

## 6. Assumptions

6.1 The following assumptions apply in relation to Transition Out activities:

- (a) the rates to be used for any Transition Out project resources required are to be charged as per the specified rates in Schedule 12 (PIPP). Travel expenses will not be charged unless specifically agreed by the Customer;
- (b) the Transition Out project will be a 'like for like' migration and no Upgrade or other Services will be included unless agreed as part of a variation;
- (c) the Customer's on-premises installation is supported by Infor Licensing and Maintenance Agreements as required;
- (d) the Customer is responsible to ensure that the target environment is available and meets the specifications required by Infor for the Software as specified by Infor as part of the Transition Out plan;
- (e) the Customer assigns necessary and agreed resources to undertake the activities agreed to in the Transition Out Plan and Statement of Work;
- (f) the Infor Workforce Management System as a Service PROD environment will remain in production until the Customer advises Contractor to decommission it;
- (g) the Customer will have DEV/TEST environments for any systems integrating with Infor Workforce Management System as a Service ready and up to date with latest production data to complete integration testing. These environments will also be a mirror to their PROD instances (e.g. technical stack and software versions); and
- (h) the Customer will be the main contact point for the Contractor (ICS) during the transition periods and will manage communications with any third parties.

## 7. Intellectual Property Rights in personalisation on Transition Out

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

● [REDACTED]

## **8. Contractor Personnel**

- 8.1** The Contractor must use reasonable endeavours to ensure that the Customer or the Customer's third party Contractor has access to the Contractor's Personnel as required for Transition Out activities of the Customer Data for the purposes of:
- (a) receiving information in respect of the Services; and
  - (b) preparation by the new contractor to deliver services to the Customer but only to the extent that any of the above does not unduly interfere with the provision of the Services.
- 8.2** If requested and paid for by the Customer, the Contractor must provide a reasonable degree of training to the replacement Contractor and those of its staff to be engaged in the performance of the removed Services.

## 9. Notice Period Table

The following table sets out the notice periods required for Transition Out scenarios:

	<b>Customer chooses to move from Infor Workforce Management System as a Service solution to inhouse or 3<sup>rd</sup> party hosted solution</b>	<b>Contractor Withdraws Infor Workforce Management System as a Service solution</b>	<b>Expiry of Contract</b>	<b>Termination for Convenience</b>	<b>Termination for Cause by the Customer/ or Contractor Insolvency</b>
<b>Notice Period</b>	<p>For the Infor Workforce Management System as a Service solution:</p> <ul style="list-style-type: none"> <li>the Customer must provide 3 months' written notice of its intention to change arrangements;</li> <li>the notice may not be provided until completion of the Transition In Services.</li> </ul> <p>This provision is intended to override clause 25.3 of the Customer Contract.</p>	<p>Infor may provide written notice 12 months' prior to the expiry of the Contract Period that it wishes to withdraw the Infor Workforce Management System as a Service solution in its entirety from the market.</p>	<p>For the Infor Workforce Management System as a Service solution, the Customer must provide at least 3 months written notice if it wishes to extend or terminate the Contract Period.</p> <p>This provision is intended to override clause 2.4 of the Customer Contract.</p>	<p>For the Infor Workforce Management System as a Service solution:</p> <ul style="list-style-type: none"> <li>the Customer must provide 3 months' written notice;</li> <li>the notice may not be provided until completion of the Transition In Services.</li> </ul> <p>This provision is intended to override clause 25.3 of the Customer Contract.</p>	<p>As per Procure IT clause 25.2</p>
<b>Licence and</b>	The Customer will	The Customer will	Licences will expire.	The Customer will have	The Customer will

