OPG-3 | Content Management
Process Automation
Enterprise Transformation

Statements of Work

1. *Installation, configuration and testing of core components in 3 environments*
2. *Citywide capture workflows and file plans*
3. *SIRE conversion*
4. *Contract Management*

For: The City of Lee's Summit

November 6, 2019

Laserfiche®
Run Smarter®

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Summary

The attached Statements of Work (SOWs) outline the services required to complete 3 separate projects proposed for the City of Lee's Summit. There are dependencies between projects so the order in which they are completed is important. OPG-3 utilizes two formats for SOWs – Streamlined and Standard – depending on the size of the project. The projects are:

1. Installation, configuration and testing of core components in 3 environments (Streamlined SOW)
2. Develop Citywide capture workflows and file plans (Standard SOW)
3. SIRE Conversion (Standard SOW)

Tentative Project Schedule

The high-level project schedule listed below is tentative. Finalized schedules for each SOW will be published after the completion of Phase 1.

SOW 1 – Installation, configuration and testing of core components in 3 environments

Activity	Start Date	Completion Date
Initial alignment call to review: • Architecture of each environment • Remote access • Planned approach (how each component will be configured in each environment)	December 2019	December 2019
Software installation, configuration and testing	TBD based on project start	TBD based on project start
Demonstration to confirm components are functioning properly	TBD based on project start	TBD based on project start
Acceptance of completed installation and configuration by stakeholder	TBD based on project start	TBD based on project start
Project closeout	TBD based on project start	TBD based on project start

SOW 2 – Citywide capture workflows and file plans

Activity	Start Date	Completion Date

Phase 0 – Project Setup, Kickoff and Prerequisites
• Project setup in MS Teams
• Project Kickoff Meeting
  ○ Define project teams and roles
  ○ Develop list of prerequisite activities and assign task with due dates
  ○ Schedule weekly Sprint meetings
• Completion of prerequisites
	December 2019 or January 2020	TBD based on project start

Phase 1 – Requirements, Design and Prototype • Onsite interviews with departments to finalize Document Type spreadsheet and design capture processes and confirm usability requirements • Weekly demonstrations of prototypes in Dev with departments based on prioritized list from Phase 0 • Acceptance of solution design and requirements	TBD based on project start	TBD based on project start

Phase 2 – System Development
• Begin system development in Test for first department
• Weekly demonstrations with departments
  ○ Confirm system meets design and requirements from Phase 1
  ○ Develop test scripts
	TBD based on project start	TBD based on project start

Phase 3 – User Acceptance Testing • Demonstration to departments using test scripts with testing instructions • Bi-weekly testing check-ins and remediation as needed • Solution approved for promotion to Prod	TBD based on project start	TBD based on project start
Phase 4 – Push to Production • Migrate file plan, workflows and forms to Prod • Migrate data sources to production accounts • Functional testing using test scripts • Solution approved for production use	TBD based on project start	TBD based on project start
Phase 5 – Knowledge Transfer and Transition to Support • Provide demonstration recordings and system documentation • Remote training sessions for users and administrators	TBD based on project start	TBD based on project start

SOW 3 – SIRE Conversion

Activity	Start Date	Completion Date

Phase 0 – Project Setup, Kickoff and Prerequisites
• Project Kickoff Meeting
  ○ Define project teams and roles
  ○ Develop list of prerequisite activities and assign task with due dates
  ○ Schedule weekly Sprint meetings
• Completion of prerequisites
	January or February 2020	TBD based on project start

Phase 1 – Requirements, Design and Prototype • Migrate content and metadata from all cabinets (by department) • Review available metadata from SIRE and integrate with day-forward file plan with subset of migrated content • Review potential issues related to missing or corrupt data and develop exception handling processes • Weekly demonstrations of migrated content • Acceptance of migration plan ad exception handling processes	TBD based on project start	TBD based on project start
Phase 2 – System Development • Process all migrated data according to migration plan in Test • Run comparison reports to identify and recover missing documents • Develop test plan and determine whether exceptions will be handled in Test or Prod • Acceptance of test plan	TBD based on project start	TBD based on project start
Phase 3 – User Acceptance Testing • Demonstration to departments using test scripts with testing instructions • Bi-weekly testing check-ins and remediation as needed • Solution approved for promotion to Prod	TBD based on project start	TBD based on project start
Phase 4 – Push to Production • Export Laserfiche volumes from Test and import to Prod • Functional testing according to test scripts • Solution approved for production use	TBD based on project start	TBD based on project start
Phase 5 – Knowledge Transfer and Transition to Support • Provide updated documentation • Provide remote training sessions for users and administrators	TBD based on project start	TBD based on project start

SOW 4 – Contract Management

Activity	Start Date	Completion Date

Phase 0 – Project Setup, Kickoff and Prerequisites
• Project setup in MS Teams
• Project Kickoff Meeting
  ○ Define project teams and roles
  ○ Develop list of prerequisite activities and assign task with due dates
  ○ Schedule weekly Sprint meetings
• Completion of prerequisites
	TBD based on completion of SOW 3	TBD based on project start

Phase 1 – Requirements, Design and Prototype • Online requirements gathering sessions to define overall process including integration points with Lawson, contract approval requirements and components of contract lifecycle • Weekly demonstrations of prototypes in Test with departments to solicit feedback on design and functionality • Acceptance of solution design and requirements	TBD based on project start	TBD based on project start
Phase 2 – System Development • Begin system development in Test • Weekly demonstrations with project team ○ Confirm system meets design and requirements from Phase 1 • Develop test scripts	TBD based on project start	TBD based on project start
Phase 3 – User Acceptance Testing • Demonstration to project team using test scripts with testing instructions • Bi-weekly testing check-ins and remediation as needed • Solution approved for promotion to Prod	TBD based on project start	TBD based on project start
Phase 4 – Push to Production • Migrate file plan, workflows and forms to Prod • Migrate data sources to production accounts • Functional testing using test scripts • Solution approved for production use	TBD based on project start	TBD based on project start
Phase 5 – Knowledge Transfer and Transition to Support • Provide demonstration recordings and system documentation • Remote training sessions for users and administrators	TBD based on project start	TBD based on project start

Project Team

The following outlines the roles of project team members for both OPG-3 and Lee's Summit. During the project kickoff meeting, the team roster will be completed with roles assigned to team members and the relationship between members will be established. A project kickoff meeting will happen at the beginning of each SOW. Sprint demonstrations and meetings are held weekly.

Project Team – OPG-3

Role	Description
ScrumMaster	The ScrumMaster is responsible for scheduling, resource allocation and communication throughout the project. The ScrumMaster maintains the project collaboration site (Microsoft Teams) and all project artifacts (meeting notes, requirements, sample documents and project schedule) and provides weekly status reports after each Sprint demo.
Project Owner	The Project Owner is a blended role of Solution Architect and Technical Project Manager held by a senior member of the OPG-3 service delivery team. The Project Owner is responsible for overall solution design, the identification and completion of technical prerequisites and assigning work to Technical Engineers working on the project.
Technical Engineer	Technical Engineers are assigned to projects as needed to ensure projects are completed on-time and on-budget. In most cases, Technical Engineers are assigned for the duration of projects but can be added or removed as workload and schedule demands.
Support Engineer	Support Engineers are proactively introduced to the projects at the beginning of Phase 3 – User Acceptance Testing. Support Engineers complete the first round of testing according to the test scripts (sample attached as Appendix 1) developed by the Technical Engineer(s) who developed the solution. Support Engineers are responsible for managing User Acceptance Testing and remediating any issues that come up and provide the training (user and admin) and documentation (user and system) necessary to complete the project.
Product Owner	The Product Owner is ultimately accountable to the customer stakeholder(s) for the quality and timeliness of the project including communication, user experience and overall functionality.
Solution Manager	The Solution Manager owns the business relationship with the customer and handles issues related to billing milestones, project scope and non-technical impediments.

