New World Systems®
The Public Sector Software Company

Appendix 2

City of Billings

Montana

Statement of Work

Prepared by:
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Document Control Sheet

General Information

Project Name	Project Manager	Business Owner (Key Sponsor)	Provider Single Point of Contact

Document Preparation Information

<table>
<tr><th colspan="2">Author</th><th>Date</th><th>Organization Name</th></tr>
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Distribution and Approvals

Name	Title and Organization	Signature	Approval Date

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STATEMENT OF PURPOSE

This Statement of Work (SOW) defines the principal activities and responsibilities of City of Billings, MT (Customer) and New World for the implementation of an integrated system consisting of:

AEGIS Modules and Functions
Computer Aided Dispatch
Law Enforcement Records Management
Corrections Management
Fire Records Management
Mobile Messaging & Field Reporting

The integrated technology shall be provided by New World to transition from the existing technology supporting Customer's participants and to support Customer's operation.

This SOW requires that New World and Customer provide the management leadership and staff commitment to fulfill their responsibilities as described in the Agreement.

GENERAL ASSUMPTIONS

1. This Statement of Work will be utilized by **New World** and **Customer** to manage implementation of the **New World** technology and to transition **Customer** from its existing technologies and operation to the technology provided and described in the Agreement.
2. Work will be performed at **Customer's** location and **New World's** project offices and will be performed on business days during **Customer's** normal business hours, except when both parties agree otherwise.
3. The project consists of the delivery, installation, configuration, testing, and implementation and go-live of the Licensed Standard Software that provides the functionality and operation described in this Agreement.
4. Additional work activities and software functionality not described in the Statement of Work will be considered a change to this project and will be authorized by **Customer** using the Project Change Request.
5. **Customer** and **New World** expect and agree that the Statement of Work will be modified from time to time, especially after **New World** gains a more complete understanding of **Customer's** existing technologies, business practices and operations.

NEW WORLD AND CUSTOMER STAFF

Responsibilities of **New World** and **Customer** staff are described in the Agreement and this Statement of Work.

NEW WORLD EXECUTIVE SPONSORS

Craig Bickley, Vice President Sales/Operations

Mr. Bickley is the **New World** Executive responsible for professional services and support for all projects. He will stay actively involved in the project implementation and will attend several on-site project status meetings.

Mark Dvorak, Vice President of Professional Services and Operations

Mr. Dvorak and his team of project managers and trainers are responsible for the implementation of the **Billings** project. He will be active in the project implementation and scheduling of resources. In addition, he will have direct contact on a regular basis with the **Billings** Project Manager to ensure the highest level of satisfaction during project implementation

PROJECT TEAM

TBD, Project Manager

A project manager will be assigned to the project upon Agreement signing. The Project Manager may provide some of the initial set up and training and will also be a technical liaison to **New World**. In addition, the Project Manager will generate all status reports and correspondence.

Erin Miller, General Manager, Customer Service and Support Opperations

The Genernal Manager will oversee the operation of the Customer Support Team, including the Call Center. They will work closely with the **New World** and **Customer** Project Managers to ramp up the support team to provide support during go-live and ongoing support thereafter.

TBD, New World On-Site Installation Support

These professionals will be assigned to the implementation of the **New World** deliverables. They will provide the initial set up, testing and user training, along with recommendations for additional training staff as required.

CUSTOMER EXECUTIVE SPONSORS

TBD, Customer Senior Manager

TBD will be the primary senior management contact for New World. He/She will be responsible for senior management communications regarding the overall relationship, contractual matters, gaining approvals from funding sources when necessary, overseeing **Customer** project governance and will coordinate any senior management activities of **Customer's** staff in fulfilling the **Customer's** responsibilities within this SOW and the Agreement.

TBD, Customer Project Manager

TBD will be the primary contact for **New World**. He/She will be responsible for communication with the **Customer** regarding project progress, issues and/or changes and will coordinate and manage activities of **Customer's** staff in fulfilling the **Customer's** responsibilities within this SOW and the Agreement.

TBD, System Administrator

The System Administrator (SA) will be responsible to ensure **Customer's** network, servers and client (PC) environment (i.e., **Customer's** hardware and system software infrastructure) is installed and maintained properly; provide operational support of **Customer's** hardware and system software infrastructure; provide operational support for **New World** Standard Software to **Customer's** user staff and perform backup, recovery and routine update procedures for **New World's** Licensed Standard Software.

NEW WORLD SYSTEMS PROJECT METHODOLOGY OVERVIEW

The focus of New World's Project Manager, Program Management Office (PMO), services team, support team and all personnel associated with this project is to assist the customer complete their project successfully.

Since its inception, New World has successfully completed thousands of customer projects and developed a standard project management methodology that is predictable, repeatable, lowers risk and maximizes customer success. This standard approach, the New World Project Implementation Methodology (PIM), is based upon a combination of Project Management Institute (PMI) guidelines (PMBOK) and years of successful New World project management activity deploying public safety solutions.

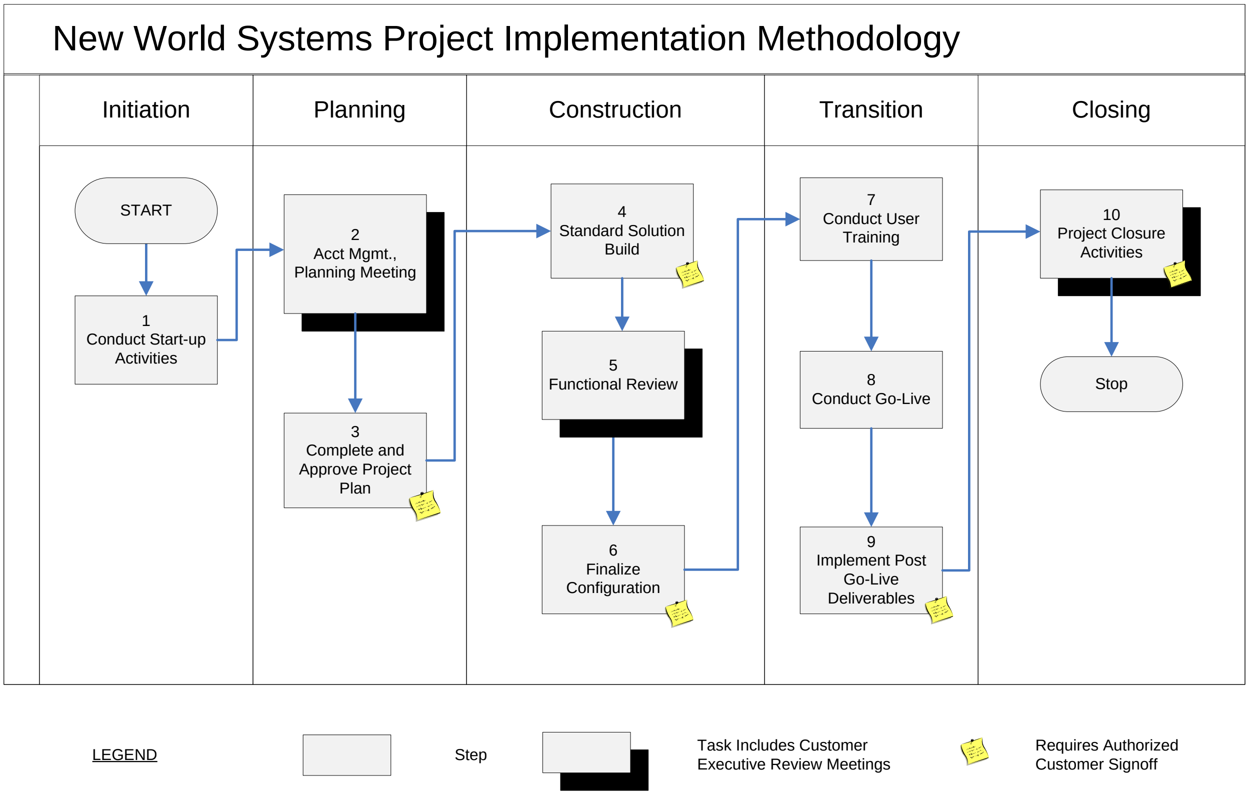
The New World PIM is the standard process that New World follows for all project implementations. Projects are divided into five distinct phases during implementation:

1. **Initiation** – Engage project management, establish initial communication channels and begin planning
2. **Planning** – Create and approve the Project Plan
3. **Construction** – Execute the Project Plan to build, configure and review the system to verify system readiness
4. **Transition** – Train users, perform data conversion, execute go live, complete post-go live activities, finalize customer application customizations and optimize implementations.
5. **Closing** – Review and approve the project closure, disengage project management and formally transfer customer to Account Management team

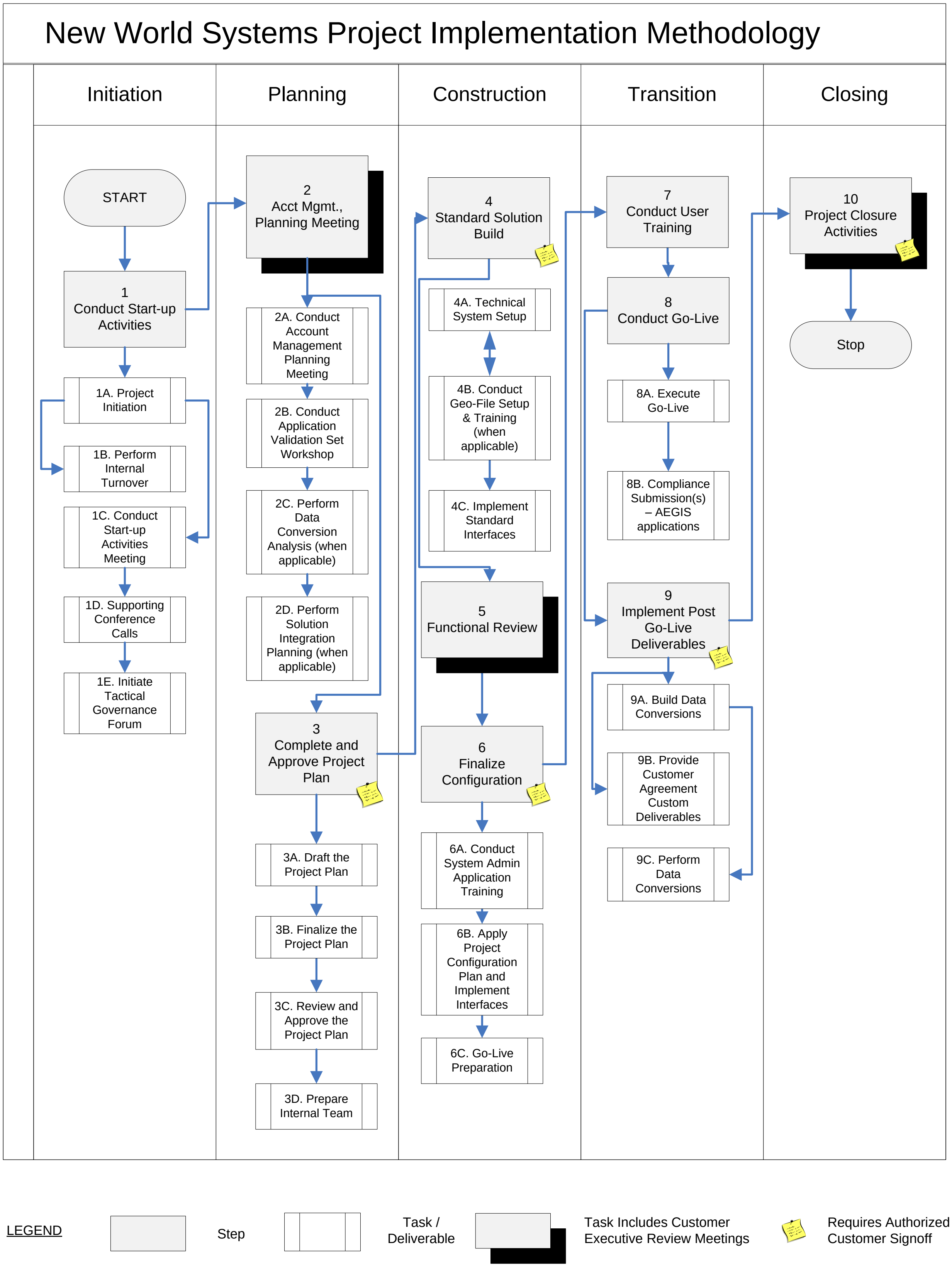
Each phase consists of one or more steps. Each step includes:

1. **New World responsibilities** – Activities New World staff is responsible to perform
2. **Customer responsibilities** – Activities customer staff is responsible to perform
3. **Inputs (prerequisites)** – Items that must be completed prior to the start of the step and are used during the step
4. **Outputs (completion criteria)** – Items that must be completed during the step and are requirements in order to consider the step complete (outputs are often the inputs of future steps and must be completed in order to keep the project on track)

A diagram of the Project Implementation Methodology is shown on the following page. Although the steps on the diagram are sequential, over time, steps will overlap.



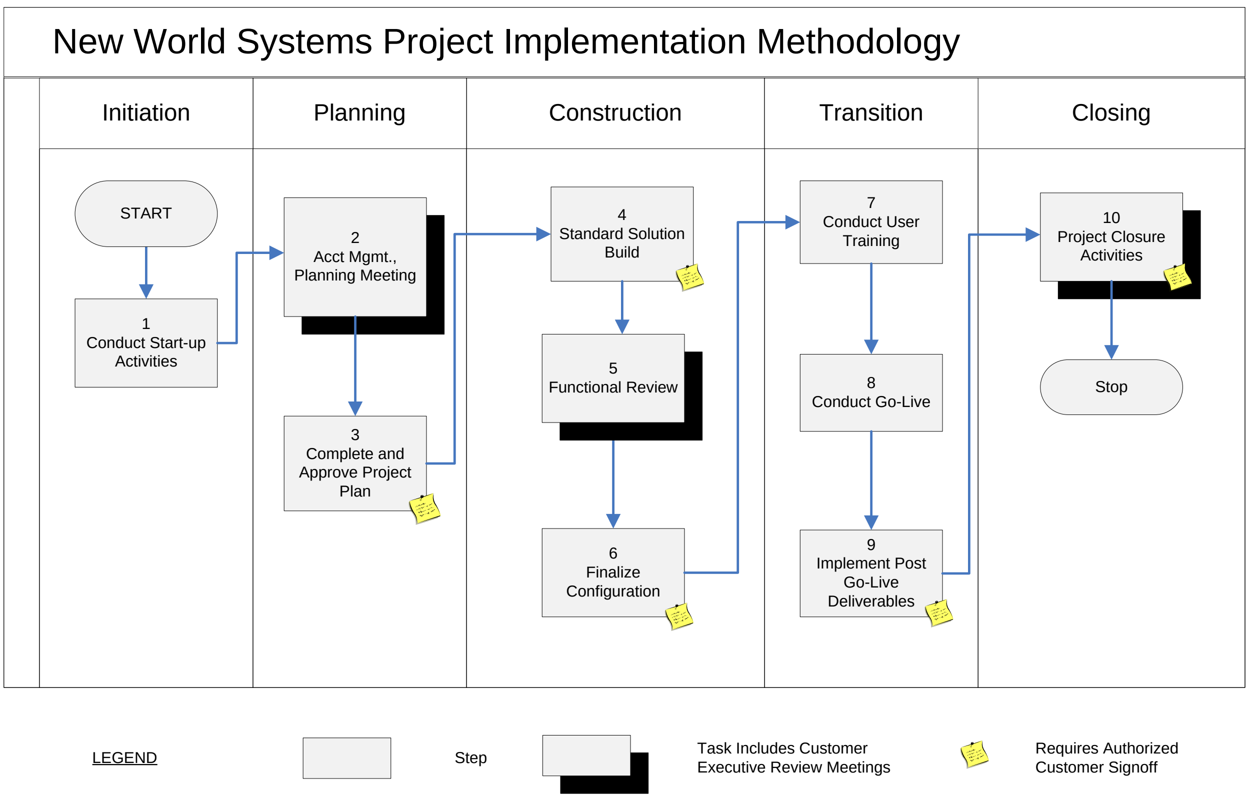
The key tasks and related project deliverables that comprise the work breakdown structure (WBS) of the Project Implementation Methodology are shown in the diagram on the following page. Each step and project deliverable are described in detail in the sections following this diagram. The full work WBS is embedded in the Project Schedule template (mpp), which is used in conjunction with this methodology.


New World Systems Project Implementation Methodology
Initiation
Planning
Construction
Transition
Closing
START
1 Conduct Start-up Activities
1A. Project Initiation
1B. Perform Internal Turnover
1C. Conduct Start-up Activities Meeting
1D. Supporting Conference Calls
1E. Initiate Tactical Governance Forum
2 Acct Mgmt., Planning Meeting
2A. Conduct Account Management Planning Meeting
2B. Conduct Application Validation Set Workshop
2C. Perform Data Conversion Analysis (when applicable)
2D. Perform Solution Integration Planning (when applicable)
3 Complete and Approve Project Plan
3A. Draft the Project Plan
3B. Finalize the Project Plan
3C. Review and Approve the Project Plan
3D. Prepare Internal Team
4 Standard Solution Build
4A. Technical System Setup
4B. Conduct Geo-File Setup & Training (when applicable)
4C. Implement Standard Interfaces
5 Functional Review
6 Finalize Configuration
6A. Conduct System Admin Application Training
6B. Apply Project Configuration Plan and Implement Interfaces
6C. Go-Live Preparation
7 Conduct User Training
8 Conduct Go-Live
8A. Execute Go-Live
8B. Compliance Submission(s) – AEGIS applications
9 Implement Post Go-Live Deliverables
9A. Build Data Conversions
9B. Provide Customer Agreement Custom Deliverables
9C. Perform Data Conversions
10 Project Closure Activities
Stop
LEGEND
Step
Task / Deliverable
Task Includes Customer Executive Review Meetings
Requires Authorized Customer Signoff

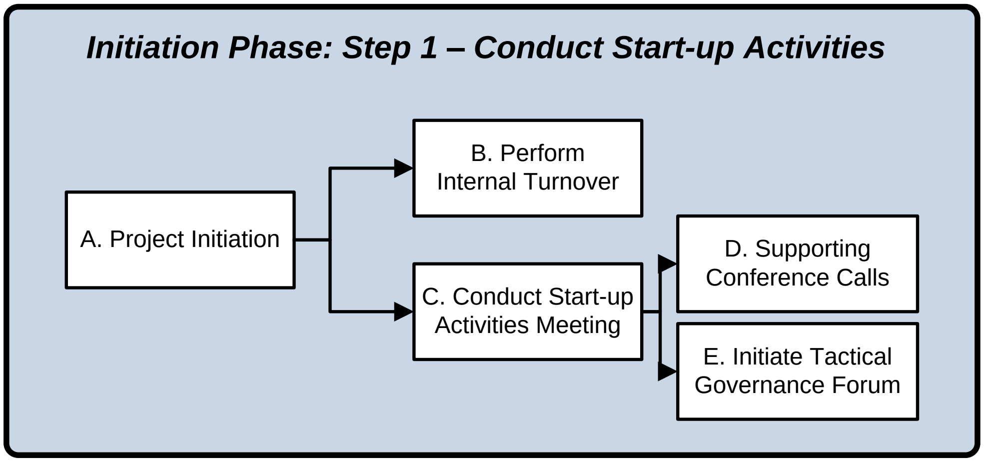
PHASE: Initiation

Purpose: Engage project management, establish initial communication channels and begin planning.

Description of Phase: The Initiation Phase consists of one step. During this Phase, the New World and Customer Project Managers are assigned and the New World Sales representative initiates the formal transition of the project to the New World Operations team. This team includes Executive Sponsorship, Senior Program leadership, Program Office Management (PMO) governance, Project Management and Delivery Center specialists. In this Phase, this Operations team establishes a foundation for program governance, retention of project artifacts and takes ownership of the Customer communications and the execution of the Customer Agreement.



Step 1: Conduct Start-up Activities



A. Project Initiation

Overview: Within one week of Customer Agreement execution, the Customer's project will be initiated. Key activities include:

1. Initial call to the Customer to set the date and time for a Start-up Activities conference call
2. PMO establishes framework for project execution and governance (e.g., project metrics/status reporting, project artifact storage)
3. Execution of the Customer Agreement is assigned to a delivery team (e.g., Executive Sponsor, Project Manager)

New World responsibilities: The Sales Representative is responsible for the initial call to the Customer and the PMO is responsible for initiating the project at New World and establishing the framework for governance.