	<b>Customer chooses to move from Infor Workforce Management System as a Service solution to inhouse or 3<sup>rd</sup> party hosted solution</b>	<b>Contractor Withdraws Infor Workforce Management System as a Service solution</b>	<b>Expiry of Contract</b>	<b>Termination for Convenience</b>	<b>Termination for Cause by the Customer/ or Contractor Insolvency</b>
<b>Fee</b>	purchase a perpetual licence. To avoid doubt this does not include updates or maintenance.	purchase a perpetual licence. To avoid doubt this does not include updates or maintenance.		use of the contracted as a Service solution until the Infor Workforce Management System as a Service solution ceases.	purchase a perpetual licence if required and have access to ESCROW materials. To avoid doubt this does not include updates or maintenance.
<b>Transition Out Services</b>	The Contractor will develop and implement the Transition Out Plan. The Contractor will provide Transition Out Services in accordance with the Transition Out details set out in this Attachment 3.7, using the rates as specified in the Rate Card included in section 13 of the Schedule 12 (PIPP).	The Contractor will implement the Transition Out Plan. The Contractor will provide Transition Out Services in accordance with the Transition Out details set out in this Attachment 3.7, using the rates as specified in the Rate Card included in section 13 of the Schedule 12 (PIPP).	The Contractor will implement the Transition Out Plan. The Contractor must provide Transition Out Services for all customer data using the rates as specified in the Rate Card included in section 13 of the Schedule 12 (PIPP).	The Contractor will implement the Transition Out Plan. The Contractor must provide Transition Out Services for all customer data using the rates as specified in the Rate Card included in section 13 of the Schedule 12 (PIPP).	The Contractor will implement the Transition Out Plan. The Contractor must provide Transition Out Services for all customer data using the rates as specified in the Rate Card included in section 13 of the Schedule 12 (PIPP).





## Schedule 12: PIPP

### 1. Introduction

#### Definitions

**Implementation Planning Study (or IPS)** means the implementation study to be performed as Stage 1 of this PIPP.

**Infor Workforce Management System as a Service solution (WFM aaS solution)** - includes all components required to deliver the full WFM aaS solution as described in section 3 of the SLA. This includes all necessary Infor Workforce Scheduling Software including interfaces, all technical infrastructure and hosting required and service and support components of the solution required to meet the Customer requirements as specified in this Schedule 12 (PIPP) and Schedule 1 General Order Form.

**Rate Card** means the schedule of rates for the calculation of Contractor fees where the pricing method is time and materials included in Section 13 of this PIPP.

**Solution Build and Configuration (or SBC)** means the solution build and configuration stage to be performed as Stage 2 of this PIPP.

**WFM** means Workforce Management.

#### Document Scope

This Project, Implementation and Payment Plan (PIPP) addresses:

- completion of requirements discovery, interface analysis and documentation of the Implementation Planning Study to finalise requirements, specifications and costs of the WFM aaS solution implementation as discussed below;
- specifications and fixed price for Customer's cyclical rostering enhancements, ERP and IVR interfaces as part of the Implementation Planning Study;
- design of the WFM aaS solution to be deployed and commissioned to operate as a service within the Customer's IT network infrastructure, configuration of core Contractor WFM interfaces to enable the integration with the Customer's ERP - Business Integrated Management System (BIMS) and/or SAP;
- the supply of the WFM aaS solution inclusive of core product enhancements as addressed in the Letter of Intent dated Apr 21, 2016 and the core business interfaces to BIMS and/or SAP;
- configuration of the WFM aaS solution to comply with the agreed Contract Specifications;
- delivery of project team training to enable the Customer to become self-sufficient in the ongoing configuration of the WFM aaS solution, in the development and delivery of future training such as end user training, and in the management of the roll-out of the WFM aaS solution beyond the pilot site; and
- successful execution of the agreed Acceptance Tests.

### 2. Project Overview

Customer issued a Request for Tender on 25 February 2013 seeking to implement an industry leading workforce scheduling (WFS) system. The system and associated business changes will provide

efficient and effective staff scheduling processes, and provide ongoing workforce utilisation efficiencies, and business efficiencies.

The scope of services to be provided by the Contractor addresses the planning and advisory services, supply of software, system configuration, core Contractor WFM interface configuration, and acceptance testing support of the WFM aaS solution described in this Contract. The Contractor's delivered WFM aaS solution will comply with the Contract Specifications.