Project Team – Lee's Summit

Role	Description
Project Manager	Will work directly with OPG-3 ScrumMaster to manage scheduling and communication for project activities. The Project Manager will attend weekly Sprint demos and serve as the primary point of contact for the ScrumMaster.
Subject Matter Expert (Business)	Will serve as knowledgeable resource for discovery and requirements gathering and help make decisions about design and user experience. Will participate in scheduled working sessions and attend weekly Sprint demos.
Subject Matter Expert (Technical)	Will serve as technical resource for the project with knowledge regarding technical infrastructure and applications that will be integrated. Will be able to complete or coordinate activities related to creating ODBC connections, configuring technical infrastructure (firewall, SSL certificates, etc.). Will participate in scheduled working sessions and attend weekly Sprint demos.
Stakeholder	Project sponsor responsible for the overall fit and quality of the project for the organization. Is ultimately responsible for sign-off/acceptance, approval of scope change requests and discussions regarding budget and timeline. Is invited to weekly Sprint demos but attendance is not required.
Users	Will participate in discovery sessions and Sprint demos if invited by Project Manager. Will participate in User Acceptance Testing and training sessions.
System Administrator	Designated resource(s) from IT that will participate in Push to Production and scheduled System Administrator training. Will serve as first line of technical support after project closeout and will work closely with OPG-3 Support to resolve technical issues if/when they come up.

Note: It's understood that the same person may play multiple roles for a project. It's also understood that there may be multiple SMEs and Stakeholders for the Citywide capture workflows and file plan project as each department will bring their own expertise and requirements.

Project Tools

OPG-3 utilizes Microsoft Teams as a collaborative workspace for managing projects, collecting project artifacts (sample documents, requirements, project notes, etc.) and communication with the project team. The Project Manager(s), SME(s) and Stakeholder(s) from the Lee's Summit team will be invited as guest users and will have full access to the Team site. The primary components of Teams that will be used are:

- ***Conversations*** – As much as possible, messaging through the Conversations tab should replace email communication because it keeps everything associated with the project and is accessible by all team members. Questions and messages for specific people can be directed by @ messaging team members and files can be shared by securely uploading them to the team site instead of attaching them to emails.
- ***Files*** – Project artifacts such as sample documents, recorded videos and project requirements will be uploaded through the Files tab so they're accessible to all team members.
- ***Shared OneNote notebook*** – meeting notes will be recorded in a shared OneNote notebook to serve as a written transcript of the meetings. This is helpful when team members miss a meeting and provides a way to determine when decisions are made that affect requirements and design. Our practice is to send a copy of the meeting notes after the weekly Sprint meeting/demo via email as a status update.

GoToMeeting will be used to make Sprint meetings/demos accessible and allow demonstrations to be recorded for future reference.

SOW 1 – Installation, configuration and testing of core components in 3 environments

The City of Lee's Summit would like to implement the core Laserfiche components in Development, Test and Production environments. The Laserfiche components include:

- Laserfiche Directory Server (1 environment)
- Laserfiche Content Server
- Laserfiche Workflow Server
- Laserfiche Forms
- Laserfiche Web Access
- Laserfiche WebLink (optional)
- Laserfiche Mobile (optional)
- Laserfiche Import Agent (1 environment)

The implementation will include the installation of each component, configuration to ensure communication between components and functional testing to ensure they work as expected including the import of sample documents to test searching and viewing, creation of sample workflow and publishing and submission of sample forms.

In order to minimize the overhead required for this type of engagement, OPG-3 has developed a streamlined approach for projects of less than 25 hours.

Once we receive email approval to proceed based on the description and activities below, the project will be onboarded, and we'll work with the Project Stakeholder to schedule the necessary activities.

Customer Name:	City of Lee's Summit
Stakeholder:	Steve Marsh
Project Name:	Installation, configuration and testing of core components in 3 environments
Description:	Installation of core Laserfiche components in Dev, Test and Production environments. Configuration and functional testing of components.
Activities:	• Initial alignment call to review architecture, remote access and planned approach • Software installation, configuration and testing • Demonstration to show how to access each environment and confirm components are functioning properly • Acceptance of completed installation and configuration by stakeholder • Project closeout
Known Prerequisites	• Laserfiche software has been procured • Servers have been allocated (including SQL Server) • Remote access (preferably VPN) to servers
Hours Estimate:	16 hours - $2,960
Payment Method	Fixed bid, paid upon acceptance

SOW 2 – Citywide capture workflows and file plans

This Statement of Work ("SOW") defines the professional services ("Services") that OPG-3 will provide for the City of Lee's Summit (Lee's Summit) in conjunction with the Citywide capture workflows and file plans ("Project"). This SOW will be a part of a Professional Services Agreement between OPG-3 and Lee's Summit.

Project Scope and Objective

Lee's Summit is implementing a new Laserfiche system throughout the city. The first step of the implementation is to design and implement capture workflows for day-forward document capture and filing plans to build out the foundation of their Laserfiche repository.

Capture Workflows

Capture workflows streamline the process of capturing (scanning, printing, importing) content to be managed by Laserfiche. Core components of a capture workflow include:

- Identify primary applications that maintain data to be used in the indexing process
- Develop dynamic templates linked to data sources to automate much of the indexing process
- Develop filing workflows to automatically build and manage the file plan
- Configure Laserfiche Connector profiles to make documents available through primary applications
    - Lawson
    - GIS
    - CityWorks
    - CityView
    - MHC
    - Zuercher
    - FDM
    - RecTrac

Note: During onsite interviews it was discovered that both the Human Resources and Development Services departments have a need to scan historic physical records. The capture workflow processes developed for these departments will include configuring Quick Fields scanning sessions to streamline the backfile conversion process.

OPG-3 proposed 2 copies of Quick Fields to handle backfile conversion for HR and Development Services. That entails developing the backfile capture strategy and creating Quick Fields Sessions to handle scanning, batch processing, data extraction and lookup, etc. If other departments have a higher priority backfile need, they can be named in place of HR and Development Services.

File Plans

The file plan in Laserfiche encompasses the folder structure, standardized document naming conventions, metadata schema and records management properties. The capture workflows will be configured to build and manage the file plans automatically to eliminate the need for manual repository maintenance. OPG-3 utilizes a "Document Type" spreadsheet to capture the components of the file plan and serve as the requirements for design and implementation. The departments in scope for this project are:

- City Clerk
- Development Services
- Finance
- Fire
- Human Resources
- ITS
- Law
- Parks
- Police
- Public Works
- Water

Change Management Process

It may become necessary to amend this SOW for reasons including, but not limited to, the following:

- Changes to the project schedule, scope or budget
- Changes in priorities (external or internal to the project) that impact the project
- Environmental or architectural impediments not previously identified
- Lack of access to personnel, facilities, or systems necessary to complete project as scoped

In the event that it is necessary to change this SOW, the following process will be followed:

A Project Scope Change Request (PSCR) will be used to communicate change. The PSCR must describe the change, the reasons for the change, and the effect the change will have on the project, which may include scheduling changes, pricing, etc. A PSCR will be initiated by OPG-3 but must be executed by both parties to make it effective and binding on the parties. See Appendix 2 for PSCR template.

Identified Phases

The following Phases (major project areas) are included in the services. Phases will run in parallel where possible.