Customer responsibilities: None

Inputs (prerequisites):
1. Customer Agreement
2. Turnover Document

Outputs (completion criteria):
1. Phone call with Customer
2. Storage of project artifacts and governance framework established on the Project Management Portal

B. Perform Internal Turnover

Overview: The assigned New World Project Manager will coordinate and facilitate an internal turnover meeting with key staff members associated with project planning, development and implementation. Key staff members include:

- New Account Sales/Customer Care Manager
- Solution Consulting Practice Manager(s)
- Solution Consulting Administrative Assistant
- System Assurance Manager / Technical Lead
- PMO Manager
- Project Manager
- Professional Services Manager
- Data Conversion Manager
- Interface Manager
- Customer Support Account Manager
- Others as needed

New World responsibilities: Individual responsibilities are described below:

<u>Project Manager</u>**:**

1. Review the Customer Agreement and Customer Agreement Assessment Report
2. Review Turnover Document
3. Coordinate and schedule meeting
4. Create and distribute meeting agenda
5. Conduct meeting
6. Facilitate a discussion that defines delivery structure and proposed project schedule for this project (e.g., application build approach/WBS; Delivery Center Technical Leadership, anticipated timeline)
7. Initiate the Project Management Plan and Project Binder (internal document)
8. Document action items, issues and risks in Project Management Plan

<u>Other New World employees</u>:

1. Prior to the meeting,
   a. PMO creates the Customer Agreement Assessment Report. They review the project initiation documents (e.g., Customer Agreement, Turnover Document), highlight key deliverables, Customer expectations, terms and conditions and verify that the Customer billing plan conforms to the Customer Agreement.
   b. PMO will create an initial Project Schedule where the WBS is aligned with the deliverables defined in the Customer Agreement.
   c. Each attendee will review all project related information, i.e., Customer Agreement, internal documentation, meeting agenda, etc.
2. Attendees will prepare questions and observations requiring further discussion
3. Attend meeting and discuss agenda items
4. Document and follow up on any items requiring their attention

Customer responsibilities: None

Inputs (prerequisites):

1. Turnover Document (internal document)
2. Customer Agreement
3. Project Manager assigned
4. Customer Agreement Assessment Report (internal use only)
5. Project Management Plan
6. Project Schedule Template
7. Project Binder (internal document)

Outputs (completion criteria):

1. Tracking system updated with entries (cases) for Customer \contract deliverables
2. First iteration of the Project Schedule, Project Management Plan and Project Binder

C. Conduct Start-up Activities Meeting

Overview: The Project Manager will facilitate a meeting with the Customer. The objectives for this meeting are:

1. Introduction of New World's Project Manager and Executive Management team
2. Describe key teams/groups and identify their roles and responsibilities during the project
3. Discuss expectations of Customer and New World
    a. Senior Customer leadership will be required for executive project reviews and signing approval documents
    b. Project timeframes
4. Discuss New World Project Methodology Overview
5. Discuss Account Management Planning meeting agenda and objectives
6. Set date for on-site Account Management Planning meeting and discuss site preparation
7. Discuss keys to projects success
8. Schedule System Assurance Phone conference
9. Obtain topology diagram of Customer's network

- **New World responsibilities:** The Sales Representative is responsible for arranging and coordinating the meeting through the initial Customer phone call. The Project Manager addresses the meeting objectives during the call.

Customer responsibilities: Attend meeting and be prepared to discuss agenda items. Supply updated topology diagram of the network.

Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. Standard Meeting Agenda and Presentation template for meeting
3. Project Management Plan
4. Initial Project Schedule

Outputs (completion criteria):

1. Post-Trip Report (when conducted on site) or follow-up email (when conducted remotely via conference call)
2. Updated Project Schedule
    a. Initial baseline based on project size and deliverables
    b. Initial Customer meeting activities defined
3. Customized meeting agenda and presentation
4. Updated Project Status record; include initial project baseline dates
5. Updated Project Management Plan (e.g., action items, issues, risks identified)
6. Supporting documentation
7. Project Managers, Executive Manager and Subject Matter Experts (SMEs) roles reviewed
8. Customer supplied topology diagram of the network
9. Scheduled System Assurance Phone Conference

D. Supporting Conference Calls

Overview: The System Assurance Technical Lead will work with the Project Manager to coordinate and facilitate a conference call with the Customer to address System Assurance planning / analysis. The key objective of this conference call is to ensure the Customer understands what information is needed for the System Assurance process to be successful and to establish an agreed upon timeline for this information.

A key focus in this call will be the development of the GIS data for use with New World applications. New World will introduce the parameters for the required GIS layers by providing Customer with a GIS Implementation Packet and conducting an initial review of Customer-provided GIS data for compatibility with the New World application.

New World responsibilities: System Assurance Technical Lead facilitates conference call with the Customer and New World technical resources to address the initial System Assurance planning and analysis. Distribute/explain GIS implementation packet, survey and data collection documents that need to be completed by the Customer.

Customer responsibilities: Customer leadership and technical resources participate in conference call(s) to address the initial System Assurance planning and analysis. Customer to complete relevant survey(s) and data collection documents (after completion of the conference call).

To support the GIS requirements, the Customer will need to:

1. Supply accurate GIS data in a standard ESRI format (shape files, personal geo-database, file geo-database, etc.) on the agreed upon date.
2. Appoint a GIS Implementation Specialist to resolve any issues regarding delivery, mapping or functionality of GIS data with the New World application.
3. Carefully review the comments and/or requested changes from the New World GIS Implementation Specialists related to the compatibility of the Customer's GIS data with the New World application after the required GIS layers have been reviewed by New World.

Inputs (prerequisites):

1. System Assurance conference calls scheduled
2. System Assurance meeting agendas and presentation templates
3. Relevant survey, data collection templates and GIS implementation packet (when applicable)

Outputs (completion criteria):

1. Completed Systems Assurance Conference
2. Customized System Assurance meeting agenda and presentation template
3. Updated Project Management Plan (e.g., action items, issues identified)
4. Updated Project Schedule
5. Survey and data collection documents (completed by the Customer)
6. Supporting documentation
7. Store project artifacts and update status of project on Project Management Portal
8. GIS Information

E. Initiate Solution Integration Governance Forum (when applicable)

Overview: For large/complex projects with multiple agencies and/or multiple jurisdictions, New World strongly recommends that a Solution Integration Governance Forum is established to assist in governing the project implementation and ongoing support of the implemented solution. This forum will be initiated in the Planning phase of the project. The key responsibilities of the forum are:

1. Establish a formal Communication Plan for communications across agencies and/or jurisdictions.
2. Define a decision-making and collaboration approach
3. Determine governance and escalation procedures
4. Define a risk analysis approach and perform a risks analysis for the implementation
5. Provide allocation of resources and oversight for key planning tasks
    a. Solution integration points mapping across all agencies and/or jurisdictions
    b. Solution feasibility and readiness assessment
    c. Network setup, resource and data sharing planning

New World responsibilities: Explain the purpose of the Solution Integration Governance Forum, share relevant artifacts (e.g. Charter template, governance plan, solution integration points template) and work with customer to define participants for the forum.

Customer responsibilities: Identify list of participants for Solution Integration Governance Forum

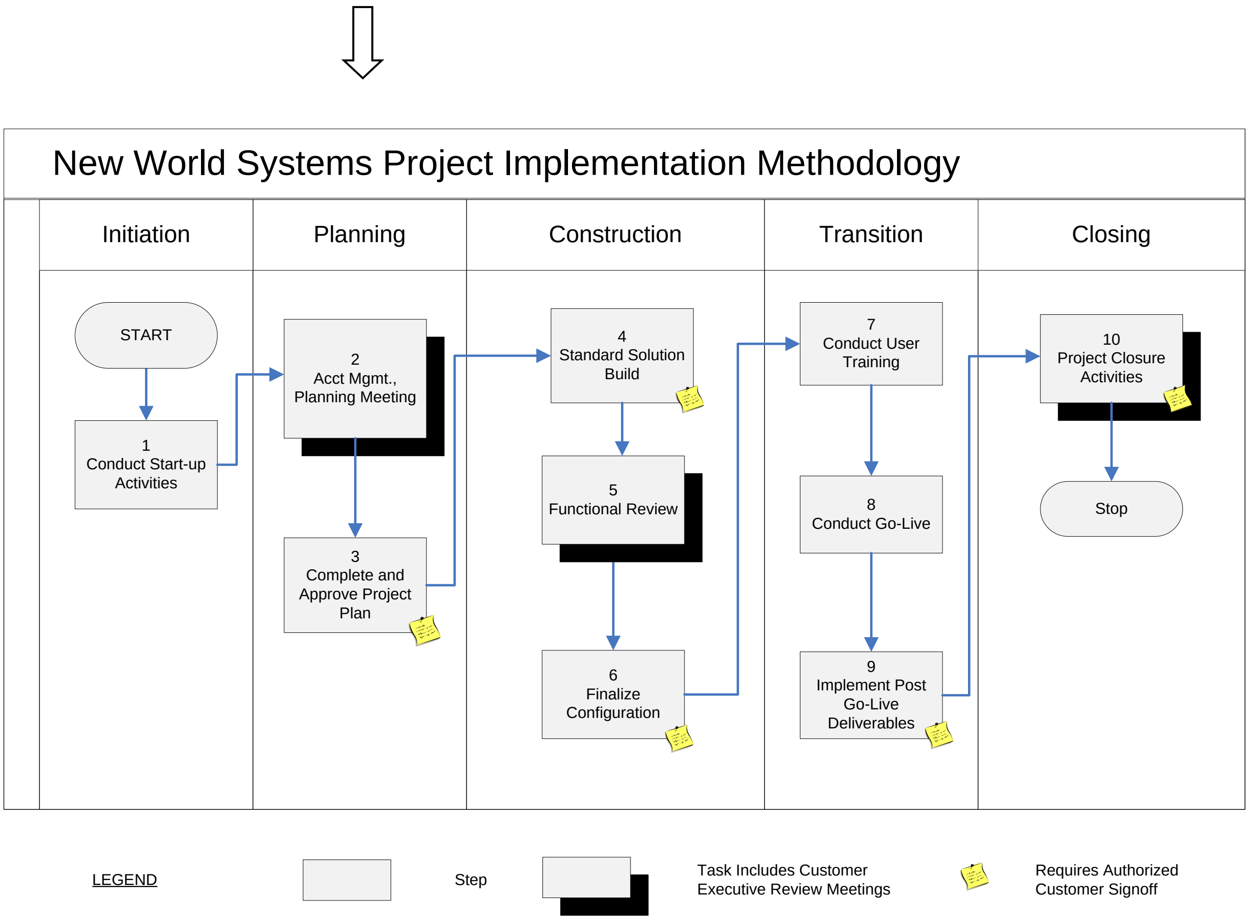
Inputs (prerequisites):
1. Solution Integration Governance Forum Charter template
2. Solution Integration Governance Plan template
3. Mapping of Solution Integration Points template

Outputs (completion criteria):
1. List of participants for Solution Integration Governance Forum

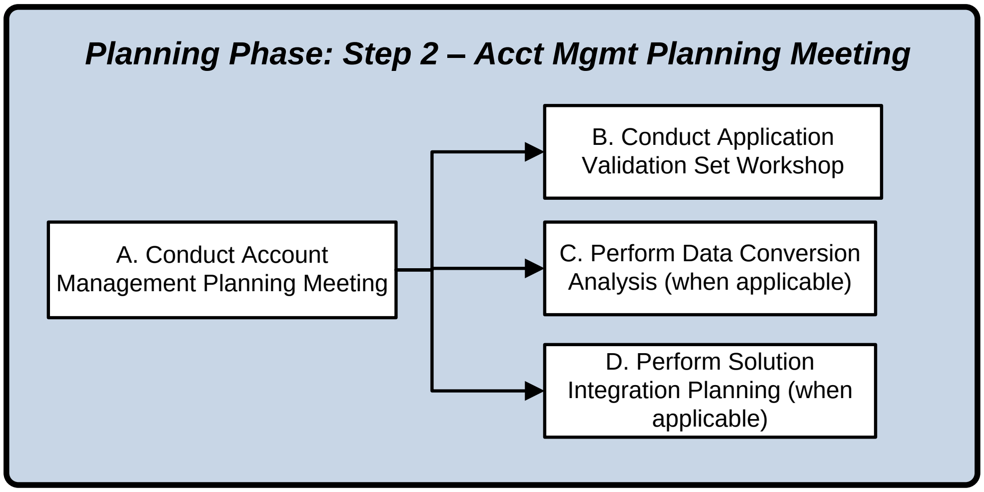
PHASE: Planning

Purpose: Create and approve the Project Management Plan.

Description of Phase: The Planning Phase consists of two steps. During this Phase, New World and Customer Project Managers organize the project, establish project teams, confirm requirements, develop the Project Plan and obtain senior management approval for the Project Plan.