The implementation phase will be in two distinct stages with successful completion of Stage 1 a pre-requisite for Stage 2. Stage 1 is defined as the Implementation Planning Study (IPS) and Stage 2 is defined as the Solution Build and Configuration (SBC). The Customer has the option of not proceeding beyond Stage 1.

The Contractor will conduct the Implementation Planning Study immediately upon the Commencement Date and in this IPS, a fixed price will be established for all planning and advisory services, system configuration, interface configuration, and acceptance testing work required to enable the WFM aaS solution to operate in accordance with the agreed Contract Specifications. Within this same period of time the Contractor will develop and submit for the Customer approval the detailed design of the WFM aaS solution in the form of a solution blueprint (**Solution Blueprint**). Additionally, during the IPS the Contractor will also deliver completed specifications and fixed prices for cyclic rostering functionality enhancement, ERP Interface and the IVR interface.

The IPS will be charged on a time and materials basis as set out in this PIPP but limited to the agreed scope defined in the project and payment plan.

Upon successful delivery and acceptance by the Customer of the Implementation Planning Study) the Customer may exercise the option to proceed to the Solution Build and Configuration .

Any changes to the Contract and related modules and/or schedules will be reflected in a Change Request to be presented by the Contractor to the Customer for approval as outlined in Schedule 4 ( Variation Procedures) of this Contract. The delivery and acceptance of all deliverables in Stage 1 and Stage 2 including the specifications, the Solution Blueprint, configuration, and testing services will include a series of checkpoints and Milestones as defined in the project plan and the payment plan.

Additionally the Contractor will provide project team training to the Customer project staff addressing the use of the WFM aaS solution to enable the Customer to be self-sufficient in its ability to support its staff and to address changes in business requirements. In addition to the product training for the Customer project team, Contractor consultants will facilitate knowledge transfer to the Customer project team to enable the Customer to deliver any subsequent training required, such as tester and end user training.

Where the WFM aaS solution is provided the Contractor will host the Solution in a private single-tenant Cloud hosted by Amazon Web Services (AWS).

The Contractor is an approved provider on the NSW Government ICT Service Prequalification system.

#### Subscription Software / Applications

	Component	Detail
●	[REDACTED]	[REDACTED]
●	[REDACTED]	[REDACTED]
●	[REDACTED]	[REDACTED]
●	[REDACTED]	[REDACTED]
●	[REDACTED]	[REDACTED]









### **Organisational and Geographic Scope Assumptions and Customer Obligations:**

All project activities will be conducted either remotely or at Customer sites located at Silverwater Correctional Complex, Holker St, Silverwater NSW.

The Customer will coordinate and support communication with all Customer locations and/or business units as necessary for a successful implementation.

## **3. Scope of Work**

### **Products and Services**

The scope of this engagement is to supply, implement and support the WFM aaS solution as defined in the Contract Specifications including interfaces and specified enhancements.

Key assumptions have been identified in this PIPP and will be validated within the Implementation Planning Study and the finalization of the Solution Blueprint of the WFM aaS solution.

The scope of work to be provided by the Contractor addresses the planning and advisory services, supply of software and hardware, functional enhancements, system configuration, Contractor WFM core interface development, configuration, installation and acceptance testing of the WFM aaS solution as described in this Contract.

Additionally the Contractor will provide project team training to the Customer project staff addressing the use of the WFM aaS solution to enable the Customer to be self-sufficient in its ability support its staff and to address changes in business requirements. In addition to the product training for the Customer project team, Contractor consultants will facilitate knowledge transfer to the Customer project team to enable the Customer to deliver any subsequent training required, such as tester and end user training.

### **Organisational and Geographic Scope of Implementation**

The scope of this PIPP only includes services for the production implementation of the WFM aaS solution to one agreed pilot go-live site. Roll-out of the solution to additional sites is the responsibility of the Customer. The Customer may purchase additional consulting services on a time and materials basis to support roll-out activities using Rate Card.

### **IMPLEMENTATION STAGE 1: Implementation Planning Study (IPS)**

The Contractor will conduct the Implementation Planning Study (Stage 1) immediately upon the Commencement Date. The IPS stage will be time and materials billed monthly with payment on the basis of agreed status reports, timesheets and deliverables.