Phase	Number of Weekly Sprints
0. Project Setup, Kickoff and Prerequisites	3
1. Requirements, Design and Prototype	11
2. System Development	11
3. User Acceptance Testing	11
4. Push to Production	11
5. Knowledge Transfer and Transition to Support	11
Total	58

The timeline estimates listed above may seem misleading because there will be significant overlap based on the way we have recommended the project be run. Once Phase 0 has been completed, the first department will start Phase 1. If the departments are engaged, each Phase should take 1 week to complete. As soon as the first department completes Phase 1, we'll start Phase 1 with the second department and so on. That means the first department could be using the system in production 8 weeks from project kickoff and the last department could be in production 19 weeks after kickoff.

Because we'll be working with multiple departments simultaneously, we'll effectively spend a total of 11 weeks in each major phase. It's possible that the timeline will extend past 19 weeks if departments aren't ready to start on schedule or would prefer to spend more than 1 week in each phase. One of the prerequisite activities we'll complete in Phase 0 will be to develop an ordered sequence for departmental implementation and the timeline may be adjusted once that has been finished.

SOW 3 documents the intersection between SOW 2 and SOW 3. Once a department has completed Phase 5 of SOW 2 and is capturing day-forward documents, their cabinets in SIRE will be made read-only and Phase 1 of their SIRE conversion will begin.

Phase 0 – Project Setup, Kickoff and Prerequisites

Projects are completed most efficiently when core dependencies are identified early and cleared as Project Prerequisites. During the Project Setup process a list of prerequisites that could impede the project will be developed. A portion of the Project Kickoff meeting will be focused on discussing the prerequisites, identifying the resource(s) responsible for completing them and determining target dates for resolution. The project schedule will be based on these dates

Core Activities Include:

- Project onboarded to Salesforce and Team sites as dictated by scope and complexity
- List of prerequisites developed and vetted by project team
- Project Kickoff presentation created, and meeting scheduled

Known Prerequisites:

- Confirm remote access (VPN preferred)
- Laserfiche software installed and configured in Test and Production environments
- Identify applications/data sources to be utilized in capture process
    - Establish read-only ODBC connection or data export strategy
- Review "Document Type" spreadsheets and provide guidance for completion
- Review Citywide retention plan and translate to Laserfiche Records Management Objects
- Sequenced list of departments for implementation

Deliverables:

- Project Kickoff meeting
- Initial Discovery sessions (onsite) with each department to review Document Type spreadsheet, investigate data sources and discuss user experience goals
- Initial project schedule developed

Phase 1 – Requirements Gathering, Design and Prototype

The goal of Phase 1 is to rapidly prototype the solution (per department, as defined in the Scope and Objectives section of this document) based on the requirements documented in the Document Type spreadsheet to provide context before users are expected to finalize design decisions that affect the user experience. Feedback from the prototype demo will be incorporated into the solution design that is implemented in Phase 2.

Core Activities Include:

- Work with Subject Matter Experts to finalize document type spreadsheet
- Investigate data sources to be used to streamline document indexing to determine how it can be incorporated in the capture workflow process
- Develop and present solution prototype to get user feedback on foundational design considerations.
- Create requirements backlog and plan implementation. The backlog (requirements written as user stories) will define initial acceptance criteria for project deliverables.

Deliverables:

- Prototype solution, including integration with primary applications
- Finalized project requirements reviewed and accepted by departmental SME and ITS representative
- Project Plan

Assumptions Driving Effort:

- Initial backlog is limited to phases currently in scope.
- The backlog and deliverable acceptance criteria may need to be adjusted based on continued requirements gathering throughout the project. Both Lee's Summit and OPG-3 must approve in writing, which may be an email communication between the parties, any changes to acceptance criteria that would represent a material change to either the solution or its required effort.

Phase 2 – System Development

Core Activities Include:

- Develop solution in test (or production) environment
- Weekly solution demonstrations and walkthroughs with Lee's Summit project team (PM, SMEs and users as appropriate) to show progress and solicit feedback
- Develop test scripts to be utilized in Phase 3 – User Acceptance Testing

Requirements:

- Laserfiche software deployed in Production, Test, and Development environments.
- User account for assigned OPG-3 engineer that includes:
    - Access to the Dev server
    - Access to Laserfiche
- Contact information for a Lee's Summit resource to set up database connections with other accounts as needed

Deliverables:

- System deployed in test environment, ready for User Acceptance Testing.
- Test scripts to be utilized in Phase 3 – User Acceptance Testing. See Appendix 1 for example test script.

Assumptions Driving Effort:

- OPG-3 project team members receive access to all necessary Lee's Summit resources by the scheduled implementation start time in the project plan.
- Lee's Summit personnel will be available to provide any assistance OPG-3 may need in the Lee's Summit environment.
- Lee's Summit personnel attending solution demonstrations and walkthroughs are empowered to provide feedback that will affect overall design.

Phase 3 – User Acceptance Testing

OPG-3 will work with each department to develop an appropriate testing plan for User Acceptance Testing (UAT). The primary activity will be testing the system by following the test scripts provided by OPG-3 during a scheduled period of time and participating in scheduled "check in" meetings to review test results so OPG-3 can remediate any issues that have been uncovered. Depending on the testing schedule, the "check-in" meetings may be the regularly scheduled weekly Sprint demo or they could occur more frequently.

Core Activities Include:

- Work with Lee's Summit to identify end users that will participate in UAT.
- Testing by Lee's Summit end-users using the test scripts developed in Phase 2.
- Remediate any issues discovered during UAT until acceptance criteria are satisfied.

Deliverables:

- Solution deployed in Test, approved by Lee's Summit for promotion to Production.

Assumptions Driving Effort:

- Lee's Summit personnel will be available for UAT per a mutually agreed-upon schedule.

Phase 4 – Promotion to Production

The OPG-3 project team will assist Lee's Summit in promoting the solution from Test to Production. If Lee's Summit prefers, and provides access, the OPG-3 project team can take the lead with Lee's Summit personnel assisting.

Core Activities Include:

- Work with Lee's Summit to develop promotion plan.
- Promote solution to production.
- Functional testing of individual components, testing of solution using Test Scripts.
- Remediate any issues within scope as necessary.

Deliverables:

- Laserfiche solution deployed in production and ready for end users.
- Two weeks of Stabilization support after Promotion to Production.

Assumptions Driving Effort:

- The OPG-3 project team will continue to support the solution for two weeks after Promotion to Production while transferring support responsibilities to the OPG-3 Support Team.

Phase 5 – Training, Knowledge Transfer and Transition to Support

Once the solution has been promoted to production and is ready for use, OPG-3 will provide training for users and administrators.

Deliverables:

- Recorded demonstrations to show each step of the processes.
- Knowledge Transfer sessions with OPG-3 Support on solution for post-project support.
- System documentation.
- User and Administrative training (remote).

Assumptions Driving Effort:

- Lee's Summit will work with OPG-3 to help develop appropriate training materials for end-users.
- Lee's Summit will coordinate attendance of Lee's Summit personnel for training sessions.
- Training will occur throughout this project as the OPG-3 and Lee's Summit teams work alongside each other.
- OPG-3 may deliver a final update to the System documentation prior to project closeout if such an update is necessary. This potential final System documentation update is not a deliverable of this Phase.

Lee's Summit Responsibilities

The following are Lee's Summit's responsibilities for the Services.

