Stat Business Process Improvement Services - Remote

Description

The Stat Business Process Improvement Services Offering consists of four (4) prepaid eight-hour days during which Quest will provide services to assist customers with analysis and documentation of their Stat Software implementation and propose steps towards its improvement (the "Activities").

Approach and Activities

The planned activities shall be provided remotely and are planned to include:

Discovery:

- Review of the current Stat configuration
- Discussion with Stat stakeholders of the current status, pain points and objectives
- Review of two (2) current workflows

Review and Analysis:

- Gap analysis between the current state and objectives identified during the Discovery phase
- Validation that workflow configuration supports current business processes
- Review of configuration items focused primarily on workflow and security in order to answer these types of questions:
    - Workflow
        - Is the status flow aligned with current business processes?
        - Are there any additional controls that should be enforced?
        - Is the migration path controlled properly?
        - Are internal and external auditing requirements being met?
        - Are there opportunities for streamlining the process while still maintaining control?
    - Security
        - Are the security rights for each class properly assigned?
        - Are the correct classes assigned to the correct Stat users to perform their job functions?

Documentation and Presentation of Recommendations:

- Documentation of:
    - The current configuration
    - The delta between current configuration and desired configuration
    - Improvement steps which should be taken by the customer, if any
    - Improvement steps which should be accomplished with the assistance of Quest Professional Services, if any
- Presentation of the findings and suggested improvement steps to the stakeholders

Prerequisites and Assumptions

- Customer's environment will have Stat deployed in no more than 1 (one) service domain. For multiple domains, additional time may be required and may be purchased separately.
- This offering is limited to analysis of two workflows. For more than 2 (two) workflows, additional time may be required and may be purchased separately.
- The Activities will be delivered remotely using WebEx or LiveMeeting
- The session must be scheduled at least fourteen (14) days in advance
- The customer must agree to commit the appropriate technical resource(s) for the duration of the session
- The Days stated in the first paragraph of this Services Offering Description will be billed following the date of the full execution of the ordering document with which this Services Offering Description is associated. Any Days not used within the twelve months following such date will expire without right of refund.