



Systems & Software, Inc.

Lexington-Fayette Urban County Government Statement of Work

Document Version 2.5

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1. Overview

1.1 Scope

This document defines the conversion and implementation of the Lexington-Fayette Urban County Government's (LFUCG) utility billing system into the enQuesta billing system. This Utility billing solution will contain software applications to include, but are not limited to, Utility Billing, Customer Service & Management, Account Management, Premise Management, Rates, Financial Management, Cash Receipts, Billing & Accounts Receivables, Service Orders, Collections, Report Writing, a customer web based interface, online electronic payment capabilities, shutoff management, and interfaces to designated systems. S&S will also oversee and manage implementation of the new IVR from Paymentus. Systems & Software has established this Statement of Work to coincide with its price offering based on the information provided in the request for proposal and the onsite analysis performed to include all software and materials which are necessary and required for presenting this detailed SOW and pricing to meet the needs and objectives of LFUCG.

1.2 Sub-Contractors To-Be Utilized For This Statement of Work

S&S will take full ownership of all sub-contractors and their scope of work; and The Customer will consider all sub-contractors as though they are S&S employees.

S&S must have a signed agreement with all sub-contractors that commits that sub-contractor to S&S and the described scope of work described within this Statement of Work for the duration of the Project as well as the post Go-Live support phases.

Table of Sub-Contractors

Sub-Contractor Name	Project Role
Paymentus	This firm will be responsible for the IVR that will be installed by S&S.

1.3 Project Assumptions

Certain assumptions were taken into account to determine the level of effort to perform the scope of services included in this Statement of Work. These assumptions fall into the areas described below.

1.3.1 General

- The Customer recognizes that competing initiatives may be a risk and a challenge to the Project Team and the implementation. The Customer will be responsible to ensure that the appropriate actions are taken to avoid any impact to the Project Schedule, staffing,

and costs related to any competing projects.

- S&S will assume the costs associated with any maintenance releases or product upgrades during the implementation of the Solution. If a stable new version is released prior to Functional Testing, S&S will implement the upgrade as part of the fees of this Statement of Work. Through a Change Order process the Customer will approve all product upgrades.
- Based on the schedule outlined in this Statement of Work, the Project is estimated to start August 1, with Solution Go-Live 18 months from the commencement of the Project.
- In the event that the Customer unreasonably extends the Project beyond these dates or requests work beyond the scope as specified in this Statement of Work, S&S may request a Change Order in accordance with the Professional Services Agreement and this Statement of Work.
- It will be necessary for the Customer to establish a Project Room for use throughout this project. The Project Room must accommodate the S&S Project Team while onsite to conduct non-training activities, such as Business Process Analysis, Testing, etc.
- The Project Room must have computers, power sources, network access, internet access, a telephone, and a networked printer. The S&S Team must have access to the enQuesta server while on-site.

1.3.2 Project Structure

- The Customer will have a Project Manager to oversee all components of this Project. S&S will also have a Project Manager, which will report to the Customer Project Manager.
- The Customer Project Manager will have the assistance of the Customer Change Management Manager - Technical/ Interface Manager and Core Team through out the life of the Project. The Customer Core Team will have members from all functional areas and will help with the coordination of their respective area of expertise. The Customer Core Team will be involved in the decision making process for the Project.
- The Customer Change Management Manager – Technical/ Interface Manager will have the primary responsibility in managing all Customer and 3rd party solution technical activities as directed by the Customer Project Manager. In addition, they will assess and deliver any change management activities as directed by the Customer Project Manager.
- The Customer will have a Steering Committee that will be comprised of key Customer executives and Project stakeholders. The Customer Project Manager and the S&S Project Manager will present reports to the Steering Committee on a monthly basis regarding the status of the Project.
- S&S's Executive Sponsor will participate in monthly Steering Committee meetings via conference call, unless both the Customer and S&S agree to an alternative arrangement.

1.3.3 Staffing

- The Customer and S&S will staff the Project with the resources listed in this Statement of Work.
- S&S has proposed a plan that does not require weekend work or overtime to complete this Project; however, both the Customer and S&S acknowledge that modest amounts of overtime work may be required at critical points to maintain the Project Schedule. It is expected that Simulation and Go-Live will require weekend work.
- The Customer will staff the Project with qualified resources that are familiar with the Customer's business processes and practices. These resources must possess the necessary competencies, capabilities, and dedication to complete the Project on time.
- The Customer will empower the Core Team to make decisions related to Configuration and business processes, recognizing that as the Solution is tested, adjustments to the Solution set-up may be required.
- It is expected that S&S staff will be on-site periodically for the Project duration. Under normal circumstances, S&S's travel schedule will enable each S&S staff member to be on-site at the Customer location on Monday afternoons by 2:00 PM EST, and remain locally through Thursday. Exceptions can be made to this schedule on a person-by-person basis or by exception, provided that the Customer Project Manager approves these no less than one week in advance.
- Go-Live Support work will be a combined on-site and off-site presence as deemed appropriate by the Project Management Team. The Customer will provide remote access for S&S's staff members working off-site as needed.
- S&S should be notified of any third-party engagements involved in the Project brought on by the Customer that could impact or compete with resources for this Project.
- The Customer will utilize third parties to support aspects of the Project. S&S will consider those third-party persons to be part of the Customer's team, and will react to requests from those third-party persons with the same timeliness and same level of customer service as S&S would react to Customer.

1.3.4 Project Management

- S&S is responsible for managing the Project. S&S has been retained to lead the Customer through the implementation process based on their experience and this Statement of Work
- S&S is responsible for maintaining the MS Project Schedule. S&S will directly update the Schedule for all S&S resources/tasks. The Customer will update the S&S Project Manager on any customer tasks, which will allow the S&S Project Manager to update the Schedule. All Project documents will be maintained in electronic versions. All final version documents will be clearly marked as the "Final" version. The project schedule (and other project documents), will be maintained in an S&S SharePoint.

1.3.5 Technology

- S&S is responsible for providing access to the software during the initial Core Team training and possibly the Discovery / Analysis & Design / Configuration phase.
- Customer resources will provide network setup and network management support.
- The Customer will sign off technical topology and design that is developed by S&S.
- The responsibility for code moves belongs to S&S. It is up to S&S to move code through the maintenance release process based on Customer approval.
- S&S and the Customer will provide for remote access by the third party management team for the implementation period.

Other technology assumptions will be determined during the contract stage, which is dependent on where the hardware will be hosted.

2. Project Objectives

2.1 enQuesta™ 5R

The objective of this Project is to successfully transition Lexington-Fayette Urban County Government (LFUCG) from its current LEXserv and KAWC billing system to the enQuesta based CIS Solution. Systems & Software, Inc. shall implement enQuesta5R and other ancillary products as indicated in the Master Contract for LFUCG.

2.2 Customer and Systems & Software

Lexington-Fayette Urban County Government (LFUCG), having its principal offices at 200 East Main Street, Lexington, KY 40507, shall be referred to herein as the “Customer”. Systems & Software, Inc. having its principal offices at 426 Industrial Avenue, Williston, VT 05495, shall be referred to herein as “S&S”.

2.3 Project Details

The duration of this project is expected to be 18 months to go-live. Details within that schedule are still subject to change based on the mutually agreed upon project plan.

Current LFUCG Billing Systems:

LEXserv

- Bills city service for Sanitary Sewer, Landfill, and Water Quality fees
- 110,000 sewer accounts
- 80,000 landfill accounts
- 98,000 Water Quality Management (WQMF) fee accounts
- Approximate number of bills issues to customers is 115,000 per month
- LEXserv does not bill for water

Kentucky American Water (KAWC)

- Bills for water service
- Customers receive a separate bill for water consumption

Dumpster Fees

- Billed via a legacy in-house system
- Approximately 2,500 bills are sent monthly

Please refer to SOW Exhibit 2 Functionality Matrix for further details on Customer billing requirements.

3. Purpose of SOW

3.1 Products and Services

This Statement of Work (SOW) describes the products and services to be delivered by S&S as well as the responsibilities of both the Customer and S&S throughout the duration of the Project.