1. Lee's Summit will make available, and provide access to (e.g., within two to three business days), necessary personnel to ensure project success, including:
   a. A designated project manager to help schedule meetings, facilitate project governance, coordinate document requests, and other tasks.
   b. IT personnel such as system administrators, database administrators, or help desk.
   c. Subject matter specialists to provide information on Lee's Summit's business processes.
   d. Personnel to execute the test scripts and document results for User Acceptance Testing ("UAT"). Personnel will be made available per the project schedule and plan.
2. Lee's Summit will work with OPG-3 to provide any necessary technical resources and support. This includes:
   a. Providing requested documentation and acceptance of key deliverables within five business days. If Lee's Summit does not respond in writing to OPG-3's request for acceptance within five business days of OPG-3's request, or Lee's Summit's refusal of such approval within the five-day period is not reasonable, OPG-3 may allocate resources to other projects until a response has been provided. It could take up to one week to restart work in these instances.
   b. Providing any access to the Lee's Summit environment that the OPG-3 team will need to develop the solution.
3. Lee's Summit will be responsible for providing all hardware and licensing all software components necessary for completing Services. This includes:
   a. Windows Server 2012R2 (or higher) and SQL Server Standard/Enterprise 2012 (or higher) licenses.
   b. SSL certificates for all servers that require them.
   c. Licenses for all software and systems on the Lee's Summit network with which the Laserfiche system will integrate.

OPG-3 Responsibilities

The following are OPG's responsibilities for the Services.

1. OPG-3 will make available, and provide access to (e.g., within two to three business days), necessary personnel to ensure project success, including:
   - **a.** A designated project manager to help schedule meetings, facilitate project governance, coordinate document requests, provide status updates and other tasks.
   - **b.** Experienced OPG-3 engineering personnel.
   - **c.** Personnel to perform preliminary testing during development and prior to UAT. Personnel will be made available per the project schedule and plan.
2. OPG-3 will work with Lee's Summit to provide any necessary technical resources and support. This includes escalating any issues to Laserfiche Support and Laserfiche Development as necessary.

Project Assumptions

3. The scope of the engagement will include the Services described in this SOW. Any additional scope requests will be provided in a separate SOW or change order.
   - a. The Services will focus exclusively on Laserfiche and Laserfiche-related products to support the system and solution, except where explicitly noted in this SOW.
   - **d.** If after OPG-3's request for acceptance on project closeout, Lee's Summit does not respond in writing within five business days, or Lee's Summit's refusal of such approval in the five-day period is not reasonable,OPG-3 may allocate resources to other projects until a response has been provided. It could take up to one week to restart work in these instances.

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Professional Services Pricing

The table below represents the level of effort required for this project, including both onsite and offsite Professional Services work. This is a fixed-bid project.

Description	Rate	Est. Hours	Est. Cost
Citywide capture workflows and file plans (11 departments)	$185	136	$25,160
Travel costs for onsite work			$1,460
		Total Cost	$26,620

Payment Plan

All Services will be performed in accordance with this mutually accepted SOW. Lee's Summit will be billed monthly for services based on departments that have completed Phase 5 within the month. In order to simplify billing, the cost associated with each department completing Phase 5 will be 1/12th of the total cost or $2,218.33.

Changes to project scope or effort required to complete specific work items due to unforeseen complications or issues outside of OPG-3's control will go through the Change Management Process and will be reviewed and may approved by Lee's Summit.

SOW 3 – SIRE Conversion

This Statement of Work ("SOW") defines the professional services ("Services") that OPG-3 will provide for the City of Lee's Summit (Lee's Summit) in conjunction with the SIRE Conversion ("Project"). This SOW will be a part of a Professional Services Agreement between OPG-3 and Lee's Summit.

Project Scope and Objective

Lee's Summit is implementing a Laserfiche Content Management solution to replace the existing SIRE system in place. To complete the implementation the content currently managed in 12 separate SIRE cabinets will need to be migrated to the new Laserfiche repository.

This project will be run concurrently with the ***Citywide capture workflows and file plans*** project so the proper sequencing of activities will be critical. Based on our experience, we're recommending the following approach

- When a City department completes Phase 5 of the Citywide capture workflows and file plans project, their migration process will begin
- Day-forward document capture will occur in Laserfiche
- The SIRE cabinets used by that department will be marked read-only
- Phase 1 of the SIRE Migration progress will begin

The goal of the project is to migrate the contents of each cabinet into the file plans implemented for day-forward capture and use in Laserfiche. How closely the migrated content can be integrated into the new file plan will be dependent on the metadata extracted from SIRE and additional information that can be utilized from other sources. Because the new file plans will account for formal records management components that don't exist in the SIRE system there may be some concessions/compromises made to complete the project.

Change Management Process

It may become necessary to amend this SOW for reasons including, but not limited to, the following:

- Changes to the project schedule, scope or budget
- Changes in priorities (external or internal to the project) that impact the project
- Environmental or architectural impediments not previously identified
- Lack of access to personnel, facilities, or systems necessary to complete project as scoped

In the event that it is necessary to change this SOW, the following process will be followed:

A Project Scope Change Request (PSCR) will be used to communicate change. The PSCR must describe the change, the reasons for the change, and the effect the change will have on the project, which may include scheduling changes, pricing, etc. A PSCR will be initiated by OPG-3 but must be executed by both parties to make it effective and binding on the parties.

Identified Phases

The following Phases (major project areas) are included in the services. Phases will run in parallel where possible.

Phase	Number of Weekly Sprints
0. Project Setup, Kickoff and Prerequisites	3
1. Requirements, Design and Prototype	9
2. System Development	9
3. User Acceptance Testing	9
4. Push to Production	9
5. Knowledge Transfer and Transition to Support	9
Total	48

The timeline estimates listed above may seem misleading because there will be significant overlap based on the way we have recommended the project be run. Once Phase 0 has been completed, the first department will start Phase 1. As soon as the first department completes Phase 1, we'll start Phase 1 with the second department and so on. That means the first department could be using the system in production 8 weeks from project kickoff and the last department could be in production 12 weeks after kickoff.

Because we'll be working with multiple departments simultaneously, we'll effectively spend a total of 9 weeks in each major phase. It's possible that the timeline will extend past 12 weeks if departments aren't ready to start on schedule or would prefer to spend more than 1 week in each phase. One of the prerequisite activities we'll complete in Phase 0 will be to develop an ordered sequence for departmental implementation and the timeline may be adjusted once that has been finished.

Note: Based on the list of SIRE cabinets listed in the RFP, we're assuming there are 5 departments that have content in SIRE.

Phase 0 – Project Setup, Kickoff and Prerequisites

Projects are completed most efficiently when core dependencies are identified early and cleared as Project Prerequisites. During the Project Setup process a list of prerequisites that could impede the project will be developed. A portion of the Project Kickoff meeting will be focused on discussing the prerequisites, identifying the resource(s) responsible for completing them and determining target dates for resolution. The project schedule will be based on these dates

Core Activities Include:

- Project onboarded to Salesforce and Team sites as dictated by scope and complexity
- List of prerequisites developed and vetted by project team
- Project Kickoff presentation created, and meeting scheduled
- Review of SIRE data structure
- Test/review of file export to confirm file types and structure

Known Prerequisites:

- Confirm remote access (VPN preferred)
    - Because 2 projects will be run concurrently, 2 VPN connections will be required
- Read-only ODBC access to SIRE database for query purposes
- Contents of SIRE cabinets exported to network location accessible from Laserfiche Server
- Sequenced list of departments with SIRE cabinets to be migrated

Deliverables:

- Project Kickoff meeting
- Initial project schedule developed

Phase 1 – Requirements Gathering, Design and Prototype

The goal of this phase is to review the contents of the SIRE cabinets (documents and metadata) and develop a strategy for integration with new file plan developed for Laserfiche. For each department, their cabinets (or a subset if they're particularly large) will be imported into the Laserfiche Test environment with the metadata structure replicated from SIRE.