Step 2: On-Site Account Management Planning Meeting



A. Conduct Account Management Planning Meeting

Overview: During this event, the assigned New World Project Manager will coordinate a series of on-site meetings with key Customer and SMEs associated with project planning, development and implementation. In addition, we will conduct a high level review of the Customer's business practices, environment and workflow to examine their fit into the New World software product. In this series of meetings, New World and the Customer will establish project methods, project acceptance criteria and governance. Key topics include:

1. Executive overview with Executive Management and identification of Customer Executive Sponsor(s)
2. Review of project scope (Customer Agreement, project methodology) with Customer project management
3. Development of the Project Management Plan
4. Discuss initial Project Schedule and resource management policy
5. Presentation of the overall implementation strategy, roles, responsibilities and keys to project success
6. High level review of Customer workflows and policies to establish the foundation to facilitate discussions related to a proposed timeline, custom requirements and an initial training schedule
7. Address go-live requirement for custom interfaces, custom software modules and/or data conversions

Key meeting participants include:
1. Senior/Executive Sponsor
2. General Manager Professional Services
3. New Account Sales or Customer Care Account Manager
4. New World Project Manager
5. Customer Senior Management /Exec Sponsor
6. Customer Project Manager
7. Customer SMEs

New World Responsibilities: During this event, the Project Manager (and/or designee) will meet with Customer staff and review requirements for the various items listed above. Once complete, the Project Manager (and/or designee) will document the requirements and distribute the information to the appropriate members of the implementation team. The New World Project Manager responsibilities include:

1. Establish framework for account management, roles and responsibilities of New World and Customer
2. Review Customer Agreement
3. Review project methodology
4. Establish initial Project Management Plan
    a. Roles and Responsibilities
    b. Communication Plan
    c. Risk Management Plan
    d. Initial issues / concerns
5. Propose initial Project Schedule
6. Define an initial Training Plan
7. Create the initial requirement definition for custom requirements (e.g., software modifications, custom interfaces, data conversion); clearly define implementation timing (e.g., go-live vs. post go-live).
8. Conduct Executive Sponsorship meeting
9. Update the Project Management Plan and Project Schedule

Once compiled, documents will be provided to the Customer for review.

Customer Responsibilities: The Customer is responsible for:

1. Site preparation (conference rooms, audio visual equipment, etc.)
2. Meeting coordination with Executive Sponsors, supervisors, SMEs to support all contracted modules and functions, including but not limited to:

AEGIS Modules and Functions
Computer Aided Dispatch
Law Enforcement Records Management
Corrections Management
Fire Records Management
Mobile Messaging & Field Reporting

3. Agreement to account management framework, relationship approach and project review time schedule
4. Attending and participating in the Account Management Planning Meeting
5. Providing liaison support with agencies and vendors required to support interfaces
6. Providing liaison support with the state to support state reporting requirements (e.g., IBR, UCR, Accidents, etc.
7. Providing appropriate technical staff necessary to complete technical surveys (e.g., the Aegis Mobile Checklist, when applicable) and interface technical specifications
8. Providing complete user stories for custom enhancements
9. Reviewing all documentation compiled through this process, including the Requirements Document(s) submitted by New World and identify specific issues in writing
10. ,
11. Identifying any non-standard New World reports not yet identified or included in the Customer Agreement
12.)

Inputs (prerequisites):

1. Customer Agreement
2. Meeting Agenda / Pre-Trip Report
3. Presentation template
4. Resource Management Policy
5. Customer completed surveys, data collection documents
6. Standard workflow templates (when applicable)
7. Project Management Plan
8. Project Binder (internal document)
9. Data Conversion System Assurance templates (when applicable)
10. Initial Project Schedule
11. Topology diagram of Customer's network
12. Customer Agreement
13. Requirements Definition template

Outputs (completion criteria):

1. Post-trip Report
2. Framework established for account management, roles and responsibilities of New World and Customer
3. Customer Agreement reviewed
4. Project methodology and planning templates reviewed
5. Agreement on initial Project Schedule and initial Training Plan
6. Initial Requirement Definitions (e.g., software modifications, custom interfaces, data conversion), clearly defined implementation timing (e.g., go-live vs. post go-live)
7. Define timeframe for next Executive Sponsorship discussion
8. Change Order (when applicable)
9. Contract Addendum (when applicable)
10. Updated Project Management Plan
11. Updated Project Binder (internal document)
12. Updated Project Schedule
    a. All activities sequenced (dependencies applied)
    b. Project Schedule defined
13. Supporting documentation
14. Store project artifacts and update status of project on Project Management Portal

B. Conduct Application Validation Set Workshop

Overview: During this event, New World will conduct Application Validation Set Training for designated Customer SME personnel to acquire the knowledge necessary to define the validation sets that are necessary to configure the initial application database. In this workshop, but Customer SME team will learn about the different types of information that must be defined and the method to communicate the validation set data.

New World responsibilities:

1. Provide access to up-to-date user manuals for workshop participants
2. Instruct Customer personnel on the validation sets information and process for the various contracted modules and associated application database

Customer responsibilities:

1. Convene workshop team of SMEs for this training
2. Attend and participate in the Application Validation Set training

Inputs (prerequisites):

1. Pre-Trip Report
2. Training material
3. Validation Set workbook(s)
4. Training room with computers running New World application

Outputs (completion criteria):

1. Post-Trip Report
2. Updated Project Plan
3. Updated Validation Set workbook(s)

C. **Perform Data Conversion Analysis**

Overview: Using the established guidelines from the contract, prepare Customer and New World for data conversion and migration. New World will analyze Customer source data, develop and deliver a Data Conversion/Migration Plan. This process will be initiated during the on-site Account Management Planning meeting(s).

New World responsibilities:

1. With Customer assistance, New World will analyze existing Customer source data; during this analysis process, New World will determine compatibility with the New World database structures and the viability of a conversion or migration to the New World database
2. Develop and deliver a Data Conversion/Migration Plan. The plan will identify data sources to be converted, data sources to be migrated, database types, database design and any detected data mapping concerns
3. When required, develop change order that reflects differences between the Customer Agreement and Customer's desired data conversion

Customer responsibilities:

1. Provide New World with a representative sample of the data to be converted on mutually agreeable transmission media
   a. Assist New World in analyzing source data
   b. Live data in source system
2. Review the Data Conversion/Migration Plan and identify any concerns

Inputs (prerequisites):

1. Data Conversion Packet
2. Sample data from Customer

Outputs (completion criteria):

1. Data Conversion/Migration Plan
2. Customer review and sign off on the Data Conversion/Migration Plan
3. Signed change order, when required

D. Perform Solution Integration Planning (when applicable)

Overview: Solution Integration Planning is extremely important for large projects with multiple agencies and/or multiple jurisdictions. The Solution Integration Governance Forum governs this planning process. The key Solution Integration planning tasks are:

1. Define and agree upon a charter for the forum.
2. Establish a formal Communication Plan for communications across agencies and/or jurisdictions.
3. Define a decision-making and collaboration approach
4. Determine governance and escalation procedures
5. Define a risk analysis approach and perform a risks analysis for the implementation
6. Provide allocation of resources and oversight for key planning tasks
    a. Solution Integration Points Mapping across all agencies and/or jurisdictions
    b. Solution feasibility and readiness assessment
    c. Network setup, resource and data sharing planning

New World responsibilities:

1. Participate in and provide support for the Solution Integration Governance Forum
2. Document a network setup, resource and data sharing plan

Customer responsibilities:

1. Define initial charter for Solution Integration Governance Forum
    a. Define a decision-making and collaboration approach for the Forum
    b. Define governance and escalation procedures
2. Establish a Solution Integration Governance Plan across all agencies
    a. Define Meeting Schedule, Roles & Responsibilities and Communication Plan
    b. Identify project risks and work with forum to devise mitigation paths
    c. Capture issues, action items and key decisions/changes
3. Work with Forum to map solution integration points across all agencies
4. Support the Solution Integration Governance Forum through participation, leadership and appropriate and timely decisions
5. Timely response to action items identified in the solution feasibility and readiness assessment
6. Provide the technical resources to participate in the development of a network setup, resource and data sharing plan

Inputs (prerequisites):

1. Solution Integration Forum Charter template
2. Solution Integration Governance Plan
    a. Meeting Schedule Template
    b. Roles and Responsibilities Template
    c. Communication Plan Template
    d. Risks Management Plan template
    e. Action Item template
    f. Issues template
    g. Key Decisions / Changes template

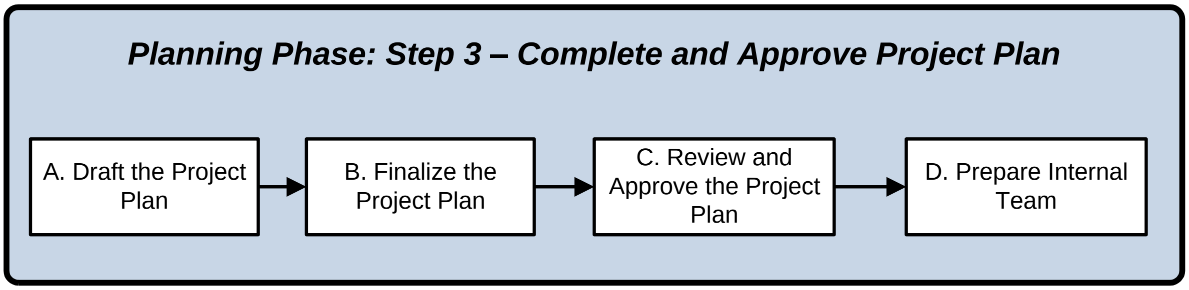
3. Mapping of Solution Integration Points template
4. Network Setup template

Outputs (completion criteria):

1. Solution Integration Governance Forum Charter
    a. Decision-Making Approach and documented decisions
    b. Governance/Escalation Procedures and documented escalated activity

2. Solution Integration Governance Plan
    a. Meeting Schedule for forum
    b. Roles and Responsibilities defined
    c. Communication Plan (across all agencies and/or jurisdictions) defined
    d. Risks Management Plan developed
    e. Initial Action Items captured
    f. Initial Issues documented
    g. Initial Key Decisions / Changes captured
3. Mapping of Solution Integration Points initiated
4. Network Setup, Resource and Data Sharing Plan

Step 3: Complete and Approve Project Plan



A. Draft the Project Plan

Overview: The purpose of this event is to review the information captured during the Planning Phase, finalize key decisions and prepare to finalize the overall Project Plan. It is important to note that the Project Plan includes all documents prepared during the Planning Phase:

1. Project Management Plan
    a. Roles and Responsibilities
    b. Communication Plan
    c. Risk Management Plan
    d. Action Items
    e. Issues
    f. Key Decisions - Changes
2. Project Schedule
3. Supporting documents
4. Initial Requirement Definition for Customer Deliverables
5. Initial Training Plan

New World responsibilities: During this process, the New World Project Manager will meet with the Customer project team and review the information documented in the Planning Phase. The Project Manager will then draft and publish the Project Plan that will be submitted for approval.