3.2 Cost, Schedule, and Scope

S&S and the Customer agree to cooperatively manage the cost, schedule, and scope of the project. Project scope is limited to the products & services identified in the Master Contract including all of its Exhibits, Attachments, and incorporated documents. Items not included in the Master Contract are to be considered out of scope.

All costs associated with third party hardware and/or software will be subject to the current rates of the third party vendor at the time an order is placed. Maintenance for third party software shall commence at the time the order is placed.

The project will be managed in accordance with the Project Management Plan and its associated documents. See Attachment 1 – Project Management Plan

3.3 Labor and Travel Rates

If the need for additional services is required throughout the Project due to scope change, additional labor charges may apply. Labor rates for additional services will be billed at our all-inclusive blended rate for this contract of \$175 per hour.

Travel costs are fixed price based on the Scope defined within this Master Contract. Any change in Scope, which could require additional travel costs, will be defined in a Change Order, in accordance with the Professional Services Agreement and this Statement of Work.

3.4 Change Control

Both the Customer and S&S agree to reserve the right to enter into negotiations covering items currently known to be outside of scope or not yet currently defined using the S&S Change Control Plan procedures. It is acknowledged that those negotiations would potentially lead to a Change Order to this project or a separately defined project. Change Orders will be evaluated for impact to cost, schedule, project risk(s), and resources.

3.5 Performance Criteria

S&S will conduct performance testing to ensure that the S&S Solution will conform to the performance standards outlined in Section 3.5 of this Statement of Work.

As the primary contractor, S&S shall be required to contract with and manage the Third Party Software providers that are a part of the S&S offering (in this case Paymentus). S&S shall not be excused from

implementing the S&S Solution or performing the Services on account of a failure of performance by any Third Party Software provider.

During the Performance Testing portion of the Project these service levels will be measured and S&S will tune the system to ensure these performance level are met consistently.

The System will support Client's existing 110,000 Sewer, refuse, and water quality (stormwater) customers.

The System will support all Client users with no degradation in system performance, as elsewhere specified in this Section.

The proposed system will provide 0.5 second responses for within screen field navigation during business hours. The enQuesta Inquiry portal and the enQuesta Work Queue, due to their configurable nature, will be outside the purview of this. The WebConnect Self-service portal will also be outside scope for this. The Screen response will measured with the assumption that a client will be directly connected to the hosted application server so that any network latency can be eliminated.

The nightly batch processing (all needed modules), must execute within an automated scheduler, will be completed within a six (6) hour window. In general, this includes all batch processing except bill print and ad hoc reporting.

Within limitations, daily reports not required for time sensitive critical utility operations shall be able to run during the day while users are accessing the on-line system (while meeting the response times identified earlier).

4. enQuesta Modules and Interfaces included

4.1 enQuesta Core Solution Modules (CS)

- Account Management
- Document Designer
- Utility Billing (sewer, solid waste, water quality (storm water))
- Rate Management
- Point of Sale Management
- Job Scheduler
- Device Management
- Financial Management
- Skeletal GL
- Skeletal AP (check writing)
- Miscellaneous A/R
- Credit & Collections
- Automated Workflow
- enQuesta Reporting
- Security and Auditing
- Administrator's Portal
- Work Queue
- enQuesta Reporting Portal
- TSS/BOD Management
- WebConnect
- Cashiering

4.2 Interfaces

- Peoplesoft-LFUCG Financial System (2 way for credit refunds if needed)
- ESRI-LFUCG's GIS (*a hot link from inquiry screen)
- KAWC MFT
- Bluegrass Print & Mail (bills and letters sent in pdf or xml format)
- RouteWare (Lenny, Herbie and Rosie inventory)
- DumpsterPro (dumpster inventory)
- AMEC (ERU's and impervious sq footage-1 way)
- Collection Agency (2 way)
- Lockbox
- Remote Payment Locations (Fiserve)
- Accela TSS BOD (1 way)
- Paymentus (IVR)
- EFT (ACH) Interface
- Walk in Payment File
- Credit/ Debit Card Payment Processing – NIC Integration

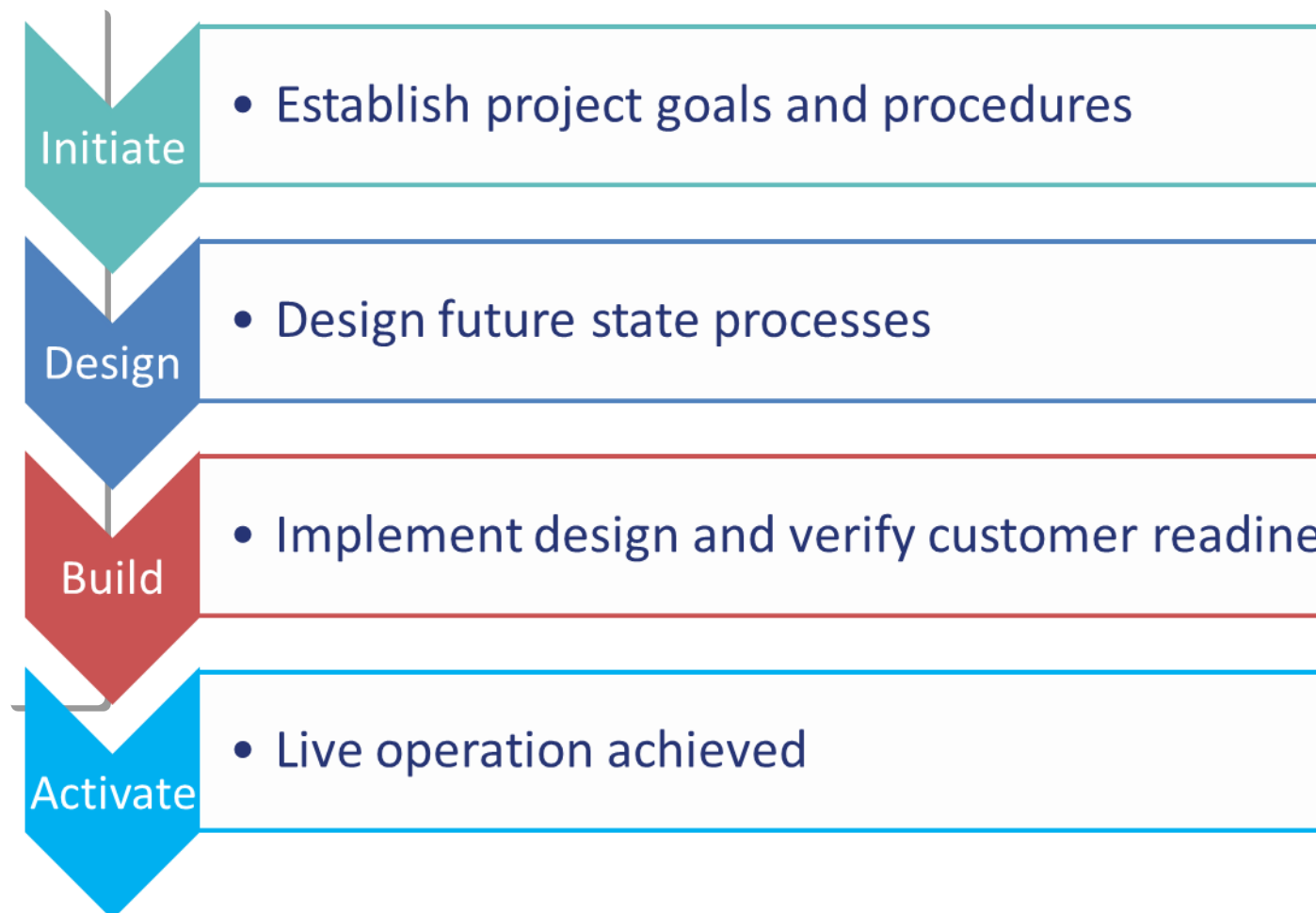
5. Implementation Methodology – High Level Overview

5.1 Project Lifecycle

To ensure a successful CIS Solution implementation, it is necessary to have a clear understanding of what will occur throughout the project lifecycle, as well as to set clear expectations regarding responsibilities. Outlined in this section are the project phases that will occur throughout the implementation

5.2 Phases

The S&S Implementation Methodology is comprised of four phases – Initiate, Design, Build and Activate.