If necessary, the same data sources utilized for the day-forward capture workflow processes developed in Laserfiche will be used to retrieve additional data to file the migrated documents within the new file plans.

Core Activities Include:

- Import content of SIRE cabinets into Laserfiche Test environment and replicate metadata structure from SIRE
- Develop and run workflow processes on a subset of the cabinets to determine how well the documents can be integrated into the new file plans
- Confirm integration with primary applications functions as developed in SOW 2 for migrated content
- Develop exception handling process for documents with missing or incomplete data
- Provide demonstration of system with migrated content to solicit feedback and update requirements as needed
- Finalize requirements and plan implementation

Deliverables:

- Prototype solution
- Finalized requirements reviewed and accepted by departmental SME and designated ITS representative
- Project Plan

Assumptions Driving Effort:

- Initial backlog is limited to phases currently in scope.
- The backlog and deliverable acceptance criteria may need to be adjusted based on continued requirements gathering throughout the project. Both Lee's Summit and OPG-3 must approve in writing, which may be an email communication between the parties, any changes to acceptance criteria that would represent a material change to either the solution or its required effort.

Phase 2 – System Development

If a subset of the cabinets were imported in Phase 1, the entire cabinets will be imported during this phase. The data translation and filing processes finalized in Phase 1 will be run to finalize the migration process in the test environment.

Core Activities Include:

- Migrate and file cabinets in test environment
- Weekly solution demonstrations and walkthroughs with Lee's Summit project team (PM, SMEs and users as appropriate) to show progress and solicit feedback
- Develop test scripts to be utilized in Phase 3 – User Acceptance Testing

Requirements:

- Laserfiche software deployed in Production, Test, and Development environments.
- User account for assigned OPG-3 engineer that includes:
    - Access to the Test server
    - Access to Laserfiche
- Contact information for a Lee's Summit resource to set up database connections with other accounts as needed

Deliverables:

- Content migrated in test environment, ready for User Acceptance Testing.
- Test scripts to be utilized in Phase 3 – User Acceptance Testing. See Appendix 1 for example test script.

Assumptions Driving Effort:

- OPG-3 project team members receive access to all necessary Lee's Summit resources by the scheduled implementation start time in the project plan.
- Lee's Summit personnel will be available to provide any assistance OPG-3 may need in the Lee's Summit environment.
- Lee's Summit personnel attending solution demonstrations and walkthroughs are empowered to provide feedback that will affect overall design. Feedback and other meeting notes are recorded in a shared OneNote notebook in the project Team site.

Phase 3 – User Acceptance Testing

OPG-3 will work with each department to develop an appropriate testing plan for User Acceptance Testing (UAT). The primary activity will be testing the system by following the test scripts provided by OPG-3 during a scheduled period of time and participating in scheduled "check in" meetings to review test results so OPG-3 can remediate any issues that have been uncovered. Depending on the testing schedule, the "check-in" meetings may be the regularly scheduled weekly Sprint demo or they could occur more frequently.

Core Activities Include:

- Work with Lee's Summit to identify end users that will participate in UAT.
- Testing by Lee's Summit end-users using the test scripts developed in Phase 3.
- Remediate any issues discovered during UAT until acceptance criteria are satisfied.

Deliverables:

- Solution deployed in Test, approved by Lee's Summit for promotion to Production.

Assumptions Driving Effort:

- Lee's Summit personnel will be available for UAT per a mutually agreed-upon schedule.

Phase 4 – Promotion to Production

OPG-3 will utilize the Laserfiche Volume architecture to streamline the push to production. The volumes containing the migrated content will be exported from the Test environment and imported into the Production environment. This approach eliminates the need to copy the files which greatly reduces the time required to complete the process.

Core Activities Include:

- Work with Lee's Summit to develop promotion plan.
- Export volumes from Test and import to Production.
- Functional testing of individual components, testing of solution using Test Scripts.
- Remediate any issues within scope as necessary.

Deliverables:

- Laserfiche solution deployed in production and ready for end users.
- Two weeks of Stabilization support after Promotion to Production.

Assumptions Driving Effort:

- The OPG-3 project team will continue to support the solution for two weeks after Promotion to Production while transferring support responsibilities to the OPG-3 Support Team.

Phase 5 – Training, Knowledge Transfer and Transition to Support

Once the solution has been promoted to production and is ready for use, OPG-3 will provide training for users and administrators.

Deliverables:

- Recorded demonstrations to show each step of the processes.
- Knowledge Transfer sessions with OPG-3 Support on solution for post-project support.
- System documentation.
- User and Administrative training onsite.

Assumptions Driving Effort:

- Lee's Summit will work with OPG-3 to help develop appropriate training materials for end-users.
- Lee's Summit will coordinate attendance of Lee's Summit personnel for training sessions.
- Training will occur throughout this project as the OPG-3 and Lee's Summit teams work alongside each other.
- OPG-3 may deliver a final update to the System documentation prior to project closeout if such an update is necessary. This potential final System documentation update is not a deliverable of this Phase.

Lee's Summit Responsibilities

The following are Lee's Summit's responsibilities for the Services.

1. Lee's Summit will make available, and provide access to (e.g., within two to three business days), necessary personnel to ensure project success, including:
   a. A designated project manager to help schedule meetings, facilitate project governance, coordinate document requests, and other tasks.
   b. IT personnel such as system administrators, database administrators, or help desk.
   c. Subject matter specialists to provide information on Lee's Summit's business processes.
   d. Personnel to execute the test scripts and document results for User Acceptance Testing ("UAT"). Personnel will be made available per the project schedule and plan.
2. Lee's Summit will work with OPG-3 to provide any necessary technical resources and support. This includes:
   a. Providing requested documentation and acceptance of key deliverables within five business days. If Lee's Summit does not respond in writing to OPG-3's request for acceptance within three business days of OPG-3's request, or Lee's Summit's refusal of such approval within the three-day period is not reasonable, OPG-3 may allocate resources to other projects until a response has been provided. It could take up to one week to restart work in these instances.
   b. Providing any access to the Lee's Summit environment that the OPG-3 team will need to develop the solution.
3. Lee's Summit will be responsible for providing all hardware and licensing all software components necessary for completing Services. This includes:
   a. Windows Server 2012R2 (or higher) and SQL Server Standard/Enterprise 2012 (or higher) licenses.
   b. SSL certificates for all servers that require them.
   c. Licenses for all software and systems on the Lee's Summit network with which the Laserfiche system will integrate.

OPG-3 Responsibilities

The following are OPG's responsibilities for the Services.

1. OPG-3 will make available, and provide access to (e.g., within two to three business days), necessary personnel to ensure project success, including:
   - **a.** A designated project manager to help schedule meetings, facilitate project governance, coordinate document requests, provide status updates and other tasks.
   - **b.** Experienced OPG-3 engineering personnel.
   - **c.** Personnel to perform preliminary testing during development and prior to UAT. Personnel will be made available per the project schedule and plan.
2. OPG-3 will work with Lee's Summit to provide any necessary technical resources and support. This includes escalating any issues to Laserfiche Support and Laserfiche Development as necessary.