Customer responsibilities: Support finalization of the Project Plan, providing SMEs as needed. Contact State Agency for submission management.

Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. Requirements Document(s)
3. Initial Training Plan
4. Information referenced from legacy system(s) as well as New World software
5. Project Management Plan
6. Project Binder (internal document)
7. Project Schedule

Outputs (completion criteria):

1. Post-Trip Report (if conducted on site)
2. Updated Project Management Plan
3. Updated Project Binder (internal document)
4. Updated Project Schedule
5. Updated Requirements Document(s); including sign-offs (where applicable)
6. Updated supporting documentation
7. Proposed resource schedule

B. Finalize Project Plan

Overview: At this stage of the project, significant information has been gathered regarding the Customer's current operations and how the New World application implementation needs to occur to be successful. Based on this information, a final Project Plan must be developed that maps out the activities, deliverables and deadlines required by the project team.

New World responsibilities: The New World Project Manager will finalize the Project Plan to meet the requirements of a successful implementation, while establishing clear ownership of activities, deadlines and timeframes for each step of the implementation. The Project Plan provides detailed instructions to the entire Customer team and once approved, is the guiding light for all project activity going forward.

1. Review with Customer personnel the identified implementation tasks, priorities, inter-dependencies, team members, resources and other requirements to approve the final Project Plan.
2. The Project Management Plan, Project Schedule and supporting documentation are finalized as part of this step because these documents comprise the Project Plan that is reviewed as part of the acceptance criteria to move the project to the Construction Phase as defined in Review and Approve Project Plan.

Customer responsibilities: In tandem with New World project personnel, analyze identified requirements of the Project Plan and make such implementation decisions as are reasonably required to finalize the plan.

Inputs (prerequisites):

1. Customer Agreement
2. Proposed resource schedule
3. Project Plan
   a. Project Management Plan
   b. Project Schedule
   c. Project Configuration Plan and supporting documents/plans
   d. Updated Requirements Document(s), including sign-offs
   e. Supporting documents

Outputs (completion criteria):

1. Updated Project Plan
2. Confirmed resource schedule (90-day lock)
3. Store project artifacts and update status of project on Project Management Portal

C. Review and Approve Project Plan

Overview: The objective of this task is to approve the Project Plan based upon the activities and work processes discovered during the Planning Phase. The resulting document defines the specific project tasks, timelines for completion and ownership of each activity throughout the remainder of the project.

New World responsibilities:

1. Deliver the final Project Plan to Customer.
2. Review the Project Plan with Customer personnel and make mutually agreed upon modifications
3. Upon mutual acceptance of the Project Plan, establish the document as the baseline for the remainder of the project.
4. Ensure there is a clear definition of the alignment of any custom software/interfaces to the implementation of the standard application solution in the Customer's live environment
5. Review 90-day lock resource scheduling policy.

Customer responsibilities:

1. Review the final Project Plan and document any specific deficiencies found with the Plan within ten (10) business days.
2. Customer Project Manager and Executive Manager sign off on final iteration of the Plan.

Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. Final Project Plan
3. Supporting Documentation

Outputs (completion criteria):

1. Post-Trip Report (if conducted on site)
2. Final accepted Project Schedule; second baseline for project created based on actual timeline (initial baseline based on project size)
3. Updated Project Status Record; ensure new project baseline dates are reflected
4. Signed approval for the Project Plan
    a. Project Schedule
    b. Supporting documents/plans
    c. Requirements Document(s); including sign-offs (where applicable)
    d. Project Management Plan
    e. Supporting Documentation
        i. State reporting
        ii. Data conversion
        iii. Geo-File

D. Prepare Internal Team

Overview: During this portion of the implementation, the Project Manager meets with the New World team to discuss the requirements of the Project Plan and their individual responsibilities to deliver a successful project.

New World responsibilities: The New World Project Manager will be responsible for the following:

1. Prepare and coordinate the team briefing
2. Ensure all project documents are stored on the portal and are available to the team
3. During the meeting, the Project Manager will review the Project Plan and supporting (applicable) documents
4. The Project Manager will review with the individual team members their roles and responsibilities associated with the implementation

Customer responsibilities: None

Inputs (prerequisites):

1. Agenda
2. Final Project Plan
    a. Project Schedule
    b. Supporting documents/plans
    c. Requirements Document(s)
    d. Project Management Plan
    e. Supporting Documentation
        i. State reporting
        ii. Data conversion
        iii. System Assurance
3. Project Binder (internal document)
4. Customer Agreement
5. Resource schedule

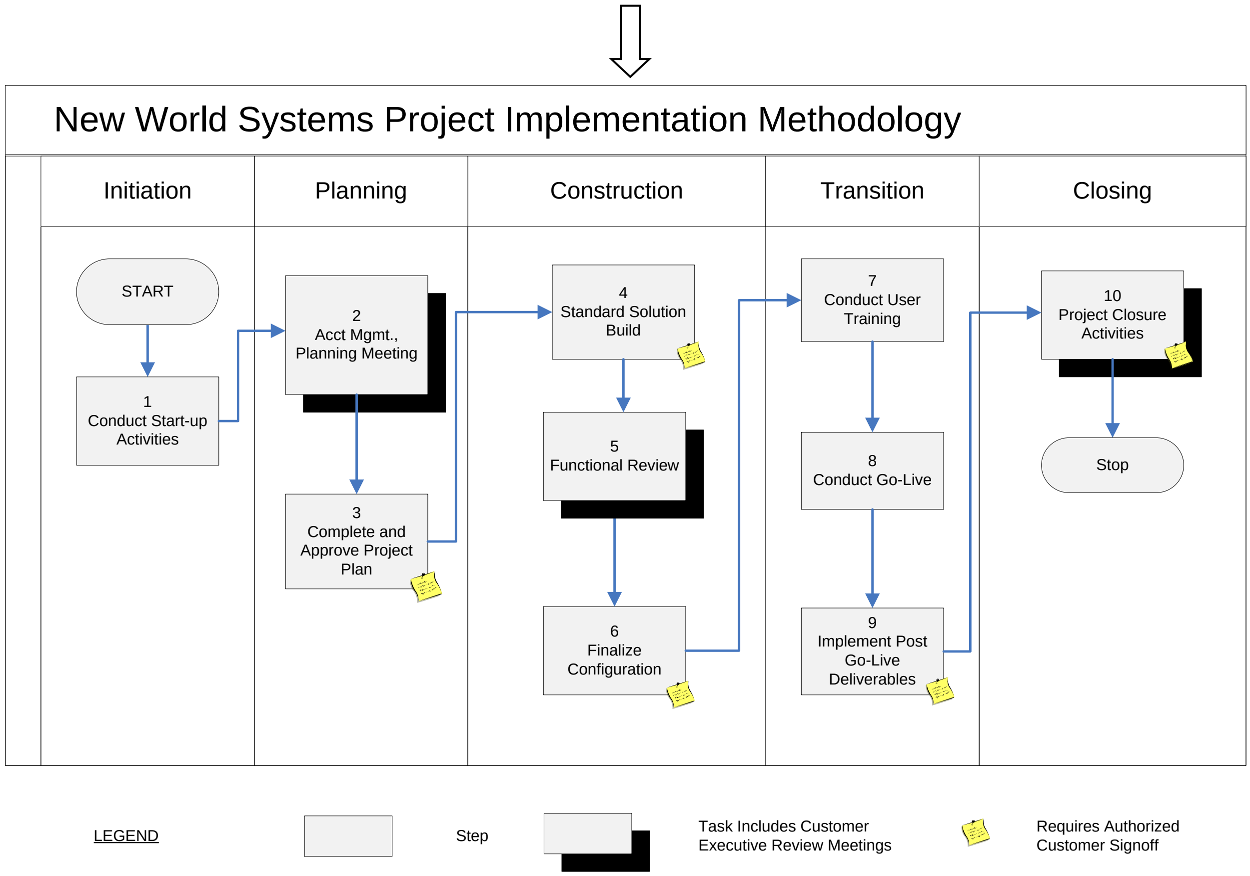
Outputs (completion criteria):

1. Updated Project Plan
2. Project team prepared to build application solution

PHASE: Construction

Purpose: Execute the Project Plan to build, review and configure the system to verify system readiness.

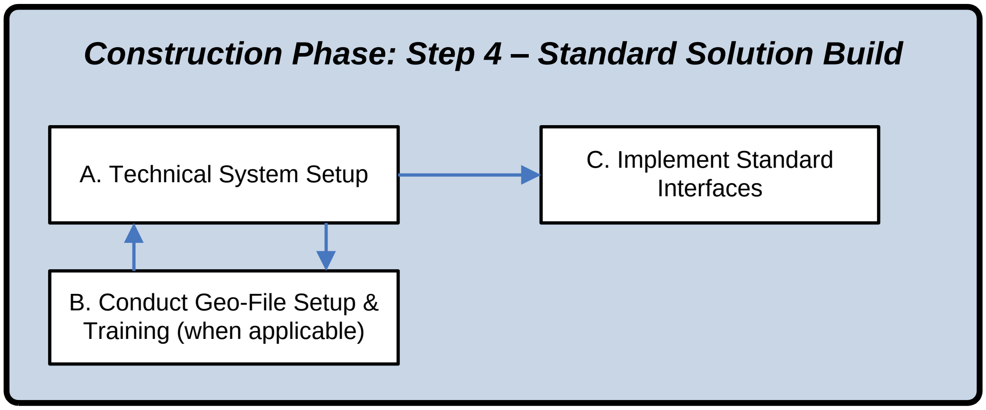
Description of Phase: The Construction Phase consists of three steps. During this Phase, New World and Customer Project Managers lead the project, coordinate project team activities, communicate direction, report on project progress and monitor resources. The team's focus during this Phase is to execute the Project Plan. Customer and New World project teams install the system, implement the database, review the configuration, apply final application configuration requirements and lay the groundwork to migrate to the New World application.



The methodology diagram indicates that each step of the Construction Phase follows the previous step, but many of these steps occur concurrently.

In addition, when the Customer requires the conversion of existing data and/or implementation of custom interfaces to bring the applications into a live production environment, some (or all) of the tasks defined in the Transition Phase, Step 9, Implement Post Go-Live Deliverables, may occur during the Construction Phase (this is dependent upon the Project Plan developed and agreed upon in the Planning Phase).

Step 4: Standard Solution Build



A. Technical System Setup

Overview: During this step, New World validates and finalizes the Customer's hardware configuration, software requirements and implementation. The result of this effort is documented in the Site Plan.

New World will install the Licensed Standard Software and standard database on Customer supplied servers and configure system to meet application specifications. This is generally completed in two distinct stages: Aegis/MSP and Mobile

New World responsibilities: Configure the system as required and provide knowledge transfer to the System Administrator.