5.3 Initiate Phase

Major activities in the Initiate Phase include setting project direction, scope, goals and expectations with both teams. This phase begins with a Project Kickoff. During this phase, the project managers work to finalize the Project Plan, and establish team norms.

5.4 Design Phase

During the Design Phase S&S will deliver Project Core Team Training, which is the first introduction to enQuesta. The objective is to introduce Project Team Members to the basic use and navigation of enQuesta, while building a conceptual understanding of how enQuesta operates. With this enQuesta knowledge, the Customer can actively participate in discussions and make key decisions surrounding future business process, conversion data mapping, and reporting. Outcomes of the Design Phase are acceptance of the enQuesta standard workflows, data mapping documentation, initial set-up of the enQuesta environment, and business requirement specifications for any out of scope modifications or interfaces. Completion of these critical steps allow for effective and efficient configuration of the enQuesta application based on the Standard workflows, test planning, data conversion, and agreed upon product engineering in the next phase.

5.5 Build Phase

In the Build Phase, the enQuesta environment continues to be setup to enable the standard workflows determined during the Design phase of the project. Conversion programming begins, development of interfaces is underway, and any agreed upon modifications are coded. Testing is executed on all core business processes, agreed upon modifications, interfaces, and converted data. During this phase training will be delivered, simulation of enQuesta production is executed and operational readiness is assessed for Go Live. This simulation includes a full data conversion followed by a production simulation of enQuesta business processes. This phase concludes with the development of a detailed Go Live Plan.

5.6 Activate Phase

The fourth and final phase of the S&S Implementation Methodology is the Activate Phase. The Customer is brought live and is expected to perform their daily processing/business operations in enQuesta. The Customer shall assume full ownership of the application and provide front line support to all users. After 45 days post-live production, support will transition to the S&S Help Desk.

5.7 Dependencies per Phase

Phase	Sub-Phase	Steps Included in Phase	Phase Will Not Start Until
Initiate	Initiation	<ul style="list-style-type: none"> • Planning • Ordering the hardware • Initial Data Cut 	<ul style="list-style-type: none"> • Contracts have been signed by S&S and LFUCG.

Design	Analysis and Design - Business Requirements	<ul style="list-style-type: none"> • Functional Workshops – Discovery • Core Team Training • Review Existing Reports Analysis • Validate Custom Modifications, Transactions and Interfaces • Legacy Data Analysis 	<ul style="list-style-type: none"> • Initial Project Schedule deliverable has been completed and accepted by LFUCG.
Design	BPA & Requirements Workshops & Configuration	<ul style="list-style-type: none"> • Share documents and ideas • Modifications and Interface requirements • Initial Conversion Data Mapping • Demonstrate & configure processes on enQuesta • BPA document development & signoff • BRD document development 	<ul style="list-style-type: none"> • Will not begin until the initial Project Schedule, Core Team training, functional workshops/discovery sessions and the associated documentation have been completed and accepted by Customer. • Will not begin until LFUCG provided details related to the source system: For example: KAWC file layouts, bill print sample, bill print layout, rate matrix, security matrix, report inventory, collections processes/forms, letters, notices, billing schedule, chart of GL accounts, written policies that relate to CIS operations, existing service order forms, and tax details.
Build	Letters & Notices	<ul style="list-style-type: none"> • LFUCG will create all letters needed in the system (S&S will provide training and templates) 	<ul style="list-style-type: none"> • Template provided & training provided
Build	Data Conversion	<ul style="list-style-type: none"> • Data mapping • Conversion Development and Testing 	<ul style="list-style-type: none"> • Will not begin until LFUCG has approved the initial data mapping (data mapping is an iterative approach – and will be finalized just before go live)
Build	Development	<ul style="list-style-type: none"> • Custom Code Development (screens, Interfaces (including the IVR), forms, transactions, conversion, bill print 	<ul style="list-style-type: none"> • No technical development of a feature or function will begin until the Customer has accepted the associated analysis documents and functional designs.
Build	Test Design	<ul style="list-style-type: none"> • Functional Test Development • Integrated Test Development 	<ul style="list-style-type: none"> • Contract approval
Build	Testing Execution	<ul style="list-style-type: none"> • Functional Test Execution (includes test conversion) 	<ul style="list-style-type: none"> • Test Planning and Test Script development is complete. • Integration Test will not start until the

		<ul style="list-style-type: none"> • Integrated Test Execution (Includes test conversion) • Simulation Testing • Defect Tracking and Correction 	<p>Customer has executed all functional test cases</p> <ul style="list-style-type: none"> • Simulation Testing will not begin until the Customer has signed off Integration
Build	Training	<ul style="list-style-type: none"> • Training Planning 	<ul style="list-style-type: none"> • After contract approval
Build	Training	<ul style="list-style-type: none"> • Train the trainer • Training Development 	<ul style="list-style-type: none"> • Initial Configurations are complete. • Initial conversion has been executed
Build	Training	<ul style="list-style-type: none"> • Training Delivery 	<ul style="list-style-type: none"> • All End-User training material development must be completed.
Build	Deployment	<ul style="list-style-type: none"> • Deployment Planning • Deployment Preparation • Go-Live 	<ul style="list-style-type: none"> • Customer has signed off on Simulation Testing.

5.8 Spira Test

SpiraTest will be utilized as a quality assurance and test management solution throughout all phases of testing. SpiraTest will be configured by S&S and Sample Test Scripts will be preloaded into the web-based environment. Delivery of this platform will occur prior to the SpiraTest Training and Functional Test Workshop.

5.8.1 Test Case Management

- Test cases will be stored in a hierarchical folder structure making navigation easy and intuitive. Each individual test case will consist of a set of steps that represent individual actions the user must perform to complete the test.

5.8.2 Defect Tracking

- Incidents can be categorized into bugs, enhancements, training items, configuration issues, conversion issues, and limitations (out of scope). Each type has its own specific workflow and business rules. Each incident can be traced back to the test case and underlying functional requirement allowing for easy reporting on the “in-process” quality of enQuesta during each testing phase.

5.8.3 Test Execution & Release Management

- SpiraTest has the ability to group together various test cases using a test execution wizard. At each step the user will mark pass/fail and has the ability to record a bug/defect. In addition each test run and any incidents that are created will be associated with the current release of enQuesta.

5.8.4 Reporting

- A customized reporting dashboard will be available to team leaders and will include the ability to create fully customized queries and reports. Reports can include things such as the number of test runs completed, failed vs. passed vs. not yet run, etc.

6. Initiate Phase

6.1 Phase Overview

A blue downward-pointing arrow on the left contains the word "Initiate" in white. To its right is a white rounded rectangle with a blue border containing a bulleted list item.

Initiate

- Establish project goals and procedures

Activities

- Project team assembly
- Project kick off
- Develop initial schedule
- Develop change management training plan
- Establish Microsoft SharePoint site
- Order initial hardware
- Obtain & review current state process documentation
- Complete BPA questionnaire
- Obtain prioritized list of legacy reports
- Identify data that needs to be converted
- Create data definition/dictionary
- Initial Datacut: Create and perform standard data extractions from legacy systems
- Unit test extracted data for validity
- Cleanup of data in legacy systems
- Complete user training matrix and conduct training requirements analysis

6.2 Project Team Assembly / Staffing Requirements

6.2.1 Project Manager

- Both the Customer and S&S will assign Project Manager(s) for the duration of this project, including the 45 day post Go Live period, as defined in this SOW. Each Project Manager shall have decision making authority and be the central point-of-contact within their respective organization. S&S Project Management activities will be carried out both onsite and remotely. LFUCG may have dual project managers.
- The Customer will assign a Change Management Manager – Technical/ Interface Manager as a member of the Project Team with responsibilities in these areas.