Project Assumptions

1. The scope of the engagement will include the Services described in this SOW. Any additional scope requests will be provided in a separate SOW or change order.
   a. The Services will focus exclusively on Laserfiche and Laserfiche-related products to support the system and solution, except where explicitly noted in this SOW.
   b. If after OPG-3's request for acceptance on project closeout, Lee's Summit does not respond in writing within five business days, or Lee's Summit's refusal of such approval in the five-day period is not reasonable, OPG-3 may allocate resources to other projects until a response has been provided. It could take up to one week to restart work in these instances.

Professional Services Pricing

The table below represents the level of effort required for this project, including both onsite and offsite Professional Services work. This is a fixed-bid project.

Description	Rate	Est. Hours	Est. Cost
SIRE Conversion	$185	100	$18,500
		Total Cost	$18,500

Payment Plan

All Services will be performed in accordance with this mutually accepted SOW.

Lee's Summit will be billed monthly for services based on departments that have completed Phase 5 within the month. In order to simplify billing, the cost associated with each department completing Phase 5 will be 1/5th of the total cost or $3,700.

Changes to project scope or effort required to complete specific work items due to unforeseen complications or issues outside of OPG-3's control will go through the Change Management Process and will be reviewed and may be approved by Lee's Summit.

SOW 4 – Contract Management System

This Statement of Work ("SOW") defines the professional services ("Services") that OPG-3 will provide for the City of Lee's Summit (Lee's Summit) in conjunction with the Contract Management System ("Project"). This SOW will be a part of a Professional Services Agreement between OPG-3 and Lee's Summit.

Project Scope and Objective

Lee's Summit is seeking to implement a contract management system to manage the process of drafting, reviewing and executing new contracts as well as the management of the contract lifecycle. The system will include a process for importing legacy contracts and will be integrated with Lawson. The solution will be developed using the Contract Management System template from the Laserfiche Business Process Library as the core framework. That framework includes:

- New Contract Process
- Compliance Review Process
- Proof of Insurance Process
- Contract Renewal Process
- Contract Termination Process

OPG-3 will customize the framework to meet Lee's Summit' specific needs. The primary components of that customization include:

- Customized approval process based on contract type, value, etc.
- Use of contract templates to facilitate versioning and change tracking throughout the New Contract Process
- The use of the Laserfiche Forms Portal for vendor document submission including contract revisions and signed contracts
- Integration with Lawson including:
    - Data lookup and auto-fill functionality through ODBC connection
    - Export of formatted XML or .CSV for import into Lawson
    - Accessing documents through Lawson interface using Laserfiche Connector

*__Note__ – Lee's Summit may choose to implement digital signatures for contract execution utilizing a tool such as DocuSign in place of having vendors upload signed contracts via a the Laserfiche Forms portal. This SOW can be modified to accommodate that requirement if DocuSign is utilized as an integration already exists. The use of another digital signature application is possible and may or may not require an adjustment to project budget.

Change Management Process

It may become necessary to amend this SOW for reasons including, but not limited to, the following:

- Changes to the project schedule, scope or budget
- Changes in priorities (external or internal to the project) that impact the project
- Environmental or architectural impediments not previously identified
- Lack of access to personnel, facilities, or systems necessary to complete project as scoped

In the event that it is necessary to change this SOW, the following process will be followed:

A Project Scope Change Request (PSCR) will be used to communicate change. The PSCR must describe the change, the reasons for the change, and the effect the change will have on the project, which may include scheduling changes, pricing, etc. A PSCR will be initiated by OPG-3 but must be executed by both parties to make it effective and binding on the parties.

Identified Phases

The following Phases (major project areas) are included in the services. Phases will run in parallel where possible.

Phase	Number of Weekly Sprints
0. Project Setup, Kickoff and Prerequisites	2
1. Requirements, Design and Prototype	3
2. System Development	2
3. User Acceptance Testing	2
4. Push to Production	1
5. Knowledge Transfer and Transition to Support	1
Total	11

Phase 0 – Project Setup, Kickoff and Prerequisites

Projects are completed most efficiently when core dependencies are identified early and cleared as Project Prerequisites. During the Project Setup process a list of prerequisites that could impede the project will be developed. A portion of the Project Kickoff meeting will be focused on discussing the prerequisites, identifying the resource(s) responsible for completing them and determining target dates for resolution. The project schedule will be based on these dates

Core Activities Include:

- Project onboarded to Salesforce and Team sites as dictated by scope and complexity
- List of prerequisites developed and vetted by project team
- Project Kickoff presentation created, and meeting scheduled

Known Prerequisites:

- Laserfiche installed and configured in production environment
- Confirm remote access (VPN preferred)
- ODBC connection to Lawson provided
- Contract import format (XML or .CSV) for Lawson provided

Deliverables:

- Project Kickoff meeting
- Initial project schedule developed

Phase 1 – Requirements Gathering, Design and Prototype

OPG-3 has determined that finalizing project requirements is impossible if users are asked to make important design decisions without context. We will rapidly deploy the core Contract Management Framework in the production environment and use a series of weekly Sprint demos to solicit feedback and finalize requirements

Core Activities Include:

- Develop and present solution prototype to get user feedback on foundational design considerations.
- Weekly Sprint demonstrations to facilitate feedback and finalize requirements
- Create requirements backlog and plan implementation. The backlog (requirements written as user stories) will define initial acceptance criteria for project deliverables.

Deliverables:

- Prototype solution
- Finalized requirements reviewed and accepted by departmental SMS and designated ITS representative
- Project Plan

Assumptions Driving Effort:

- Initial backlog is limited to phases currently in scope.
- The backlog and deliverable acceptance criteria may need to be adjusted based on continued requirements gathering throughout the project. Both Lee's Summit and OPG-3 must approve in writing, which may be an email communication between the parties, any changes to acceptance criteria that would represent a material change to either the solution or its required effort.

Phase 2 – System Development

Core Activities Include:

- Develop solution in production environment
- Weekly solution demonstrations and walkthroughs with Lee's Summit project team (PM, SMEs and users as appropriate) to show progress and solicit feedback
- Develop test scripts to be utilized in Phase 3 – User Acceptance Testing

Requirements:

- Laserfiche software deployed in Production, Test, and Development environments.
- User account for assigned OPG-3 engineer that includes:
    - Access to the Dev server
    - Access to Laserfiche
- Contact information for a Lee's Summit resource to set up database connections with other accounts as needed

Deliverables:

- System deployed in test (or production) environment, ready for User Acceptance Testing.
- Test scripts to be utilized in Phase 3 – User Acceptance Testing*

Assumptions Driving Effort:

- OPG-3 project team members receive access to all necessary Lee's Summit resources by the scheduled implementation start time in the project plan.
- Lee's Summit personnel will be available to provide any assistance OPG-3 may need in the Lee's Summit environment.
- Lee's Summit personnel attending solution demonstrations and walkthroughs are empowered to provide feedback that will affect overall design.

Phase 3 – User Acceptance Testing

Core Activities Include:

- Work with Lee's Summit to identify end users that will participate in UAT.
- Testing by Lee's Summit end-users using the test scripts developed in Phase 3.
- Remediate any issues discovered during UAT until acceptance criteria are satisfied.

Deliverables:

- Solution deployed in Test, approved by Lee's Summit for promotion to Production.

Assumptions Driving Effort:

- Lee's Summit personnel will be available for UAT per a mutually agreed-upon schedule.

Phase 4 – Promotion to Production

The OPG-3 project team will assist Lee's Summit in promoting the solution from Test to Production. If Lee's Summit prefers, and provides access, the OPG-3 project team can take the lead with Lee's Summit personnel assisting.

Core Activities Include:

- Work with Lee's Summit to develop promotion plan.
- Promote solution to production.
- Functional testing of individual components, testing of solution using Test Scripts.
- Remediate any issues within scope as necessary.