During the IPS stage a fixed price will be established for the Solution Build and Configuration (Stage 2) inclusive of all planning and advisory services, system configuration, enhancements, interface development, configuration, and acceptance testing work required to enable the WFS System to go-live into production and operate in accordance with the agreed Contract Specifications.

Within this same period of time the Contractor will develop and submit for the Customer approval the detailed design of the WFS System in the form of a Solution Blueprint.

The IPS will also include the completion of specifications and fixed price for the Customer's cyclical rostering enhancements, ERP and IVR interfaces as part of the Implementation Planning Study.

Any changes to the Contract and related modules and/or schedules will be reflected in a Change Request to be presented by the Contractor to the Customer for approval as outlined in Schedule 4 (Variation Procedures) of this Contract.

#### Implementation Planning Study - Scope Assumptions and Customer Obligations:

The Customer will make available attendees to the discovery workshops who constitute a representative sample of the business and are empowered to make decisions on behalf of the business units they represent.

The Customer will make design decisions in a timely manner as defined within the project plan so as to not impact IPS timelines.

The Contractor will conduct discovery workshops to gather requirements that will form the basis of the Solution Blueprint.

The solution design will be documented in the Solution Blueprint document (including a Master Schedule of Work - [REDACTED] that will be delivered to the Customer's project manager for approval. Once approved by both the Customer and the Contractor, the Solution Blueprint document will be used as the baseline for the configuration of the WFM aaS solution.

The Customer has no obligation to proceed to Stage 2 Solution Build and Configuration and may terminate without penalty or fee at the conclusion of Stage 1 or earlier. The Customer will only proceed onto (Stage 2) upon acceptance of the Deliverables in Stage 1 (IPS) and payment for Year 1 and subsequent Recurring Services is contingent on the Customer proceeding to Stage 2.

#### IMPLEMENTATION STAGE 2: Solution Build and Configuration (SBC)

The Solution Build and Configuration (Stage 2) of the project will not commence until the Solution Blueprint document and specification deliverables have been accepted by the Customer, the Customer has provided advice to the Contractor as required under Item 20 of the General Order Form and any Contract Variations raised at the conclusion of the IPS, have been agreed and executed.

The Customer will have completed columns A-M of the [REDACTED] List worksheet in the [REDACTED]

#### Solution Build and Configuration - Complexity Assumptions:

The following sections describe the scope of work to be undertaken by the Contractor related to data migrations and conversion, interfaces, and modifications and extensions in the Solution Build and Configuration Stage (Stage 2). Within each table the individual tasks have been assessed by the Contractor in terms of complexity of the item. Complexity in these tables is defined as follows:

Complexity means the assumed complexity of the task as of the Commencement Date and is generally based on the highest category (Low to High) in which one of the assumptions of such category below applies:

##### Data Migration and Conversion:

- **Low:** One-to-one relationship between legacy system and Contractor WFM tables. Field mapping is fairly straightforward with little or no data translation required. Standard Contractor WFM methods are available to facilitate the data import.
- **Medium:** One-to-many or many-to-one relationship between legacy system and Contractor WFM tables. Some complexities exist with respect to field mapping and data translation. Standard Contractor WFM methods are available to facilitate the data import or minimal custom programming is required.

- **High:** Many-to-many relationship between legacy system and Contractor WFM tables. Very complex field mapping and data translation required. Standard Contractor WFM methods may not be available to facilitate the data import requiring complex custom programming.

#### Interfaces/Integration:

- **Low:** Batch method with a one-to-one relationship between legacy system and Contractor WFM tables. Field mapping is fairly straightforward with little or no data translation required. Standard Contractor WFM methods are available to facilitate the data import.
- **Medium:** The interface may involve the batch method with a one-to-many or many-to-one relationship between the legacy system and Contractor WFM tables or a fairly simple real time or near-real time interface. Some complexities exist with respect to field mapping and data translation. Standard Contractor WFM objects are available to facilitate the data import or minimal custom programming is required.
- **High:** Method may be batch or web services, real time or near-real time. This includes many-to-many relationship between legacy system and Contractor WFM tables. Very complex field mapping and data translation required. Standard Contractor WFM methods may not be available to facilitate the data import requiring complex custom programming.