New World will install and configure the application specific server/client and train Customer personnel on configuration procedures. For each configuration, New World personnel will:

1. Verify with Customer personnel the computer processor(s), operating system software, third party software, associated workstation requirements, printers, network communications and other related components supplied by Customer
2. Establish the initial application database using the validation set workbook(s) as input
3. Document the required site resources (e.g., facility, power, network, cooling, etc.) necessary to operate the application; as part of the review, New World will make recommendations for necessary site modifications to meet minimum operating requirements for the application
4. Review with Customer the minimum requirements for workstations and mobile data devices as identified in the Customer Agreement, as applicable to the application
5. Train Customer to install client workstations, administer servers, manage disaster recovery systems and review any other items of concern related to hardware and software configuration
6. Review ongoing Customer management expectations of how system will be managed by Customer; identify role of New World vs. Customer

7. Provide Customer with a Site Plan that includes the following:
   a. Identification of any special space requirements
   b. Functional system diagram, showing a high level view of the New World Standard Software subsystems and their associated hardware

Customer responsibilities:

1. Provide Customer technology staff to assist New World with the Site Plan
2. Provide, upon request, information on existing hardware and operating system software components and terminal networks, as well as projected utilization statistics and other information reasonably required to validate final hardware requirements
3. Review the final hardware and operating system configuration with the New World project team
4. Review New World's recommendations regarding any existing communications networks and workstations and make any reasonable modifications identified by New World to ensure compatibility with the equipment and system to be installed
5. Ensure hardware is ordered, delivered and installed prior to scheduling New World's System Assurance visit on site
6. Have information technology support staff on hand for knowledge transfer and to help address any concerns encountered during the system installation
7. Review and sign off on systems management expectations policy
8. Provide signoff indicating completion of system set-up and administration training
9. Install and configure the mobile software on additional mobile computers

Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. System Support documentation
3. Validation Set workbooks
4. Customer supplied topology diagram of the network and map
5. System Set-up and Administration Training sign-off template
6. Systems Management Expectations Policy template

Outputs (completion criteria):

1. Site Plan
2. Test and production environments are ready to use
3. Post-Trip Report (if conducted on site)
4. System Set-up and Administration Training sign-off document
5. Systems Management Expectations Policy / signoff
6. Store project artifacts and update status of project on Project Management Portal

B. Conduct Geo-File Setup and Training (when applicable)

Overview: New World will recommend procedures to support the loading of Customer-supplied GIS data for use in the New World software and assist the ***Customer*** with the initial load of GIS data.

As part of this step, New World will provide a GIS overview of GIS components, where they are installed and discuss a plan for updating the GIS data within the New World software. Customers are responsible for continuous updates of the GIS data used in the New World software.

The Customer will need to have the appropriate ESRI desktop software of ArcEditor or ArcInfo in order to conduct the initial GIS data load and ongoing maintenance of the data. The ArcEditor or ArcInfo software must be available for use by the New World Customer Support Center to assist the Customer with GIS data support.

New World responsibilities:

1. Obtain from Customer the New World required GIS data containing address point layer (optional) and street centerline layer geo-codable by the systems proposed geo-coding service.
2. Obtain from Customer all appropriate required polygon boundary layers. This may represent Police Beats, Police ORI, Fire Quadrants, FDID, EMS Districts and EMS ORI, Common Name, Alias, and Hydrant layer
3. The GIS Implementation Specialist will assist Customer in loading/importing their GIS data into the New World enterprise geo-database within the New World software; it is required that all GIS data to be used within the New World software be maintained in a standard ESRI data format (shape files, personal geo-database, file geo-database) and then loaded into the New World software, or the required GIS data to be maintained directly in the New World enterprise geo-database using ESRI's ArcGIS ArcEditor or ArcInfo desktop software
4. Conduct a GIS Overview for the Customer

Customer responsibilities:

1. Provide New World with the required GIS data containing address point layer (optional) and street centerline layer geo-codable by the systems proposed
2. Provide New World all appropriate required polygon boundary layers
3. Assume responsibility for both initial GIS data development and ongoing GIS data maintenance
4. Provide a GIS point of contact responsible for ongoing GIS maintenance
5. Provide the above-specified GIS data for import/load into the New World enterprise geo-database
6. Provide any other GIS data for use within the New World software at the time of the initial import/load into the New World enterprise geo-database
7. Provide all ESRI Desktop software ArcEditor/ ArcInfo and any associated systems software licenses and workstation equipment necessary for the initial import/load of the GIS data into the New World enterprise geo-database
8. Provide trained staff to make GIS data changes or corrections in support of GIS implementation
9. Be solely responsible for the content and accuracy of the supplied GIS data

Inputs (prerequisites):

1. GIS Implementation Packet and data review document
2. Detailed specifications of required changes or additions to Customer GIS data to ensure compatibility within the New World application

Outputs (completion criteria):

1. The New World Standard Software GIS Implementation has been successfully completed with Customer-supplied GIS data
2. New World demonstrates to Customer the New World application is working correctly with the loaded Customer GIS data
3. New World has provided Customer with the appropriate GIS overview necessary for ongoing maintenance and uploading of the GIS data within the New World application going forward
4. Store project artifacts and update status of project on Project Management Portal

C. Implement Standard Interfaces

Overview: During this event, New World will implement any applicable standard interfaces.

New World responsibilities: Implement the interfaces in the test environment that are required for the live environment.

Customer responsibilities:

1. Provide Customer technology staff to address the desired application workflow
2. Work with New World to test the interfaces

Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. Configuration requirements for interface operations
3. Standard Interfaces

Outputs (completion criteria):

1. Post-Trip Report (if conducted on site)
2. Updated Project Plan
3. Store project artifacts and update status of project on Project Management Portal
4. Installed Standard Interfaces

Step 5: Functional Review

Overview: The Functional Review encompasses a hands-on review of each application within the implementation. This review is accomplished by presenting each function within the application from the user/administrator point-of-view and every project construction element as it relates to a particular workflow process.

New World responsibilities: New World's Project Manager and Application Specialist(s) will act as facilitators during the Functional Review. Their main role is to review the New World standard software solution with the Customer and identify any Customer workflow modifications and/or minor software configuration changes that need to be applied. The Project Manager is responsible for coordinating this review with the Application Specialist and preparing the Customer team for the functional review and creating any applicable documentation (e.g., Functional Review Guide, trip reports). The Application Specialist will present the configured applications and act as SME to facilitate an interactive exchange with the Customer and work towards Customer acceptance of the configured applications. Additionally, a New World Executive Manager will participate in the Functional Review, as well as a project review meeting with the Customer's senior staff. The content of the Training Plans will also be finalized as part of the Functional Review. The review should include:

1. Overview of the various Customer work processes and the functional relationship to the software

AEGIS APPLICATIONS
Computer Aided Dispatch
Law Enforcement Records Management
Fire Records Management
Corrections Management
Mobile Messaging & Field Reporting

2. Validation of any custom modification decisions related to implementation of the standard software solution and the post-live custom requirements.
   a. Custom software modifications
   b. Custom interfaces
   c. Data conversion
3. Finalization of any applicable Requirements Definition documentation.
4. Identification and documentation of any desired configuration modifications to the standard software solution (not applicable for pre-configured implementations)
   a. Standard software applications
   b. Standard Interfaces
   c. State reporting requirements (e.g. IBR, UCR, Accident)
5. Agency-specific reports (internal management reports, public inquiries, etc.)
6. Review Hardware and Network Topology
7. Assess impact on workforce

8. Finalize Training Plan
9. Discuss Data Conversion Migration Plan
10. Define Cutover (Go-Live) Plan

Customer responsibilities: For the review, Customer leadership and SMEs participate to provide Customer workflow and policy information as it relates to the configured New World applications. Work with New World Project Manager and Application Specialist to determine any additional configuration changes that are required. Work with Customer to implement agreed upon workflow changes.

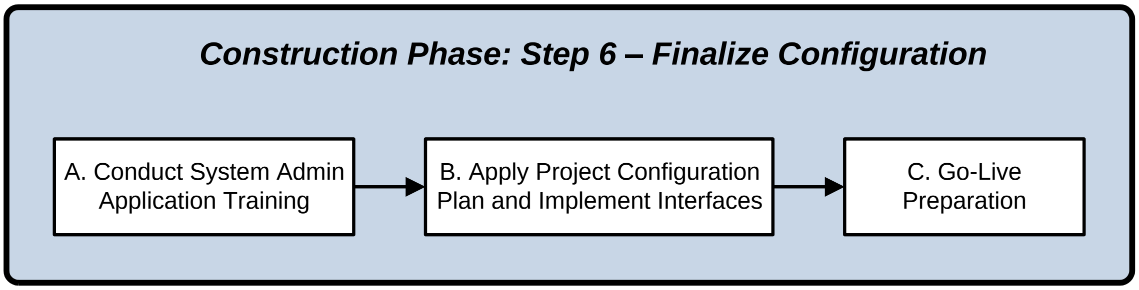
Inputs (prerequisites):

1. Pre-Trip Report
2. Functional Review Guide (when applicable)
3. Requirements Document(s) for Custom Interfaces / Modifications
4. Standard interfaces
5. State reporting (when applicable)
6. Data conversion
7. Geo-files
8. Field Reporting

Outputs (completion criteria):

1. Post-Trip Report
2. Updated Project Schedule
3. Updated Project Plan
4. Project Configuration Plan
5. Training Plan
6. Supporting documentation
7. Store project artifacts and update status of project on Project Management Portal

Step 6: Finalize Configuration



A. Conduct System Admin Application Training

Overview: During this event, New World will conduct System Administration Application Training for designated Customer SME personnel to acquire the knowledge necessary to finalize the software solution configuration and maintain the various modules included in the Customer Agreement. (There will be a minimum of one session per each major module.)

Decisions regarding the configuration of the New World application are made in the Construction Phase, Step 5, Functional Review, and are applied during this Step.

New World responsibilities:

1. Provide access to up-to-date user manuals for workshop participants
2. Instruct Customer personnel, including the system administrator, on configuration of the various contracted modules
3. Support mapping of solution integration points (for large/complex projects)

Customer responsibilities:

1. Provide and schedule necessary facilities for training sessions
2. Convene workshop team of SMEs for this training
3. Attend and participate in the System Admin Application Training
4. Complete mapping of solution integration points (for large/complex projects)

Inputs (prerequisites):

1. Pre-Trip Report
2. Training material
3. Project Configuration Plan
4. Training room with computers running New World application

Outputs (completion criteria):

1. Post-Trip Report
2. Updated Project Plan
3. Completed mapping of Solution Integration Points (applicable to large/complex projects)

B. Apply Project Configuration Plan and Implement Interfaces

Overview: During this event, the Customer uses the Project Configuration Plan created during the Functional Review, as the requirements for any modification to the standard application configuration. The results of this effort are configured applications.

New World will implement any remaining standard interfaces.

In addition, New World will create and implement any custom interfaces that must be in place to bring the applications into a live production environment. Data Conversion activity may also be addressed (dependent upon the Project Plan developed and agreed upon in the Planning phase).

New World responsibilities: Provide support for the Customer SME team that is applying configuration changes. Implement the interfaces in the test environment that are required for the live environment.