Deliverables:

- Laserfiche solution deployed in production and ready for end users.
- Two weeks of Stabilization support after Promotion to Production.

Assumptions Driving Effort:

- The OPG-3 project team will continue to support the solution for two weeks after Promotion to Production while transferring support responsibilities to the OPG-3 Support Team.

Phase 5 – Training, Knowledge Transfer and Transition to Support

Once the solution has been promoted to production and is ready for use, OPG-3 will provide training for users and administrators.

Deliverables:

- Recorded demonstrations to show each step of the processes.
- Knowledge Transfer sessions with OPG-3 Support on solution for post-project support.
- System documentation.
- Web-based User and Administrative training.

Assumptions Driving Effort:

- Lee's Summit will work with OPG-3 to help develop appropriate training materials for end-users.
- Lee's Summit will coordinate attendance of Lee's Summit personnel for training sessions.
- Training will occur throughout this project as the OPG-3 and Lee's Summit teams work alongside each other.
- OPG-3 may deliver a final update to the System documentation prior to project closeout if such an update is necessary. This potential final System documentation update is not a deliverable of this Phase.

Lee's Summit Responsibilities

The following are Lee's Summit' responsibilities for the Services.

1. Lee's Summit will make available, and provide access to (e.g., within two to three business days), necessary personnel to ensure project success, including:
   a. A designated project manager to help schedule meetings, facilitate project governance, coordinate document requests, and other tasks.
   b. IT personnel such as system administrators, database administrators, or help desk.
   c. Subject matter specialists to provide information on Lee's Summit' business processes.
   d. Personnel to execute the test scripts and document results for User Acceptance Testing ("UAT"). Personnel will be made available per the project schedule and plan.
2. Lee's Summit will work with OPG-3 to provide any necessary technical resources and support. This includes:
   a. Providing requested documentation and acceptance of key deliverables within five business days. If Lee's Summit does not respond in writing to OPG-3's request for acceptance within five business days of OPG-3's request, or Lee's Summit' refusal of such approval within the five-day period is not reasonable, OPG-3 may allocate resources to other projects until a response has been provided. It could take up to one week to restart work in these instances.
   b. Providing any access to the Lee's Summit environment that the OPG-3 team will need to develop the solution.
3. Lee's Summit will be responsible for providing all hardware and licensing all software components necessary for completing Services. This includes:
   a. Windows Server 2012R2 (or higher) and SQL Server Standard/Enterprise 2012 (or higher) licenses.
   b. SSL certificates for all servers that require them.
   c. Licenses for all software and systems on the Lee's Summit network with which the Laserfiche system will integrate.

OPG-3 Responsibilities

The following are OPG's responsibilities for the Services.

1. OPG-3 will make available, and provide access to (e.g., within two to three business days), necessary personnel to ensure project success, including:
   - **a.** A designated project manager to help schedule meetings, facilitate project governance, coordinate document requests, provide status updates and other tasks.
   - **b.** Experienced OPG-3 engineering personnel.
   - **c.** Personnel to perform preliminary testing during development and prior to UAT. Personnel will be made available per the project schedule and plan.
2. OPG-3 will work with Lee's Summit to provide any necessary technical resources and support. This includes escalating any issues to Laserfiche Support and Laserfiche Development as necessary.

Project Assumptions

1. The scope of the engagement will include the Services described in this SOW. Any additional scope requests will be provided in a separate SOW or change order.
   a. The Services will focus exclusively on Laserfiche and Laserfiche-related products to support the system and solution, except where explicitly noted in this SOW.
2. If after OPG-3's request for acceptance on project closeout, Lee's Summit does not respond in writing within five business days, or Lee's Summit' refusal of such approval in the five-day period is not reasonable, OPG-3 may allocate resources to other projects until a response has been provided. It could take up to one week to restart work in these instances.

Professional Services Pricing

The table below represents the level of effort required for this project, including both onsite and offsite Professional Services work. This is a fixed bid project.

Description	Rate	Est. Hours	Est. Cost
Contract Management System	$185	100	$18,500
		Total Cost	**$18,500**

Payment Plan

All Services will be performed in accordance with this mutually accepted SOW. OPG-3 will bill Lee's Summit monthly based on phase completion and acceptance.

Changes to project scope or effort required to complete specific work items due to unforeseen complications or issues outside of OPG-3's control will go through the Change Management Process and will be reviewed and may be approved by Lee's Summit.

Appendices

Appendix 1 – Sample Documentation

A documentation sample extracted from a previous project that includes documented process and test scripts for each action a user will take within the system.

Appendix 2 – Project Scope Change Request (PSCR) Template

Template to be used to record requested scope changes and approval.

Appendix 1 – Sample documentation

Document Capture

There are three types of documents that will be captured throughout the process:

1. Purchase Orders (POs)/Purchasing Documents
    a. Bellwether POs
    b. Manual POs
    c. Contracts
    d. Other Purchasing Documents such as email approval
2. Receivers
3. Invoices

The system has been configured to capture documents in multiple ways to provide users with a great deal of flexibility:

1. Automated Email Import
   The system has been configured to automatically import emails from the <CustomerName> AP Inbox (ap1897@<CustomerName>.com).
2. Laserfiche Scanning
   Users can scan documents directly into Laserfiche using the Laserfiche Scanning application.
3. Laserfiche Snapshot
   Laserfiche Snapshot provides the ability to print documents into the system as imaged documents that can be displayed in the Laserfiche Viewer alongside the forms used for verification and coding.
4. Drag and Drop
   Users can add documents to Laserfiche by simply dragging and dropping them into a folder – this approach will be used for ad-hoc capture when one of the other methods doesn't make sense.
   Note – security rights have been updated

Purchase Order/Purchasing Document Capture

The system has been configured to require a purchasing document that receivers and invoices can be associated with so the process begins with the capture of purchasing documents.

Bellwether Purchase Orders

Purchase Orders that are created in Bellwether will be emailed to the <CustomerName> AP Inbox (ap1897@<CustomerName>.com). Once the email is received, Laserfiche will take the following actions:

1. Automatically import the email and PDF attachment(s)
2. Extract the PDF attachment
3. Extract text from the document and pull PO Header data for indexing
    a. Vendor ID will be extracted from "Vendor Name (Vendor ID) on Purchase Oder
    b. Vendor ID will be used to lookup Vendor Name from Sage to use within Laserfiche
    c. PO Number will be extracted from Purchase Order

d. PO Date will be extracted from Purchase Order
e. PO Amount will be extracted from Purchase Order if the PO has a total

4. Route Purchase Order to PO Verification Queue
5. Note – no verification if header data extracted

Test Script:

Action	Expected Result
Submit Bellwether PO by emailing ap1897@<CustomerName>.com	• Open Purchase Order in ***Purchase Order Verification*** queue ○ Named: ***VendorName – PONumber – PODate*** ○ Indexed with: ***Purchase Order/Document Number*** ***Vendor Name*** ***Vendor ID*** ***Total Amount*** ***Date***

Manual Purchase Orders

Manual Purchase Orders will be scanned or imported into Laserfiche and manually classified. To simplify this process, the Laserfiche template has been integrated with Sage so users will:

1. Scan or import Manual Purchase Order into ***Incoming Documents*** folder
2. Classify document by:
   a. Confirming ***Incoming Documents*** template is selected
   b. Choosing ***Vendor Name*** from dropdown list for the ***Vendor Name*** field
   c. Choosing ***Manual Purchase Order*** from dropdown list for the ***Document Type*** field
3. Click OK