- S&S Project Management activities will be carried out both onsite and remotely with the expectation that the S&S Project Manager is onsite at least 25% of the time.

6.2.2 Executive Sponsor

- S&S will assign an Executive Sponsor for the duration of this project. The Customer must also assign an Executive Sponsor. This ensures the needs of all parties are being met. Executive Sponsors shall interact and/or meet on a mutually agreed upon basis and may engage on any type of issue.

6.2.3 Project Team

- Both S&S and the Customer will be responsible for assigning a Project Team of qualified resources to cover all aspects of the project, including but not limited to Project Management, Subject Matter Experts (SMEs), and Technical Experts. Qualified Resources are those individuals that have expert knowledge of today's environment, understand the Customer's business objectives for acquiring a new CIS Solution, and are able to think outside the box. Successful team members will be champions of change and will enable the Customer's adoption of the new CIS Solution.
- Proposed areas of expertise include:
 - Project Management
 - IT (Hardware, Network, Peripheral Devices)
 - Conversion / Legacy Data
 - Training
 - Business Processes / Functional SMEs
 - Interfaces
 - Testing
 - Reporting
- All project team members are expected to be empowered to make decisions.
- If in Customer's opinion an S&S staff member is not performing in an acceptable manner or other considerations are causing the staff member to be unfit, Client can request and S&S will agree to replace the staff member.

6.3 If in S&S's opinion a Customer staff member is not performing in an acceptable manner or other considerations are causing the staff member to be unfit, S&S will notify the LFUCG Project Manager in writing so that appropriate action can be taken. Project Kick Off

The project kick off will take place following contract signing. The S&S team will be onsite to review the following items with the Customer:

- Review initial project plan schedule
- Finalize Project Management Plan
- Documentation request for current operating practices
- Provide instructions for initial data cut
- Hardware and software specifications review, as well as procurement expectations
- House Keeping - meeting rooms, desk space, telephones, photocopying, printers
- Site tour

6.4 Development of Joint Project Management Plan

The Project Management Plan describes how the project will be managed and is necessary in defining, preparing, integrating and coordinating all subsidiary plans and processes as part of S&S's Implementation Methodology. The Project Management Plan will be reviewed and finalized during the Initiate Phase.

The Project Management Plan integrates all seven critical process areas in managing the project and will be the primary source for information for how the project activities will be planned, executed, monitored and controlled, and closed. Following is a list of deliverables from the Project Management Plan.

- Scope Management Plan –Change Control Plan
- Resource Management Plan - Roles and Responsibility Matrix
- Communication Management Plan
- Quality Management Plan - Quality Assurance and work product requirements Reviews
- Risk and Issue Management Plan - Risk Identification and Mitigation Plan, Issue management plan

See Attachment 1 for details

6.5 System Hardware and Software Installation

6.5.1 6.7.1 Hardware and Software Requirements

The following sections list the hardware, network and software requirements for the enQuesta solution.

The enQuesta solution will be hosted at a Harris OrionV DataCenter. S&S and LFUCG will work together to ensure that all commercially reasonable standards are applied. While final layout and details will be worked out during implementation, it is anticipated that due to Oracle licensing constraints that database server will need to be a stand-alone physical server while all else will be virtualized. If this does become required, then LFUCG will need to purchase a database server per the specs listed below.

OrionV DataCenter Specifications:

- High-Security DataCenter
 - SSAE-16 Type II and SOC I, II and III Compliant
 - PCI-DSS and adherence to Gramm, Leach, Bliley
 - Adherence to HIPAA and FDA Compliancy

- High Performance
 - Exceeds industry standards for CPU, Network, RAM and Disk Performance
- High Availability
 - Fully redundant N+2 Data Center
 - Multiple Layers of Power, HVAC and Internet Redundancy
 - Fully redundant N+2 Virtual Platform
- Server Management
- Firewall Management
- Load Balancing
- Dedicated Network Services (Server side)
- Managed Network Security and compliance
- Disaster Recovery and Virtual Services
- HVAC

Hardware Requirements

Server	Production Database
Processor	(2) E5640: 2.67 GHz 4 Core, 12MB Cache
Memory	64 GB 1333 MHz
Adapters	(2) Internal Ethernet ports (2) PCI-X/e-Dual Ethernet Card (2) PCI-X/e- Dual Fiber Channel SCSI Card
Storage	OS: (2) 250GB Disks Data: 2TB usable SAN capacity

The two fundamental types of workstations are: Windows client and Internet client (PC, handheld device, etc. with supported web browsers. We recommend IE9).

Work Station	Minimum System	Recommended System
Operating System	Windows XP	Windows XP/7
Processor	3rd Generation Intel® Core™ i3	3rd Generation Intel® Core™ i5
RAM	4 GB	4+ GB
Screen Resolution	1024 x 768	1024 x 768
Disk	100 MB (free)	100 MB (free)
LAN Speed	100 Mbps	100 Mbps
Browser	IE8	IE9
PDF Viewer	Acrobat Reader	Acrobat Reader (latest ver. at the time of installation)

6.5.2 S&S Responsibilities

- To work with LFUCG to ensure hosted environments meet required standards.
- Order and setup hardware for the hosted solution
- Monitor hosted solutions for system performance
- Backup system on a daily basis & provide daily report
- Configure the VPN on the S&S/Hosted side of the solution
- Setup initial list of printers

6.5.3 Customer Responsibilities

- To work with S&S to ensure hosted environments meet required standards.
- Setup and configure the VPN between LFUCG and S&S
- Be available to test the VPN connection with S&S
- Assist S&S in setup of the initial printer queues
- After initial setup of the printers, LFUCG will be responsible for setting up new printers.

6.6 Business Process Analysis

6.6.1 Business Process Analysis Goal

- This Statement of Work is written with the understanding that the Customer will adopt the enQuesta standard workflows and CIS Solution capabilities except where otherwise mandated by regulatory statutes. The goal of the business process review is to align the Customer business processes with the capabilities of the CIS Solution. There will be an enQuesta standard workflow review period with S&S and the Customer to present the Customer with the enQuesta standard workflows and conduct a gap analysis to identify any gaps in key business processes that may require re-configuration or system modification.
- Based on the existing Functional Requirements provided by the Customer, the adaptation of enQuesta standard workflow will not require system modifications. Any software Gaps found during the Analysis which cannot use standard workflow processes, will follow the Change Order process identified within this contract.

6.6.2 Customer Responsibilities

- The Customer will provide S&S with any available business process flow charts and additional documentation on their business critical utility business practices (e.g., rate/city codes, local/state laws and regulations that govern business practices, internal training materials, etc.). S&S will use this information to prepare for the gap analysis against the enQuesta standard workflows.
- The Customer will complete a BPA questionnaire provided by S&S to provide additional information on business practices and requirements (that was not provided during the RFP and SOW process).
- The Customer will provide S&S will a list of prioritized legacy reports that need to be brought forward and incorporated into enQuesta business processes using the template provided by S&S.

6.6.3 S&S Responsibilities

S&S will complete the BPA questionnaire as much as possible using information and artifacts gathered in the RFP and SOW process before submitting to the customer to complete.

6.7 Conversion

6.7.1 General Roles & Responsibilities

Data Conversion Responsibility Matrix

- P – Primary responsibility
- S – Supporting role

The following table summarizes the most important deliverables and responsibilities for a successful conversion:

Task	S&S	LFUCG
Initiate		
Lead data conversion effort	P	
Create data conversion plan	P	S
Provide list of data that needs to be converted along with major enQuesta tables that will be populated and applicable valid codes/ranges.	P	
Create legacy data definitions		P
Create and perform standard data extractions from legacy systems		P
Unit test extracted data for validity		P
Cleanup of data in legacy systems		P

In order to adhere to the critical path of the project plan and the cost scoped for the timeline of the project, the first data cut will be delivered to S&S within thirty (30) but no later than sixty (60) days of contract signing. The first data cut needs to include tables necessary to create accounts, customers, and locations. Subsequent data cuts for consumption history will be provided according the mutually agreed upon schedule. In preparation for the first and all subsequent data cut deliveries, including simulation and go-live, the following scope has been identified with respect to data sources, data elements to be converted and data format, transfer methods, definitions and integrity. Once the initial data has been reviewed it will be the Customer's responsibility to ensure that these extracts can be provided in a repeatable and timely manner for each subsequent conversion.