Customer responsibilities:
1. Apply configuration changes as defined in the Project Configuration Plan
2. Provide Customer technology staff to address the desired application workflow
3. Work with New World to test the interfaces (as applicable)

Inputs (prerequisites):
1. Pre-Trip Report (if conducted on site)
2. Project Configuration Plan
3. Configuration requirements for interface operations
4. State reporting requirements including data requirements, contact information, data submission deadlines and transition plan
5. Requirements definition(s) (when applicable)
6. Standard and/or Custom Interfaces

Outputs (completion criteria):
1. Post-Trip Report (if conducted on site)
2. Updated Project Plan
3. Store project artifacts and update status of project on Project Management Portal
4. Configured applications, including applicable interfaces, data conversion, state requirements and field reporting
5. Updated Project Configuration Plan

C. Go-Live Preparation

Overview: Review the overall project status to ensure that all requirements for a go-live event have been completed and the go-live event can occur with minimal disruption or risk. Document all related issues and concerns and jointly agree, in writing, to move forward with training and transition to the live environment.

New World responsibilities: During this process, the New World Project Manager or Application Specialist will review the system with the Customer to ensure that each application is functioning as expected. In addition, they will review the Project Management Plan with the Customer to ensure all applicable issues and action items have been addressed and will instruct Customer personnel, including the system administrator, on configuration of the various contracted modules.

Customer responsibilities: With the New World representative, the Customer will demonstrate the system is set up and configured as designed. Work with New World Project Manager to identify any issues or concerns and jointly agree, in writing, to move forward with training and transition to the live environment.

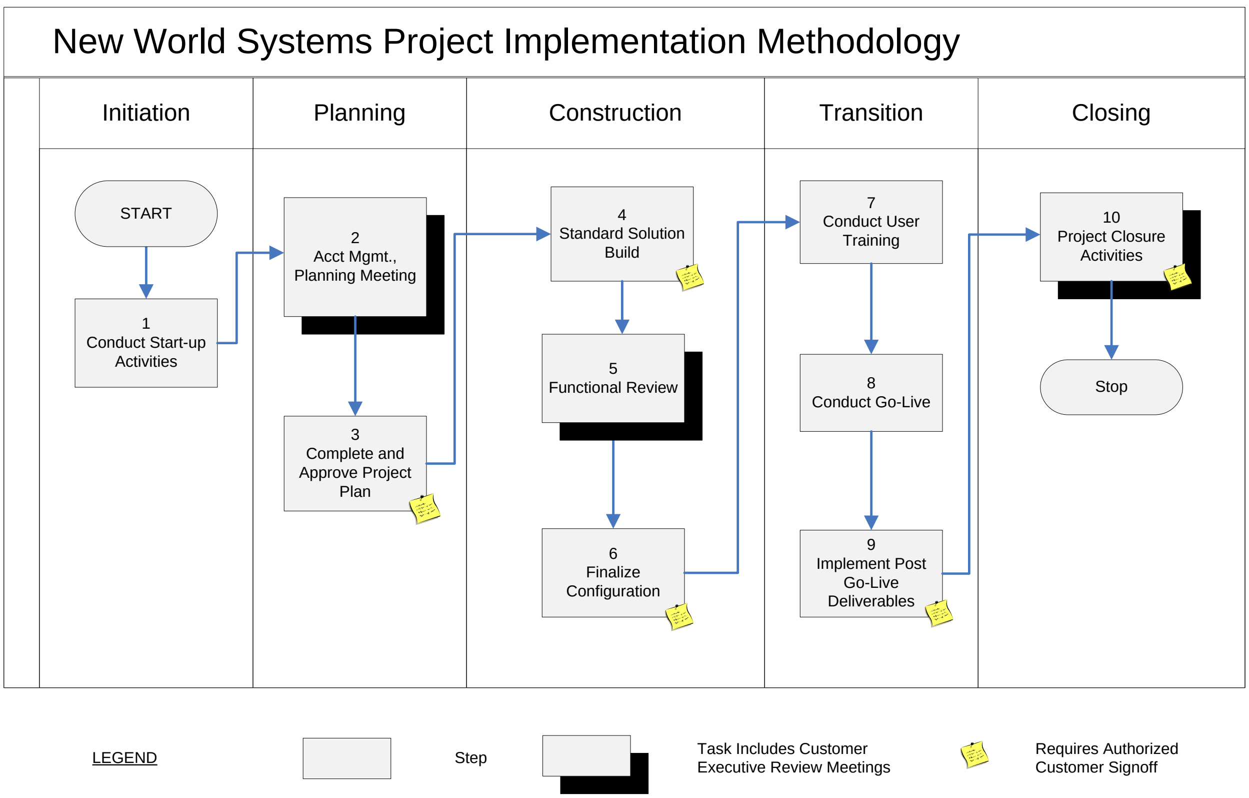
Inputs (prerequisites):
1. Pre-Trip Report (if conducted on site)
2. Project Configuration Plan
3. Project Plan
4. Go-Live sign-off template

Outputs (completion criteria):
1. Post-Trip Report (if conducted on site)
2. Updated Project Plan
3. Go-Live sign-off
4. Documentation of all outstanding issues/concerns and written agreement to begin the training/transition to the live environment

PHASE: Transition

Purpose: Train users, perform data conversion, execute go-live, complete post-go-live activities, finalize Customer application customizations and optimize implementation.

Description of Phase: The Transition Phase consists of three steps. During this Phase, New World and Customer project teams review the system, verify and validate readiness for go-live, train users, cut over from legacy systems and complete post go-live requirements. Optimization of the implementation occurs throughout the transition phase.



Step 7: Conduct User Training

Overview: New World's Application Specialist(s) provide user training to Customer staff.

New World responsibilities: New World's Application Specialist will provide on-site training services to assigned Customer staff. Training options include:

Train-the-Trainer Training (TTT)

This training consists of a New World Application Specialist providing very detailed on-site training to Customer representatives. The Train-the-Trainer course is designed to take Customer-certified (either locally or by their state) trainers, train them on the New World software and certify they have the knowledge base to successfully train other members. This training also includes problem solving techniques to ensure an effortless transition with minimal interruptions during their training sessions. Additionally, students are provided training techniques and detailed lesson plans on their specific modules.

User Training

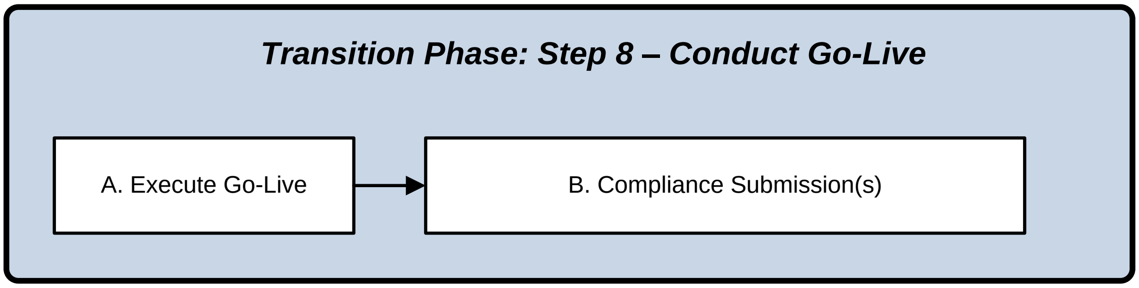
If a Train-the-Trainer approach is not preferred, New World can provide Customer-defined User Training courses. This training consists of a New World Application Specialist providing an on-site training course specific to a user's job assignment. Each course consists of Customer-defined software classes needed to be proficient in their areas of responsibility utilizing the New World software.

Customer responsibilities: Assign and schedule appropriate staff to attend training sessions. Provide and schedule necessary facilities for training sessions. Confirm staff participation in training, as scheduled.

Inputs (prerequisites):
1. Pre-Trip Report (if conducted on site)
2. Training materials
   a. Lesson Plan / User Guide
   b. Written Proficiency Examinations

Outputs (completion criteria):
1. Post-Trip Report (if conducted on site)
2. Written Proficiency Examination results

Step 8: Conduct Go-Live



A. Execute Go-Live

Overview: With assistance from New World, Customer goes live on modules and interfaces identified in the Customer Agreement and as documented in the Project Plan.

New World responsibilities:

1. In preparation for go- live; New World will proactively verify the operational readiness of the production environment. This activity may be managed by the Project Manager or an Optimization Manager. The key areas to be reviewed (when applicable) and New World team members that will complete the review are:
   a. Infrastructure and related operational environment (System Assurance team).
   b. Application configuration, compliance adherence and custom software modifications (Application Specialists)
   c. Standard and Custom Interfaces (Interface team / Application Specialists)
   d. Custom forms (Form Development team)
   e. Data Conversion (Data Conversion team)
   f. Priority Warranty Items / Release Upgrades (Project Manager or Optimization Manager, with assistance from the appropriate teams)

2. New World assistance for all applications going live

AEGIS APPLICATIONS
Computer Aided Dispatch
Law Enforcement Records Management
Fire Records Management
Corrections Management
Mobile Messaging & Field Reporting

3. New World assists Customer in preparing production server for go-live
   a. Run SQL go-live script
   b. Set counters
   c. Other maintenance tasks

4. Provide final updates, when applicable, to the following:
    a. Standard software
    b. Custom software
    c. Hardware
    d. Interfaces
    e. State reporting
    f. Data conversion
    g. Geo-files

5. Customer turnover to Customer Support

6. New World's on-site staff cleared to depart Customer site

Customer responsibilities:

1. Customer goes live with appropriate applications identified in the Customer Agreement
2. Provide SME team members to assist with go-live for each of the applications going live as first line support

Inputs (prerequisites):

1. Pre-Trip Report
2. Standard software
3. Custom software
4. Interfaces
5. State reporting
6. Data conversion
7. Geo-files
8. Pre go-live preparations
    a. System preparation
    b. Team preparation
    c. Preparatory meeting with Customer

Outputs (completion criteria):

1. Post-Trip Report (if conducted on site)
2. Updated Project Plan
3. Customer support engaged
4. Live Operations

B. Compliance Submission(s)

Overview: As part of normal operations, agencies are required to submit crime statistic reports to the state (IBR, UCR, NIBRS, etc.) on a monthly basis. During the transition to a new system, state agencies will work with local law enforcement agencies to develop a plan to allow the system to adopt the new technology in their environment and submit reports after a period of operation.

During the Construction Phase, New World works with the agency to implement state reporting rules. The first full test of these rules occurs 60 to 90 days after go-live to ensure the Customer has data for submission to the state. State reporting and editing can be a significant challenge and to assist Customers with this event, New World schedules and assigns an Application Specialist to assist the Customer with their first submission process.

In addition, during this 90-day period, New World will continue to work with the customer to optimize the operational environment.

New World Responsibilities: New World Application Specialist will provide training services and support to assigned Customer staff to submit, edit and correct state-required statistical crime reports.

The Project Manager or Optimization Manager will provide oversight to continue to verify operational optimization. The key areas to be reviewed (when applicable) and New World team members that will ensure optimization are:

1. Infrastructure and related operational environment (System Assurance team); specifically when there are issues, this team provides a review of customer infrastructure to pinpoint the source of the issue when it is unclear whether the issue is software or environmentally related.
2. Application configuration, compliance adherence and custom software modifications (Application Specialists); specifically assists customer with configuration changes needed to optimize operational workflow and support compliance reporting requirements.
3. Custom forms (Form Development team); specifically provides form optimizations found as a result of working with the forms in a production environment.
4. Priority Warranty Items / Release upgrades (Project Manager or Optimization Manager, with assistance from the appropriate teams); specifically works with customer to implement the priority warranty item release upgrades and to ensure the upgrades perform as expected.
5. Release Pathing / Open item review (Project Manager or Optimization Manager, with assistance from the appropriate teams); scheduled, proactive review of customer open items to cleanse prior to transition to ongoing operations. In addition, work with customer to determine release pathing based on assessment of 90 day post go live optimization period.

