27, 2017
Week 11	LMS Core Training	N/A	Jan 30 week
Week 12	Supplemental Training	Remote	February 06, 2017
Week 13	Supplemental Training	Remote	February 09, 2017
Week 14	Go Live Preparation	Remote	Feb 16, 2017
	Go Live	N/A	Feb 20, 2017
	Post Go Live System Optimization	Remote	Mar 6, 2017

Document Revision History

Version	Modified Date	Modified By	Title	Organization	Comments

APPROVALS – ACTIVE NET IMPLEMENTATION SOW V1.4

City of McKinney, TX

City of McKinney, TX	THE ACTIVE NETWORK, LLC.
Signature: _____	Signature: _____
Title: _____	Title: _____
Date: _____	Date: _____

WHAT'S YOUR ACTIVE?