6.7.2 Data Sources

The following table lists the known legacy systems and types of data that need to be converted into enQuesta. Additional source systems required for conversion will follow the Change Order process.

Source System	Types of Data	Database Type
Water CIS (KAWC) - Banner	All utility account data	Flat files or Oracle tables

Sewer, Landfill, Water Quality – (LEXserv)	All utility account data	Flat files or Oracle tables
Dumpsters (Manual)	All utility account data	Excel File

6.7.3 Data to be Converted

The following information will be converted:

- All data per the Functionality Matrix
- Service streets (Geographical street names as related to service areas)
- Metering devices (Meters and related reading components)
- In-stock meters (Meters held in inventory, not installed)
- Balance table (All outstanding account balances, converted as receivable only, by date)
- Premises (All data associated with Service addresses)
- Customer accounts – active accounts, accounts with balances, written-off accounts, accounts “final” within the last 12 months, revert to landlord accounts, bankrupt accounts
- Personal information (All customer related account data)
- Contact information (Subset of personal information relating to contact address and phone numbers)
- Notes (Converted individually by date provided that each note currently has a date and is able to tie to a premise or account number. If not, they will convert into one large note.)
- Account balances
- Consumption history – From September, 2012 to Current
- Unbilled meter readings
- Deposits
- Services (Service information relating to meters)
- OnBase data, including but not limited to bill images
- Customers’ EFT data (if information can be included in the data cut / extracts)
- Promise to Pay (one time extension to due date)
- Existing EBPP customers and log in information.

All data will be converted that was in the system when we converted from KAW to GCWW.

6.7.4 Merge Data

It is understood that the Customer would like S&S to combine accounts from the various databases being provided.

Assumptions:

- The tables being combined must have a link, which allows the combination to occur without error.
- Accounts to be merged must be on the same billing cycle.
- Data extracts from the various systems will be in the same format.

- The Customer will provide specific rules regarding the merging of accounts (i.e. it is possible that some accounts should not be merged even if there located at the same premise)
- In the event that data is different between the databases (i.e. different phone numbers in KAWC and the mainframe), One database, either Banner, KAWC or the mainframe, will be used as the primary source for merging accounts, with the other database as the secondary source.

For example:

- An account exists in both databases, but the phone numbers differ between KAWC and the mainframe, data from KAWC (considered the primary in this example) will be migrated
 - An account does not exist in KAWC (i.e. the primary source), but does exist in the mainframe (i.e. the secondary source), and then data from the mainframe will be migrated.
- If during testing, these mappings need significant alteration through size or volume the Customer will execute a mutually agreeable change order for the costs or the Customer with S&S support will manually merge after the final system Cut-Over.

6.7.5 Data Not Being Converted

The following information will not be converted. The following information is either not critical for conversion or is historical information which can be retrieved from the legacy system:

- Billing and payment history (all financial history will be retrieved from the legacy system until such history has been established on enQuesta)
- Work Order or Service History
- Any Credit History
- Meter Testing history
- Installment Plans
- All outstanding/pending service orders.
- Backflow devices or history
- Inventory that includes:
 - Transformers, Valves, and Taps including but not limited to:
 - Historical Meter Reading Notes.
 - Historical non-billed reading (interim readings).
 - Time and material history.
 - Third Party Mailing Contacts/Addresses.
 - Alternate Addresses with gaps in Months.
 - Deduct meter relationships.

6.7.6 Data Definition

All data fields will be defined either in the database (for Oracle and Access data) or in a

separate data dictionary in electronic format or by a legacy system document that contains at a minimum:

- Field name, matching field name in the data file provided
- Field length
- Business use of the data
- Data type (e.g. text, numeric, date etc.)
- Data descriptions where it is not obvious or being used for a different description in the field name
- Validation criteria: acceptable values and or valid numeric ranges
- Corresponding field names in the legacy system user interface (UI)

For fields that hold codes (i.e. text or numeric values that have specific meanings), cross-maps between valid codes and their meanings will be provided in separate tables, files or reports.

6.7.7 Customer Responsibilities

- Acceptable Data Formats & Transfer Methods
- The Customer will provide all data files in one of the following formats:
 - Oracle database tables
 - Access database tables
 - Comma delimited ASCII files with text strings to be enclosed within quotes and all timestamp and date fields in a consistent format
 - Microsoft Excel spreadsheets or workbooks
- The Customer will transfer data to S&S in one of the following ways:
 - FTP (preferred method)
 - 4mm, 8mm, LTO or Magstar tapes using a method that is readable by AIX (tar). Tapes used are to be non-labeled tapes without header/trailer records. If multiple tapes are used, all tapes must be labeled according to the order in which they are to be used
 - CD-ROMs or DVDs for small individual files or MS Access databases
- If data is being pulled from multiple legacy systems, the extracts provided will be in the same format, including column names and attributes. Backflow tables may be provided in Oracle Tables.

6.7.8 Clean Data from Legacy Systems

- The Customer will provide a list of open service orders during the simulations and go-live events which will indicate all valid service orders which need to be entered into the new system. The Customer will make every effort to eliminate all invalid orders from that list. (outdated, unscheduled future work, etc). Open Services orders will be manually entered after the conversion.
- The Customer will produce financial reports needed from the legacy CIS system prior to the enQuesta Go Live. The Customer should also maintain a copy of their existing system or detailed reports in order to be able to access historical data other than

consumption history since it will not be converted.

- The Customer is responsible for any Auditing needed between the Legacy System and the Dataset provided to S&S for conversion.
- The Customer will create and execute unit test plans to ensure validity of data extracted. The Customer will identify data that does not meet data requirements of the data dictionary and will correct that data so that the files submitted to S&S only contain clean data. Examples of cleanup tasks include, but are not limited to:
 - Manually correcting invalid information
 - Writing off invalid transactions
 - Removal of duplicate records
 - Removal of obsolete records
 - Correction of data that falls outside acceptable values including codes and ranges
- The enQuesta system requires Service Premise Address street names to be consistent and in a valid format. For the duration of the project, kick out lists will be supplied to the customer on all addresses that do not meet the standards. The Customer will be responsible for fixing this data in their legacy system prior to the Go-live period.
- The Customer will assist S&S in completing a Data Conversion Plan

6.7.9 S&S Responsibilities

S&S will provide a Data Conversion Plan that will:

- Specifically list tasks that will require manual entry (automated conversions may depend on completion of manual conversion).
- Establish the number of pre-install conversions and dates to ensure conversion success.
- Assign specific cutoff dates for old tables to be extracted and sent by the Customer.
- List supporting documentation needed from the Customer to proof post conversion data, including cutoff dates in conjunction with data cutoff if applicable.
- Create a list of sample data elements to be balanced with each conversion
- Assign responsibility to qualified S&S personnel and expected completion date for development of conversion programs.
- Within the data conversion plan, S&S will assist the Customer with developing a list of data elements to balance with each conversion. The following is a sample list of the types of data elements typically balanced in conversion in a project of this size and complexity. S&S and the Customer will work together to build a mutually agreed upon list based on what is reasonable and possible in the legacy data and with the conversion process.

of active accounts with meters by service
 # of vacant accounts with meters by service
 # premises
 # installed and active metering devices
 # installed and inactive metering devices
 A/R balances
 Account balances, by account
 Revenue associated with representative billing cycle(s) (Bill Parallel)

- S&S will support the Customer throughout the data extract process with conversion SME's

6.7.10 Assumptions

- Installation plans will not be converted. Customer Install Plans will be manually entered into enQuesta during the go live weekend, by LFUCG and S&S.

