ACTIVE Net
Specs Service Guide

ACTIVE network™

Service Level Standard

Service level Standard is the most cost effective and expedited method of implementing *ACTIVE Net*. Service level Standard consists of:

- **Weekly 1 day engagements**
  - o Services are conducted as weekly one-day engagements. With this approach the consultant will engage your organization on the same day each week for the duration of the project.
- **Remote services**
  - o With this service package all services are delivered remote. Remote services are conducted using conferencing and desktop sharing software.
- Train the trainer services
  - o Train the trainer services are delivered by the consultants. Training sessions focus on providing your trainers the knowledge to train staff on system operations.
- Data entry services
  - o The data analyst team delivers data entry services. Data entry includes the entry of all policy controls and inventory items required for go-live.
- Quick reference guides
  - o The quick reference guides provide step-by-step instructions to guide users on best practices for commonly used functionality
- Basecamp login
  - o The Basecamp login provides access to an online project management tool that offers a central environment for tracking project activity and storing project artifacts.
- 1 Days System Optimization Training
  - o System optimization training provides the opportunity to review system configuration post Go Live and leverage user experience to enhance operations.

Core Functionality Offerings

Facility Reservation

Empowers the organization to sell, manage, and report on facility and equipment rentals through the Staff (Enhanced Customer interface and empowers their consumers to view availability and reserve through the Public (Facility Maps) interface.

Activity Registration

Empowers the organization to sell, manage, and report on activity registrations through the Staff (Enhanced Customer View) interface and empowers their consumers to view availability and register through the Public interface.

Daycare

Empowers the organization to sell, manage, and report on daycare registrations through the Staff (Enhanced Customer View) interface and empowers their consumers to view availability and registers through the Public interface.

Camps

Empowers the organization to sell, manage, and report on camp registrations through the Staff (Enhanced Customer View) interface and empowers their consumers to view availability and register through the Public interface.

Private Lessons

Empowers the organization to sell, manage, and report on private lesson registrations through both the Staff (Enhanced Customer View) interface and empowers their consumers to view availability and register through the Public interface.

Memberships

Empowers the organization to sell, manage, scan, and report on membership enrollments through the Staff (Enhanced Customer View) interface and empowers their consumers to enroll and renew through the Public interface.

POS

Empowers the organization to sell, manage, and report on product sales through the Staff interface.

League Scheduling

Empowers the organization to sell, manage, schedule and report on league registrations through the Staff (Enhanced Customer View) interface and empowers their consumers to view availability, register and view schedules through the Public interface.

Equipment Lending

Empowers the organization to lend, manage, and report on equipment through the Staff (Enhanced Customer View) interface.

Lockers

Empowers the organization to rent, manage, and report on locker rentals through the Staff (Enhanced Customer View) interface and empowers their consumers to view availability and register through the Public interface.

Fundraising

Empowers the organization to receive, manage, and report on donations through both the Staff (Enhanced Customer View) interface and empowers consumers to make donations through the Public interface.

Payroll

Empowers the organization to calculate, manage, and report on instructor payments as it pertains to time worked teaching activities or private lessons through the Staff interface. This functionality is not currently available for Daycare or Camps.

Services

Software Consulting

Software consulting services are broken down into two categories, New Installs and Existing Installs. New Installs refer to installs for clients who do not currently have an instance of *ACTIVE Net*. Existing Installs refers to installs for clients who are interested in purchasing additional software and/or services to complement their existing instance of *ACTIVE Net*.

- **New Installs**
  New install packages are labelled according to the service level (i.e. A) plus the number of selected core functionalities

Package

ACTIVE Net Service Package STANDARD 6 consists of the following Services:

- remote business process review
- remote functionality review & data collection preparation
- remote data collection review
- remote data entry (system inventory and policy controls)
- remote user testing
- LMS training
- remote supplemental training
- remote Go Live preparation
- remote hardware configuration
- remote system optimization training

The scope of Services is contained to the 6 functionalities of choice.

50% of total Service costs will be billed at Service initiation, payable within 30 days of the date of invoice.

50% of total Service costs will be billed at Service completion, payable within 30 days of the date of invoice.

Schedule

Initiation	Project Launch	Remote
Week 1	Business Process Review/Kick Off Meeting	Remote
Week 2	Module 1-3 Review & Data Collection Preparation	Remote
Week 3	Module 4-6 Review & Data Collection Preparation	Remote
Week 4	Module 1-3 Data Collection Review	Remote
Week 5	Module 4-6 Data Collection Review	Remote
Week 6	Module 1 & 2 User Testing	Remote
Week 7	Module 3 & 4 User Testing	Remote
Week 8	Module 5 & 6 User Testing	Remote
Week 9	Module ALL User Testing	Remote
Week 10	Training Plan Development	Remote
Week 11	LMS Core Training	Remote
Week 12	Supplemental Training	Remote
Week 13	Supplemental Training	Remote
Week 14	Go Live Prep	Remote
Post Go Live	System Optimization Services	Remote