Stat EOS Methodology and Adoption Services (10 Modules) - Remote & Onsite

Description

The Stat Extended Object Support (EOS) Methodology and Adoption Services Offering consists of (i) ten (10) prepaid eight-hours days ("Days") of consulting during which Quest will provide services to assist Customer with the EOS assessment, EOS methodology training, EOS-specific workflows configuration, and initial deployment of EOS object types (the "Activities") and (ii) two (2) days of project management.

The project management shall be provided over the course of providing the Activities.

Activities

The planned Activities will be delivered as two onsite five-day engagements and they typically include:

Application Setup Assessment

- Conducting assessment of Stat modules being used
- Conducting validation of documentation gathered during the sales cycle
- Gathering the number of Business Analysts (BAs) per module
- Gathering the number of System Administrators (SAs) per module
- Gathering the number of DBAs per module
- Identifying and capturing BA reporting structure and how it relates to EOS development
- Gathering Customer requirements as to the intended use of Stat in relation to EOS
- Conducting a documentation review, validating BR100s
- Providing knowledge transfer to Customer on the mapping methodology and process developed
- Providing gap analysis to Customer

Change Management Assessment

- Identifying the current state of change management process mapping
- Identifying current workflows if any
- Defining EOS workflows in Stat, including approvals
- Performing functionality gap analysis
- Providing knowledge transfer to Customer on the functional use of Stat as it relates to EOS versioning/migrating
- Providing documentation on object selection
- Configuring workflows according to customer requirements

Initial Deployment of EOS Object Types

- Providing knowledge transfer to Customer on BR100 mapping processes
- Providing testing and support pre go-live

- Providing knowledge transfer to Customer on supporting EOS and EOS support related processes
- Replicating to Prod and providing support during go-live as applicable

EOS Documentation Development
- Documenting object access for Users, as applicable
- Documenting workflows, as applicable

Project Management (Two Days - Remote)
- Quest will assign a dedicated Project Manager to provide project supervision and coordination as may be needed.

Prerequisites and Assumptions
- This Services Offering is suitable for Customer environments that include up to ten (10) EOS modules
- BR100s are available, up to date, and accurate
- Documentation of Customer setup objects and configurations contains up to 500 pages
- Testing will be limited to basic Stat EOS functionality, which is limited to CSR creation, object archival, migration and two (2) limited sample workflows
- The onsite Engagements under this Services Offering Description are to be performed in locations in North America only.