6.8 Training

6.8.1 Customer Responsibilities

- The customer is responsible for populating the user training matrix, provided by S&S, which outlines all training participants by job function. This document identifies all participants in each training program.
- The customer will assist S&S in identifying the appropriate courses for each participant through a joint training requirements analysis meeting.

6.8.2 S&S Responsibilities

- S&S provides the Customer with a User/Training Matrix. Training includes one session for each course listed in the Matrix. S&S may adjust the course offerings and durations at any time.
- S&S will work with the customer to identify the appropriate courses for each participant through a joint training requirements analysis meeting.

6.9 Testing

6.9.1 Product Testing Goal

- The goal of product testing is to ensure that the enQuesta system with Customer specific modifications, interfaces, configuration, and conversion data functions optimally and in a mutually agreed upon acceptable manner based on the workflow, configuration and conversion decisions made in the previous phases in the project.

6.9.2 Customer Responsibilities

- Customer will work with S&S to customize the test plan.

6.9.3 S&S Responsibilities

- S&S will work with Customer to customize the test plan.

6.9.4 Test Exit Criteria in the Initiate Phase

- None

7. Design

7.1 Design Phase Overview

Design

- Design Future State Processes

Activities

- Project Core Team Training
- Business Process Analysis Workshops
- Business Requirements Documents Developed
- Business Process Analysis Documentation Developed
- Initial Data Mapping
- Training Plan Developed
- Standard Documentation Delivered
- System hardware and software installation
- Initial enQuesta configuration
- Develop Test Plan
- Deliver Test Workshop
- Start development of test scripts
- Order Production Hardware
- Functional Test Workshop
- Functional Designs / Specifications for modifications and interfaces

7.2 Business Process Analysis

7.2.1 Customer Responsibilities

- LFUCG will provide resource availability in the appropriate business process areas (e.g., Billing, Customer Service, Cash, Credit and Collections, New Services, Meter Management, etc.) to review Customer utility business process with S&S personnel during the gap analysis against the enQuesta standard workflows.
- LFUCG will approve BPA documents within 5 business days of receipt of the document.

7.2.2 S&S Responsibilities

- S&S will conduct a discovery session with the Customer to review their business process requirements, existing processes and requests to change or improve business processes.
- S&S will then present and review the proposed enQuesta workflows (using standard configuration where possible) in a discussion format with the customer. Some initial configuration will occur while a workflow is discussed. If agreement on a workflow is achieved (once it is presented and discussed), then S&S will document the workflow in the BPA document, for sign-off by the Customer.
- S&S will provide the Customer with standard enQuesta report documentation on the canned reports included with the base system. Based on the list of prioritized reports provided by the Customer S&S will determine if the reports map to enQuesta canned reports, custom Cognos reports or if the need for the report is eliminated entirely based on new enQuesta functionality or business processes.
- S&S will complete a Business Process Analysis Document that contains a summary of the workflow steps and configuration completed or required in each of the major functional areas (e.g., billing, credit & collections, customer service, metering). Note that for a Customer of LFUCG's size; typically 3-6 BPA documents are created in total to represent the critical functional areas of billing, cash, credit & collections, and customer service. There will not be a BPA document for literally each and every business process at the lowest level of detail to end up with potentially hundreds of documents.
- S&S will use enQuesta standard report documentation to map existing reports in the legacy system to enQuesta standard reports. Report discrepancies will be addressed by S&S in order to meet the reporting requirements as defined in the Agreement.
- S&S will deliver Business Requirement Document's (BRD) for each modification or interface specifically identified within the contract and it will serve as a basis for

development.

Note that S&S BRD and BPA document formats and the information and level of detail that they include have been designed to fit S&S's internal processes to accomplish the BPA project phase efficiently and in a quality manner that meets the Customer's needs.

7.3 Conversion

7.3.1 General Roles & Responsibilities

Data Conversion Responsibility Matrix

- P – Primary responsibility
- S – Supporting role

The following table summarizes the most important deliverables and responsibilities for a successful conversion:

Task	S&S	Customer
Design		
Perform data import into enQuesta	P	
Provide expert resources to answer questions about legacy systems and extracted data in a timely manner		P
Map data between legacy system extract and enQuesta	P	S
Sign-off on data mapping		P
Create Data Validation Template & list of accounts to validate	S	P
Deliver any relevant data extract templates if necessary	P	
Extract data with relevant data extract templates complete		P
Cleanup of data in legacy systems		P

With an initial data extract to analyze from the Customer, the next objective in Design is to accomplish the following:

- Set data mapping rules (to govern how enQuesta tables are populated with the correct data from the legacy system) to be used for subsequent conversions, including simulation and go-live.
- Create a data validation template and list of accounts to be used for data validation
- Begin/continue data cleanup in legacy system

7.3.2 Customer Responsibilities

- The Customer will provide all data in accordance with the date(s) in the project plan.
- The Customer may request that S&S provide additional support for tasks that the Customer is solely responsible for. These requests will be addressed through change control.
- The Customer will be responsible for providing conversion mapping rules between legacy systems and enQuesta for important fields including but not limited to:
 - Cycles
 - Routes
 - Rates
 - Sales classes
 - Property classes

- Tax codes
 - Tax types
 - Tax districts
 - Account active codes
 - Account status codes
 - Service types
 - Service areas and territories
 - Service states, towns and valid zip codes
-
- The Customer must approve the data mapping plan in a timely manner in order to avoid project delays. Simulation cannot occur without a complete and valid data conversion. At that time all tables and data fields will be frozen as far as content, use, and delivery. Changes made to fields and tables, including removing fields, adding fields, or changing a field's use, that occur after the acceptance of the Business Requirements Document and acceptance of the data mapping document will change the scope of the conversion effort, and will be handled through change orders.
 - The Customer is responsible for integrity of data provided from their legacy system and will ensure that all data being converted is completely scrubbed as described above prior to final cutover to enQuesta.
 - The Customer will post billing and financial info to G/L prior to the data cut for the final conversion.
 - The Customer may request to have S&S provide additional support on tasks that the Customer is responsible for. These requests will be handled through change management.
 - The Customer is responsible for constructing a data validation script with assistance from S&S and a list of accounts to validate in preparation for data validation of each conversion.
 - The Customer will provide certain data in S&S data extract templates if deemed necessary with each conversion. Data extraction templates will be employed with each conversion to facilitate the efficiency of the conversion process only if necessary based on initial analysis of the legacy data.
 - The Customer, to meet the implementation schedule, will respond to S&S as soon as possible but no later than five (5) business days regarding conversion/ data validation, submitted questions, issues, etc. S&S, to meet the implementation schedule, will respond to the Customer as soon as possible but no later than five (5) business days regarding conversion/data validation, submitted questions, issues, etc.

7.3.3 S&S Responsibilities

- S&S will determine data mapping rules with assistance from the Customer and put these into the data mapping plan to be delivered and reviewed with the Customer for sign off.
- S&S will provide the Customer with a Data Validation template to be used to validate

each data conversion.

- S&S will provide the customer with data extract templates for certain data elements or types if deemed necessary. These will need to be provided along with each data cut for each conversion from the Customer if deemed necessary.

7.4 Testing

The purpose of this activity is to define the details to be used in Functional Testing, as defined in the approved Testing Strategy / Plan Document. The Customer will lead the development of the Functional Testing Scripts with S&S support.

7.4.1 Customer Responsibilities

- The Customer will create all test cases for business processes, modifications and interfaces to be used for Function and System testing phases.
- The Customer will provide the Test Scripts to S&S to review for feedback, but S&S approval is not required.
- Detailed testing schedule will be finalized from the proposed schedule in the Testing Strategy / Plan Document.
- The Customer will enter test cases/scripts into Spira test.

7.4.2 S&S Responsibilities

- S&S will build a spread sheet of enQuesta processes that need to be tested as part of Unit, Configuration, Functional and System testing. This can serve as a table of contents or check list for creating test scripts.
- S&S will provide sample Test Scripts that demonstrate the major functionality of the system, such as billing, rates, credit and collections, service order processing, etc. These documents will be in electronic format if possible.
- S&S will provide a Functional Test Workshop (1 hour session) to educate the Customer on steps and procedures for developing Functional Test scripts.