Once the Manual Purchase Order has been saved to the ***Incoming Documents*** folder, Laserfiche will:

1. Automatically extract Purchase Order from document if possible
2. Route to ***Purchase Order Verification*** queue

Test Script

Action	Expected Result
1. Scan or import Manual Purchase Order to ***Incoming Documents*** folder 2. Choose ***Vendor Name*** from dropdown list for ***Vendor Name*** field 3. Choose ***Manual Purchase Order*** from dropdown list for ***Document Type*** field 4. Save document to Laserfiche	• Open Purchase Order in ***Purchase Order Verification*** queue ○ Named: ***Manual Purchase Order – VendorName – Date*** ○ Indexed with ***Purchase Order/Document Number*** ***Vendor Name*** ***Vendor ID***

	Total Amount

Contract Purchasing Documents

Contracts are used for materials that are purchased regularly according to the terms of the contract. These purchases do not have Purchase Orders, so the contract is referenced and treated as an open purchase order. It's expected that contracts will be captured once per year. To capture contracts, users will:

1. Scan or import Contract into ***Incoming Documents*** folder
2. Classify document by:
    a. Choosing ***Vendor Name*** from dropdown list for the ***Vendor Name*** field
    b. Choosing ***Contract Purchasing Document*** from dropdown list for the ***Document Type*** field
3. Click Store for scanning or OK for import

Once the Contract has been saved to the ***Incoming Documents*** folder, Laserfiche will:

1. Route to ***Purchase Order Verification*** folder
2. Assign a system generated

Test Script

Action	Expected Result
1. Scan or import Contract to ***Incoming Documents*** folder 2. Choose ***Vendor Name*** from dropdown list for ***Vendor Name*** field 3. Choose ***Contract Purchasing Document*** from dropdown list for ***Document Type*** field 4. Save document to Laserfiche	• Open Contract Purchasing Document in ***Purchase Order Verification*** queue ○ Named: ***Contract Purchasing Document – VendorName - Date*** ○ Indexed with: ***Purchase Order/Document Number*** ***Vendor Name*** ***Vendor ID***

Other Purchasing Documents

There may be purchase that aren't backed by Purchase Orders but still require some form of approval. This could be in the form of a document that is scanned or imported into Laserfiche or an email that is printed into Laserfiche using Laserfiche Snapshot.

To capture and classify Other Purchasing Documents, users will:

1. Scan or import Other Purchasing Document into ***Incoming Documents*** folder **or** print emails into ***Incoming Documents*** folder using Laserfiche Snapshot.
2. Classify document by:
    a. Choosing ***Vendor Name*** from dropdown list for the ***Vendor Name*** field
    b. Choosing ***Other Purchasing Document*** from dropdown list for the ***Document Type*** field
3. Click Store for Scanning or OK for Import

Once the Purchasing Document has been saved to the ***Incoming Documents*** folder, Laserfiche will:

1. Route to ***Purchase Order Verification*** folder

2. Assign a system generated

Test Script

Action	Expected Result
1. Scan or import Purchasing Document to ***Incoming Documents*** folder 2. Choose ***Vendor Name*** from dropdown list for ***Vendor Name*** field 3. Choose ***Other Purchasing Document*** from dropdown list for ***Document Type*** field 4. Save document to Laserfiche	• Open Purchase Order in ***Purchase Order Verification*** queue ○ Named: ***Other Purchasing Document – VendorName – Date*** ○ Indexed with: ***Purchase Order/Document Number*** ***Vendor Name*** ***Vendor ID***

Receiver Capture

Receivers will be captured and associated with vendor and an open Purchas Order/Purchasing Document. The process for capturing receivers is like the capture process outlined for Manual Purchase Orders, Contract Purchasing Documents and Other Purchasing Documents detailed above.

To capture receivers, users will:

1. Scan or import receiver documents into ***Incoming Documents Folder***
2. Classify document by:
    a. Choosing ***Vendor Name*** from the dropdown for the ***Vendor Name*** field
    b. Choosing ***Receiver*** from the ***Document Type*** field
3. Click Store for Scanning or OK for Import

Once the Receiver has been saved to the ***Incoming Documents Folder***, Laserfiche will:

1. Route to ***Receiver Verification*** queue

Test Script

Action	Expected Result
1. Scan or import Receiver to ***Incoming Documents*** folder 2. Choose ***Vendor Name*** from dropdown list for ***Vendor Name*** field 3. Choose ***Receiver*** from dropdown list for ***Document Type*** field 4. Save document to Laserfiche	• Receiver in ***Receiver Verification*** queue ○ Named: ***Receiver – Vendor Name – Date*** ○ Indexed with: ***Vendor Name*** ***Vendor ID***

Invoice Capture

Invoices will be captured in two ways:

1. Automatically importing emails from the <CustomerName> AP mailbox (ap1897@<CustomerName>.com)
2. Scanning or importing Invoices into Laserfiche

Email Import

All emails sent to the <CustomerName> AP mailbox (ap1897@<CustomerName>.com) that aren't classified as Bellwether POs will be treated as invoices. Once the email is received, Laserfiche will take the following actions:

1. Automatically import the email and PDF attachment(s)
2. Extract the PDF attachment
3. Use the Sender email address to lookup Vendor name
4. Route Invoice to ***Invoice Verification*** queue

Test Script:

Action	Expected Result
Invoice submitted to <CustomerName> AP mailbox (ap1897@<CustomerName>.com) by vendor as attachment to email	• Invoice in ***Invoice Verification*** queue ○ Named: ***Invoice – VendorName – Date*** ○ Indexed with: ***Vendor Name*** ***Vendor ID***

Manual Invoice Capture

Vendor Invoices that aren't sent as email attachments will be scanned or imported to Laserfiche. The process for capturing invoices is like the capture process outlined for Manual Purchase Orders, Contract Purchasing Documents, Other Purchasing Documents and Receivers detailed above.

To manually capture Invoices, users will:

1. Scan or import Invoice documents into ***Incoming Documents Folder***
2. Classify document by:
    a. Choosing ***Vendor Name*** from the dropdown for the ***Vendor Name*** field
    b. Choosing ***Invoice*** from the ***Document Type*** field
3. Click Store for Scanning or OK for Import

Once the Invoice has been saved to the ***Incoming Documents Folder***, Laserfiche will:

2. Route to ***Invoice Verification*** queue

Test Script

Action	Expected Result
1. Scan or import ***Invoice*** to ***Incoming Documents*** folder 2. Choose ***Vendor Name*** from dropdown list for ***Vendor Name*** field 3. Choose ***Invoice*** from dropdown list for ***Document Type*** field 4. Save document to Laserfiche	• Invoice in ***Invoice Verification*** queue ○ Named: ***Invoice – VendorName – Date*** ○ Indexed with: ***Vendor Name*** ○ ***Vendor ID***

Appendix 2 – Project Scope Change Request (PSCR) Template

Project Scope Change Request (PSCR)

This PSCR modifies the scope of the **<Project Name>** project for the <Customer Name> (<Customer Abbreviation>). A change in scope is required to accommodate <description of needed functionality>

Initial Assumption or Requirement	<Description of assumption or requirement that needs to be modified, removed or updated>
Scope Change	<Description of needed change in functionality including impacts on other aspects of project>
Requested By	<Name and role of requester>
Requested on	<Date request was made>
Impact on Budget	<Cost in hours>
Impact on Timeline	<Time in weeks – tied to Sprints>
OPG-3 Approval	<Signature on PDF or reference email approval depending on project governance rules>
<Customer Abbreviation> Approval	<Signature on PDF or reference email approval depending on project governance rules>