#### Extensions/Modifications:

- **Low:** Changes are cosmetic or involve minimal enhancements to presentation or business logic. Functional requirements are simple and easy to understand. Downstream processes are not impacted. Very few objects are customized.
- **Medium:** Changes to or additions of complex business logic are involved. Functional requirements are fairly complicated and will require periodic clarification. Downstream processes may be affected and need to be tested in conjunction with the configuration. Multiple objects are customized.
- **High:** The configuration involves multiple interrelated business processes and complex logic. Functional requirements are very complicated and will require clarification and refinement throughout the development process. Standard Infor WFM object modifications are intrusive. A substantial number of objects are customized or created.

Should the complexity of any of the in-scope items change, the Contractor will work with the Customer to address these changes using a Change Request. A Change Request will be prepared by the Contractor according to Schedule 4 (Variation Procedures) should the changes impact the Contracted deliverables, schedule, price or any other Customer Contract term or condition. For the avoidance of doubt, the prices will be locked in Stage 1 and the Contractor may not propose a change in complexity in Stage 2.

#### Data Migration and Conversion Scope:

“**Data Migration and Conversion**” means the efforts associated with the analysis, cleansing, transformation/mapping, loading and reconciling of current or historical data from other systems into Contractor systems (or prior Contractor systems into current Contractor systems), whether by manual or programmatic methods. The Data Migration and Conversion tasks identified below are within the Project scope.



ID	Conversion Description	Source System	Data Volume, Approach, Parameters	Complexity*	Comments
●	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
●	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
●	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
●	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

ID	Conversion Description	Source System	Data Volume, Approach, Parameters	Complexity*	Comments
					[REDACTED]
•	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
•	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
					[REDACTED]
•	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
•	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]



ID	Conversion Description	Source System	Data Volume, Approach, Parameters	Complexity*	Comments
●	■■■■	■■■■	■■■■ ■■■■	■■■■	■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■
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Interface/Integration Scope:

“Interfaces” means those objects that allow data to move either into or out of the installed applications, either in batch, real-time or near-real time. Interfaces are defined by the business processes they facilitate, the points during those processes where data is exchanged, the frequency in which data is exchanged, and the method by which the data is exchanged.

Interfaces in scope include the following:

ID	Interface Name	Source System	Technology, Approach, Parameters	Complexity*	Comments
●	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
●	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
●	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
●	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

ID	Interface Name	Source System	Technology, Approach, Parameters	Complexity*	Comments
					[REDACTED]
•	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
					[REDACTED]
•	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

ID	Interface Name	Source System	Technology, Approach, Parameters	Complexity*	Comments
					[REDACTED]

**Interface Assumptions and Customer Obligations:**

- All data files for outbound and inbound interfaces with Contractor applications will be in the specified Contractor standard file formats and will utilize .csv file types.
- The only integration that is part of the scope of the project is the configuration of the core file based interfaces defined in this PIPP in the table above.
- The Customer will provide access to any applicable environment which has a direct interface to the WFM system, data, and systems to test interfaces for all Customer and third party systems to which the Contractor applications will be interfaced with.
- The Customer will be responsible for building the source system side of the interface, as required.
- The Customer is responsible for data validation efforts associated with interface testing, ensuring interfaced data, including any transformation, mapping or aggregating logic, is performing correctly.
- The Customer is undertaking a project to replace their existing legacy system (Ellipse) with SAP. The scope of this WFS implementation covers integration with only one HR/Payroll system. A decision to integrate with the BIMS (Ellipse) or SAP will need to be made during the Solution Blueprint phase of the project. It is assumed that the replacement project will have no impact to the WFS implementation. Should impacts be identified during the course of the project, these will be managed by invoking the change control process.
- Integration to enable display of project rosters on large monitor is in scope for this PIPP. The Contractor is responsible for providing standard roster data in a format supported by the core product. The Customer will be responsible for the supply of the monitors as well as any data transformation and the solution for uploading and displaying the rosters on the monitors. The Contractor will assist the Customer with extraction of data in the format required by the Customer.
- No modifications, including conversions or data transformations, are included in scope.