7.4.3 Test Exit Criteria in the Design Phase

- Test Plan complete
- S&S provides sample test cases
- S&S provides a list of enQuesta processes / areas to test
- The Spira Test setup system is setup
- LFUCG trained on Spira Test
- Functional Test scripts complete, and defined in Spira Test
- Test environment setup
- Initial/Base configuration setup

7.5 Training

7.5.1 Customer Responsibilities

- Each project team training class shall not exceed 10 participants
- The Customer is responsible for providing training facilities capable of accommodating the number of users to be trained identified in the Training Plan.
- The training facilities will accommodate 10 users per classroom, with an individual workstation for each user. Each workstation must meet the minimum PC requirements.
- Classroom setup must include:
 - Projector with interface to a computer
 - Projection screen
 - Telephone and connection needed for technical support
 - Network printer
 - White board or two (2) flip charts
 - Dry erase markers
 - High speed internet access

7.5.2 S&S Responsibilities

- S&S will develop a complete Training Plan:
 - Training requirements for each of the Customer's user groups.
 - Method of training delivery (instructor delivered, distance learning (WebEx), independent learning, or external 3rd party vendor training).
 - Curriculum and training materials required to support the training programs.
 - Method in which participant proficiency is measured throughout the training program.
 - Classroom requirements and logistics necessary to support the training program.
- S&S reserves the right to adjust course durations based on the finalized Training Plan.
- The training program includes:
 - enQuesta Orientation Training (Pre-BPA)
 - enQuesta Project Team Training (Pre-Testing)
 - End User Training
 - System Administration Training
 - Cognos Training
- S&S will develop training calendars/schedules for each training event.
- S&S' Technical Trainer will supply a PC for their use during training activities.
- enQuesta Orientation Training (Pre-BPA) – 1 day session
 - S&S' enQuesta Orientation Training Program is designed to provide the Customer's Project Team Members with a working knowledge of common processes in enQuesta in preparation for BPA participation.

- Orientation is conducted in S&S' enQuesta training environment. The Orientation curriculum does not include the Customer's specific processes, interfaces, or modifications to enQuesta.
-
- Training Tools and Materials
 - The Customer receives a single complete set of all training materials, made available via S&S' Customer Web Portal. Materials are provided in electronic portable document format (PDF) for distribution to as many users as required and can be produced in unlimited copies for use by the Customer.

8. Build

8.1 Build Phase Overview

Build

- Implement Design & Verify Customer Readiness

Activities

- Finalize Product Configuration
- Install and Configure the Production Environment
- Complete Test Scripts
- Complete Data Mapping
- Data Conversions
- Data Validation
- Modifications & Interfaces Delivered
- Unit, Functional, Integration, & Performance Testing
- End User Training
- Simulation

8.2 Product Configuration

8.2.1 Product Configuration Goal

The goal of product configuration is to complete set up the enQuesta system to emulate the business requirements and workflow steps finalized and signed off in the BPA project phase. S&S assumes primary ownership of product configuration with assistance from the Customer in finalizing product configuration templates to submit to S&S for input into the enQuesta system.

8.2.2 Customer Responsibilities

The Customer will fill out and complete a number of product configuration templates to facilitate the setup of rates, work orders, financial transaction codes, security, new sites and a handful of other functional areas.

Any required Letters will be created by the Customer within the enQuesta Document Designer solution with guidance from S&S.

8.2.3 S&S Responsibilities

S&S will load standard enQuesta workflow configuration onto all Customer environments.

S&S will then use the product configuration templates finalized by or with help from the Customer and the BPA documents to configure the live enQuesta system in its entirety according to the Customer's specific business requirements and workflow needs.

Configuration will be copied to train and test environments from live as needed for subsequent training and testing phases of the project. Documentation will be provided to the Customer on how to perform the data copies for future needs.

8.3 Conversion

8.3.1 General Roles & Responsibilities

Data Conversion Responsibility Matrix

- P – Primary responsibility
- S – Supporting role

The following table summarizes the most important deliverables and responsibilities for a successful conversion:

Task	S&S	Customer
Build		
Develop conversion scripts for import of data into enQuesta	P	
Provide expert resources to answer questions about legacy systems and extracted data in a timely manner		P
Perform balancing tests between legacy systems and extracted data files	S	P
Perform balancing tests between extracted data files and enQuesta	P	S
Perform data validation on accounts in legacy and enQuesta systems	S	P
Conversion issue resolution	P	S
Cleanup of data in legacy systems		P
Perform simulation conversion	P	S

S&S will build data conversion programs and perfect an efficient and accurate process to execute data conversions to support BPA, product configuration, testing, training, simulation, and go-live phases of the project. Both simulations and the go-live event will each require full data extracts. Additional extracts, for the purpose of balancing or billing additional cycles, will need to follow the Change Control Plan procedures. Through these extracts the team will be balancing cycles of billing for statistical accuracy, it is not S&S's intention to bill all of the Customers' accounts with these extracts. Conversions may be run multiple times against any of these extracts.

8.3.2 Customer responsibilities:

- The Customer will provide staff to validate converted data and correct as necessary in existing legacy system as needed throughout the conversion process, under S&S' direction. This staff will include a data conversion analyst who will be primarily responsible for the Customer's deliverables that are listed above.
- The Customer will provide validation data from their legacy system on the following:
 - Accounts with the following scenarios, if applicable:
 - active and inactive
 - with past balances, deposits, and penalty charges
 - with and without meters
 - with meter exchanges that have and have not been billed
 - residential, commercial, industrial, school, landlord/tenant, and other applicable classifications of accounts
 - Consumption history
 - Customers
 - Premises
 - Meters
 - Meter inventory
 - Meter readings
 - Account notes
- The Customer will provide the necessary legacy data, including necessary data extract templates, in the data extracts and reports to balance each conversion based on the list of data elements to be balanced.
- The Customer will coordinate data extracts for each conversion to coincide with actual legacy billing runs or calculations to allow S&S to balance billing by completing a billing parallel as part of the conversion balancing tasks.
- The Customer will conduct data validation sessions using the data validation scripts they developed in the design phase of the project and submit any issues to S&S in writing.
- The Customer will continue to cleanse legacy data based on results from each conversion.

8.3.3 S&S Responsibilities:

- S&S will develop and unit test a complete suite of conversion programs based on the data mapping rules set in the design phase of the project.
- S&S will balance each conversion and review the results with the Customer. The list of mutually agreed up on balancing data elements will be used for this purpose.
- S&S will perform a bill parallel balancing test and present the results to the Customer with each conversion, unless deemed unnecessary by the customer.

8.3.4 Data Validation Testing

Note that a more detailed treatment of data validation can be found in the Conversion Plan.

- Customer Responsibilities
- The Customer will complete all data validation testing to ensure accurate conversion of the Customer's data.
- The Customer will provide a list of representative accounts to use for data validation.
- The Customer will sign off on a list of data elements to be used to balance each conversion.
- S&S Responsibilities
- S&S will provide the Customer with a template to be used for data validation testing.
- In addition to balancing based on a signed off list of data elements, S&S will execute a bill parallel to balance billing.