Customer Responsibilities: Identify primary and secondary staff responsible for submission and correction of state reports. Also, identify state contact and state testing procedures to ensure the state is prepared to assist with the analysis and evaluation of report submissions in order to expedite returns and error reporting.

For operational optimization, provide access and staff support as necessary to support the optimization activities.

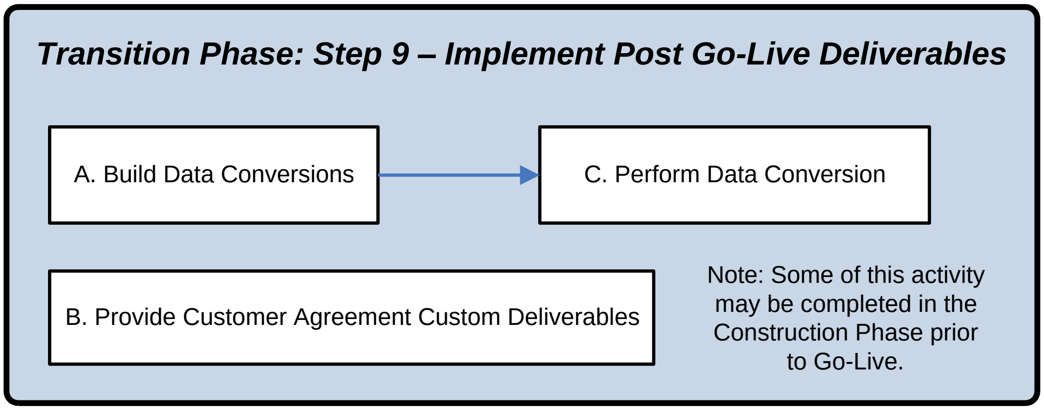
Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. State contact for submission management
3. A minimum of 60 days of live operation
4. Documented state submission requirements
5. Training facilities
6. Agency staff identified as primary and secondary parties responsible for state submission

Outputs (completion criteria):

1. Post-Trip Report (if conducted on site)
2. State submission within accepted error rates
3. Open item list and corresponding release pathing plan

Step 9: Implement Post Go-Live Deliverables



A. Build Data Conversions

Overview: New World will provide the Customer requested data conversion as described in the Customer Agreement. Depending on the decisions made in the Planning Phase, the data conversion processes may be aligned with the go-live schedule, which means this event would then be included in the initial solution build (Step 5).

New World responsibilities:

1. New World will provide the data conversion programs to convert Customer's legacy data to the New World standard software for the modules specified in the Data Conversion Migration Plan.
2. New World will provide Customer up to two test sets of converted data. Additional test sets requested will require additional conversion costs.
3. As provided in the approved Project Plan, New World will schedule a conversion analysis trip and a separate data conversion test trip to Customer's location. The conversion test trip is part of delivering the conversion programs to Customer.
4. New World will provide Customer with a Data Conversion Migration Plan for sign off prior to starting development of data conversion programs. No conversion programming by New World will commence until Customer signs this document.

Customer responsibilities:

1. Data files from Customer's current database are included in this conversion. Customer will provide a list of discrete data files with descriptions of fields or data elements in each file.
2. Supply data to be converted.
3. As provided in the Project Plan, Customer will provide a dedicated contact for each application area to focus on conversion mapping and testing tasks. Responsibilities include dedicating a support person(s) whenever members of the New World's team are on site regarding conversions. Roughly a one-to-one time ratio exists for Customer commitment and New World commitment.
4. Data Conversion testing. Customer understands that thorough and timely testing of converted data by Customer's SMEs is a key part of a successful data conversion.
5. Customer agrees to promptly review and sign off on the data conversions after the final test run is completed.

Inputs (prerequisites):

1. Approved Data Conversion/Migration Plan
2. Data to be converted

Outputs (completion criteria):

1. Completed data conversion programs
2. Conversion test sign-off

B. Provide Customer Agreement Custom Deliverables

Overview: New World will provide Customer requested standard software enhancements and/or custom software (including interfaces and state reporting) as described in the Customer Agreement.

New World responsibilities:

1. New World will develop and implement custom software and interfaces
2. New World will provide training for enhancements and/or custom software

Customer responsibilities:

1. Provide resources to support the installation of software upgrades when enhancements and/or custom software are available, including interfaces and state reporting
2. Attend training as required

Inputs (prerequisites):

1. Completed enhancements and/or custom software / interfaces
2. Customer to confirm functionality of software within the scope of the Requirements Document

Outputs (completion criteria):

1. Upgraded application with enhancements and/or custom software
2. Trained personnel

C. Perform Data Conversion

Overview: Using the established guidelines from the contract, execute the data conversion to migrate data from legacy systems to the New World application. Depending on Project Plan requirements, this conversion can be completed in one or two phases as part of pre-live, live or post-live operations.

New World responsibilities:

1. Follow established Data Conversion/Migration Plan; the plan will identify data sources to be converted, data sources to be migrated, the database type, database design and any detected data mapping issues or exceptions
2. Execute Data Conversion as outlined in the Project Plan to ensure legacy data can be accessed on production systems as confirmed through previous conversion tasks.

Customer responsibilities:

1. Provide New World with access to production server and window of downtime required to execute conversion
2. Analyze data and document any discrepancies or concerns with data conversion
3. Provide dedicated internal contact for support and assistance with data conversion operations

Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. Data Conversion Packet
3. Approved Data Conversion/Migration Plan

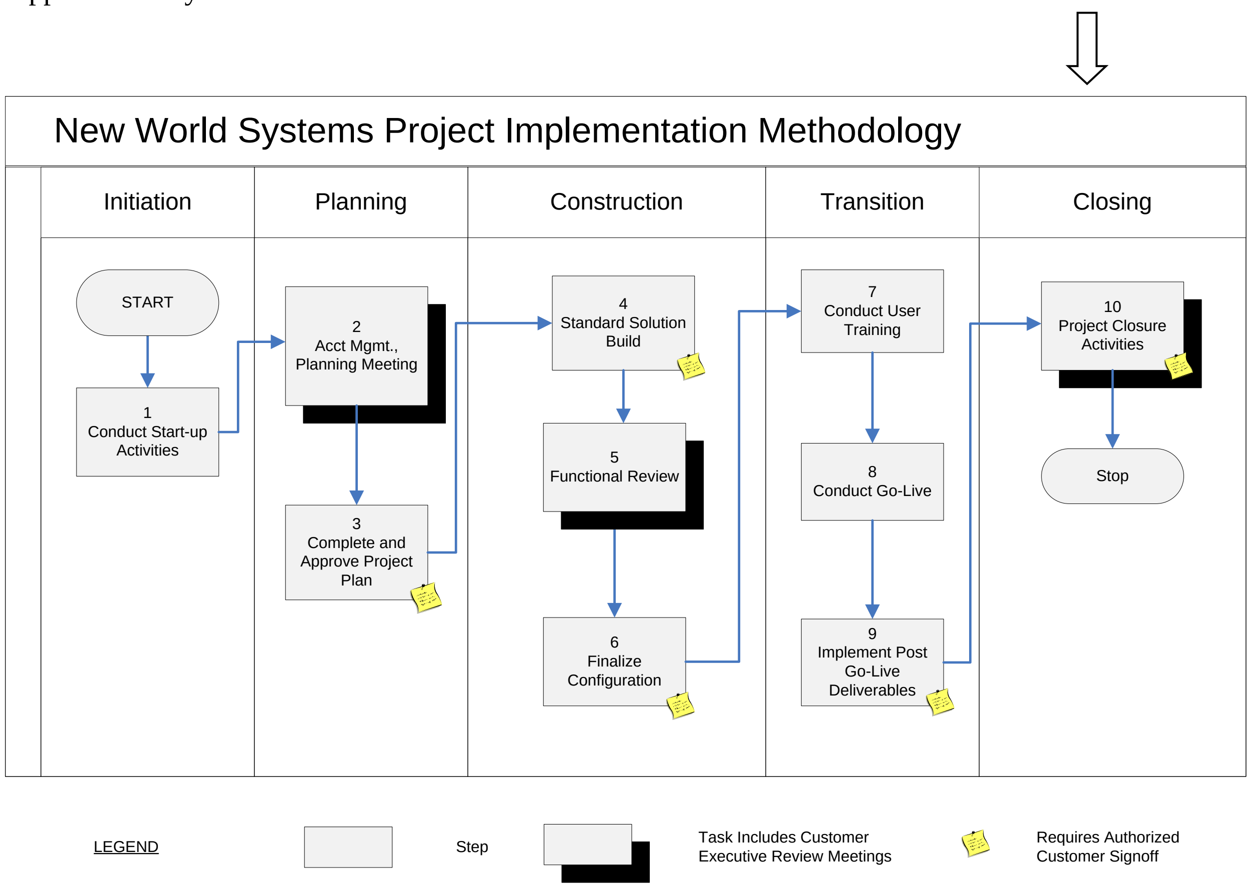
Outputs (completion criteria):

1. Customer review and sign off on Acceptance of Data Conversion
2. Post-Trip Report (if conducted on site)

PHASE: Closing

Purpose: Review the project, approve closure, disengage project management and transition Customer to the Account Management Team.

Description of Phase: The Closing Phase consists of one step. During this Phase, the New World Project Manager reviews the project with Executive Management, closes out all remaining documentation tasks and disengages from the project. The Account Management Team assumes all responsibilities for ongoing support of the system and Customer.



Step 10: Project Closure Activities

Transition to Account Management

Overview: At the conclusion of the project, the New World applications are fully live and functional in the Customer's environment with all required components delivered and operational. During this event, the New World Project Manager or Optimization Manager will schedule a formal turnover of the Customer to the New World Account Management Team, which includes the Executive Sponsor, Customer Support and Customer Care. The managers of Customer Care and Support introduce their department structure and review the services each team provides.

Many of these individuals will have been part of the project, so this transition should be relatively seamless.

Project closure will also be finalized with the Customer, ensuring the Customer and the New World Customer Support team members are aware of the overall deployment of the New World implementation and that all questions have been addressed and exceptions are incorporated into the sign-off document.

New World responsibilities:

1. The New World Project Manager will coordinate a meeting, either via teleconference or on site, to review the project status and transition ongoing communications with the Customer to the assigned Account Team
2. Managers of New World Customer Support create and distribute agenda
3. Prepare the sign-off documentation
4. The Project Manager or Optimization Manager and PMO will review all project financials to ensure all deliverables for the Customer Agreement are delivered, billed and paid

Customer responsibilities:

1. Provide appropriate personnel for the support turnover meeting
2. Provide a location with a conference phone for the support turnover meeting
3. Project Closure sign-off

Inputs (prerequisites):

1. Agenda
2. Scheduled meeting
3. Open item list and corresponding release pathing plan
4. Project Closure sign-off template

Outputs (completion criteria):

1. Account Management engaged to support the Customer
2. Project Closure sign-off