**Extensions and Modifications Scope**

“**Extensions and Modifications**” refer to the modification of delivered Contractor objects, or the creation of new objects to extend functionality. The following is a list of potential extensions identified during the proof of concept. This list needs to be further evaluated during the IPS (Solution Blueprint phase) of the project.

ID	License Software/ Function	Extension / Modification	Description/ Parameters	Complexity*
•	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
•	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

ID	License Software/ Function	Extension / Modification	Description/ Parameters	Complexity*
●	[Redacted]	[Redacted]	[Redacted]	[Redacted]
●	[Redacted]	[Redacted]	[Redacted]	[Redacted]
●	[Redacted]	[Redacted]	[Redacted]	[Redacted]
●	[Redacted]	[Redacted]	[Redacted]	[Redacted]
●	[Redacted]	[Redacted]	[Redacted]	[Redacted]
●	[Redacted]	[Redacted]	[Redacted]	[Redacted]
●	[Redacted]	[Redacted]	[Redacted]	[Redacted]
●	[Redacted]	[Redacted]	[Redacted]	[Redacted]

**Extension and Modifications Assumptions and Customer Obligations:**

- This project is based on the implementation of commercial off the shelf software (COTS). Unless otherwise identified in this section, the scope of the project will only implement standard, unmodified, functionality. It is understood the items identified in the Letter of Intent dated Apr 21, 2016 will be delivered as commercial off the shelf software



- The discovery sessions (Solution Blueprint phase) will confirm which, if any, extensions are required. Agreed extensions will form part of the Solution Blueprint and estimated effort and cost will be agreed by the Customer and the Contractor and reflected in a Contract variation according to Schedule 4 (Variation Procedures) of the Customer Contract before proceeding with development work.
- No Extension and Modifications deliverables have been included in this PIPP.
- Some of the requirements may not be feasible to deliver through extension development work due to the invasiveness of the change required. This can be confirmed during the Solution Blueprint phase.

- [REDACTED]

### Reports Scope

This project is based on the implementation of commercial off the shelf software (COTS). Only standard reports delivered with the software are included in scope.

A defined number of consulting support hours is in scope for the Customer to develop any reports and dashboards required.

Therefore, the following allocation of hours is included in scope:

- up to 8 hours for knowledge transfer on creating dashboards; and
- up to 24 hours of report / dashboard building support.

### Reports Scope Assumptions and Customer Obligations:

- No effort has been allocated for the development of custom reports.
- No effort has been allocated for the development of dashboards.
- Should the IPS (Solution Blueprint phase) identify custom reports or dashboards that are best developed by the Contractor, Schedule 4 (Variation Procedures) will be invoked and estimated effort and cost will be agreed by the Customer and the Contractor before proceeding with any development work.

### Organisational Change Management Scope:

“**Organisational Change Management (OCM)**” means the efforts related to managing the organisational and people aspects from changes in organisational structures, processes, systems, culture; or changes from an existing state to a future state.

All OCM tasks and work products are the responsibility of the Customer.

### OCM Assumptions and Customer Obligations:

- The Customer will provide a dedicated change management/training lead to serve in an advisory role into the business, participate in and lead review/sign-off of deliverables, and lead Customer change management and training responsibilities.
- The Customer will provide sponsors and business area representatives to participate in leading change management activities for their respective areas, and to serve as a liaison and information provider to the change management program. This will serve to create a distributed change management model with the appropriate representation into the businesses.
- The Customer will be responsible for the delivery of a stakeholder management and communication approach and plans, and will provide at least one update during each project phase. The Customer will be responsible for execution of those plans.

- OCM related activities, including but not limited to executive alignment, internal/external communications, job impact assessment, etc., are the responsibility of the Customer.
- The Customer will be responsible for all costs associated with the execution and distribution of communications such as project web-site, printing, shipping and multi-media components of communications.
- The Customer will be responsible for any organizational design and job design efforts required, if any.

**Project Team Readiness & Training Scope:**

“Project Team Readiness & Training Scope” means the effort related to preparing project team members with the skills and competencies required for their roles on the project and to sustain the solution/system post go-live.

Training of the Customer project team on the rostering functionality was undertaken as part of the proof of concept project. Therefore, no additional rostering training for the project team is included in scope.

The table below outlines the project team training plan within the project scope.

Module	Course Description	Hours of Training	Number of Classes Offered	Mode of Training	# of Attendees
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Project Team Training Assumptions and Customer Obligations:**

- It is assumed that the project team will consist of the same team members as the proof of concept.
- This PIPP assumes virtual delivery of courses included herein. Virtual training refers to interactive web-based online learning environment using non-client specific data where the learners and the instructor are in separate locations.



- End user training is the responsibility of the Customer. No effort has been included in this PIPP for end user training.
- For Customer-site training, the Customer will provide training accommodations and facilities including a computer work station for every attendee, a computer workstation for the instructor, Contractor training data loaded on a server and accessible by each workstation, printer access from each workstation, white board and flip-chart with markers, and a computer projector.

**End User Adoption & Training Scope:**

**“End User Adoption & Training”** means the efforts related to designing, developing and delivering training to end-users or those impacted by changes from the project. The End User Adoption and Training tasks, work products and events identified below are within the project scope.

The Customer will be responsible for all aspects of end-user training including planning, content development, delivery, and training environments.

**End User Training Assumptions and Customer Obligations:**

- The Customer is responsible for providing and maintaining a web-server to host training materials and simulations, if desired.
- The Customer is responsible for providing business area subject matter experts to provide guidance/knowledge for the development of course material, and to participate in course material review cycles.
- The Customer is responsible for all training delivery logistics. This is to include, but not limited to, enrolling and scheduling of trainees and trainers, printing and shipping of course materials, and obtainment and preparation of training facilities.
- Training help desk support and post-implementation support (training course maintenance) are the responsibility of the Customer.
- It is assumed that a non-DEV environment will be available to be used in the development of training materials and to deliver end-user training. During training delivery this environment will be used to support demonstrations and exercises. The Customer will be responsible for providing base data to support demonstrations and exercises and assumes that Contractor will spend no more than 24 hours to support the Customer.

**Testing Scope:**

Within the Contractor's [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
  
[REDACTED]  
  
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Acceptance Criteria will be jointly agreed by the Contractor and the Customer.

The following severity descriptions apply to all test phases:

Severity	Description	Details
1	Production Down	A Customer's production system or licensed software is inoperable. A major application failure has occurred and business processes are halted. There is no workaround available.
2	High	A critical business process is impaired, causing a serious disruption of a major business function; there is an acceptable workaround.
3	Medium	Non-critical problems occur with the licensed software. The Customer is able to run the system and/or application, and there is an acceptable workaround for the problem.
4	Low	An inquiry and/or low system impact issue which does not require immediate attention. This includes cosmetic issues on screens, errors in documentation, or a request regarding the use of the licensed software.
5	Suggestion for Enhancement	A suggestion is made for enhancing the system by adding new features or improving existing features.

**Additional Scope Configuration Parameters and Scope-Related Assumptions:**

**Customer Approximated Data as of 14 August 2015**

General	Qty.
Total number of employees	4800
Total number of users	4800
Estimated number of calculation groups	31
Estimated number of teams	85
Estimated number of jobs	60

General	Qty.
Estimated number of pay groups	6

**Sample Data of Expected Pilot Location**

General	Qty.
Number of employees	145
Number of users	145
Estimated number of calculation groups	9
Estimated number of pay groups	4
Estimated number of master rotations	15
Estimated number of rosters	1
Max. number of employees per roster	160
Min. number of employees per roster	130

Please note: Actual pilot site is yet to be decided. This is a sample of an expected pilot location.

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