8.4 Modifications

The following modifications have been scoped and included as part of the project deliverables. The final CIS Solution delivered by S&S shall provide the following functional requirements:

Mod	Req #	Modification	Cost
CIS	264	Provide for the handling and storage of up to a 10 digit read	No Cost
Bill print	573	Be capable of creating a text only version of any bill for email attachment purposes.	No Cost
WebConnect		S&S will configure the Customer Self Service modules to have the same look and feel of the current Customer lexingtonky.gov web site.	No Cost

8.5 Custom Interfaces

Interface	Req #	Modification	Cost
KAWC MFT	10	Vendor will create an semi or fully-automated method for which LFUCG can download usage data from Kentucky American Water so that vendor's billing system loads such data and enables LFUCG to bill with that data provided by Kentucky American Water. Please refer to page 64, "Notes for KAWC Interface" for more details.	Included- see questions and S&S answers for further clarification on page

			66+
KAWC MFT	31	When KAWC sends a final reading in their file, the system performs the necessary processing to move out/in a customer.	Included
KAWC MFT	38	Changes for WQMF accounts will be made in the new billing system using a comma delimited file extracted from LFUCG's Storm water database with a SQL query. The query only pulls premises that have been changed since the last monthly billing file was created. The file includes two columns – premise number and number of ERUs. The information should be uploaded to the billing system by matching up the premise with the new number of ERUs.	Included
KAWC MFT	161	The system automatically updates accounts using Premise Change files from KAW on MFT site.	Included
KAWC MFT	217	The billing system can generate a meter inventory based on the data provided by KAWC in a new account file.	Included
KAWC MFT	361	Disconnect processing will include automatic generation of MFT disconnect service orders.	Included
KAWC MFT	473	Allow for inactive accounts with usage to revert to landlord /owner for the account. (Currently for landfill only accounts.)	Included
KAWC MFT	481	The system alerts LFUCG if any account is suspected to be 'missing' based on prior activity. (Example: an account is missing in the KAW data which normally had been billing, and just had a meter swap out.)	Included
KAWC MFT	619	The system can automatically track the MFT site for customers who have been successfully shut off, and automatically trigger a service order action to add a \$70 fee to customer accounts.	MOD AT COST
KAWC MFT	641	American Water's MFT site (for billing and shutoff/reconnect processes)(2 way)	Included
Routeware	18	The system has the ability to bill designated accounts for Landfill based on the number of Herbie containers at the premises. The system must accept a weekly flat file with landfill data, which contains the KAW Premise Number and number of units.	Included
collections	428	System accepts a flat import file from a collection agency and automatically updates account data accordingly	Included

Collections	429	Once the system accepts the import file from a collection agency and updates accounts, it also accounts for (and can report on) the fee(s) paid to the collection agency for recovering the funds by account.	Included
Bill print report	568	The system displays the number of bills to be printed. (By bill type)	Included
Bill print Lockbox	642	Bill print/mail vendors and banking institutions as described in the RFP interface	Included
GL	640	LFUCG financial systems. LFUCG uses PeopleSoft version 8.9 for our Enterprise Resources Program. Currently, LFUCG uploads a weekly interface file (CSV format, from CustomerSuite) into PeopleSoft which creates the journals in order to update the appropriate general ledger accounts. We also use a remittance machine to update all payments made to/from our legacy dumpster billings files. A file is produced as payments are run on remittance machine which then updates the legacy system payment history and this file is then interfaced into PeopleSoft General Ledger in the same format as mentioned above. All revenue and expenditures are recording in the general ledger on a totals level; all customer balance and customer information is currently maintained within CustomerSuite and the legacy dumpster billing programs. The new billing system will maintain all customer balance and customer information for all LFUCG fees discussed in this RFP, and all such data will similarly upload to and interface with PeopleSoft.	Included
EFT/ ACH		S&S standard banking interface following NACHA standards.	Included
StormWater LEXServ	643	Changes for WQMF accounts will be made in the new billing system using a comma delimited file extracted from and integrated to LFUCG's Stormwater database. This automated integration will only pull premises that have been changed since the last monthly billing file was created. (Currently, the file being used includes two columns – premise number and number of ERUs.) The information should be uploaded to the billing system by matching up the premise with the new number of ERUs. Vendors must either automate this interface with the LFUCG Stormwater Database OR enable LFUCG to eliminate the LFUCG Stormwater Database by providing the functionality within the proposed billing solution. Either option is acceptable to LFUCG, but eliminating the Stormwater Database is preferred.	Included

Paymentus		<p>The Paymentus interface is responsible for the following functionality:</p> <ul style="list-style-type: none"> • IVR functionality <p>Requirements Include:</p> <ul style="list-style-type: none"> • IVR requirements defined in “LFUCG Functionalities Assessment Matrix SSI” • Payment Processing requirements defined in “LFUCG Functionalities Assessment Matrix <p>Assumption:</p> <ul style="list-style-type: none"> • The IVR scope will be finalized after the contract is approved by the Customer. • Changes to the initial IVR requirements may result in a change control. 	Included - Pending Contract Approval
NIC	New	This interface is responsible for credit/ debit card payments via WebConnect and IVR. It will be a real-time, 2 way interface within NIC’ technical capabilities.	Mod at Cost
Walk-In Payment Centers		Accept a flat file with payments from third party payment centers, for example Walmart.	Included
ACH Interface	New	Process ACH transactions with LFUCG’s; using the standard file format	Included

8.5.1 Customer Responsibilities

- Interface work required of third-- parties, as well as management of the schedule for third- party work on interfaces is the responsibility of the Customer.
- Payment Processor Contingency – should the customer and S&S decide that NIC is unable to provide the payment processing capabilities desired in a timely fashion as dictated by the project plan, the customer can replace NIC with Paymentus for payment processing at no additional cost. If this should occur, the customer is responsible for paying for any outstanding work performed by S&S for the NIC interface.

8.5.2 S&S Responsibilities

- For system modifications or interfaces, S&S will complete Business Requirement documents to ensure business alignment can be achieved through programmatic modifications. These documents will be submitted to the Customer for review & approval. If additional scope is required, a change control will be processed.
- S&S will be the primary point of contact for all interface activities.

8.6 Unit Testing

Unit testing takes place to ensure that the enQuesta code performs as designed by S&S developers and as specified in the Business Requirement Documents (BRD's).

8.6.1 Customer Responsibilities

- None.

8.6.2 S&S Responsibilities

- S&S will complete unit testing for all product modifications and interfaces.

8.7 Functional Testing

Functional Testing entails testing individual enQuesta workflows, modifications and interfaces on their own to ensure accurate functionality and results. Functional testing focuses on ensuring that each process functions on its own, independent of the dependencies and the context of other processes that may be run before, after or concurrently. The goal is to make sure that each enQuesta workflow, modification and interface functions as designed with Customer specific configuration and conversion data before testing in the context and sequencing of the Customer's daily, weekly, monthly, etc., work schedule.

8.7.1 Customer Responsibilities

- The Customer is responsible for all functional testing using their test scripts and list of processes to test as a guide.
- The Customer will report issues in a timely manner and in writing to S&S.
- The Customer will enter incidents into Spira Test.
- If an incident is encountered by the Customer, and fixed by S&S (via a configuration or code change), the Customer will re-test within 5 business days.

8.7.2 S&S Responsibilities

- S&S will conduct limited functional testing based on business critical enQuesta processes to ensure sufficient functionality before the customer executes functional testing.
- As testing issues are identified, S&S will report issues in a timely manner and in writing. S&S will log and track all testing issues in a system called Test Track Pro (TTP).

8.7.3 Test Exit Criteria – Functional Test

- All Functional Test scripts executed

8.8 Integration Testing

Integration testing entails testing enQuesta workflows, modifications and interfaces in the order in which they are meant to be performed on a daily, weekly, monthly, etc. basis with a greater focus on daily balancing, report results and testing multi-step processes from start to finish. This testing will take place with Customer specific configuration and conversion data. Note that this testing is not a system parallel in which the Customer is meant to input their daily/weekly work in duplicate into both the legacy and enQuesta systems each day. The intention of integration testing is to devise a test plan that executes business critical workflows, modifications and interfaces based on the state of the data in the conversion of the test instance.

8.8.1 Customer Responsibilities

- The Customer is responsible for all integration testing and devising an integration test and daily/weekly work schedules using their test scripts, and list of processes to test as a guide.
- The following items will be tested during integration test:
 - All Modifications approved in the Business Process Analysis Document
 - All Interfaces approved in the Business Process Analysis Document
 - All critical go live Reports identified in the Updated Master Report and Letter Catalog
 - All Configurations approved in the Business Process Analysis Document
 - All scope items defined in this Statement of Work
 - Successfully execute all run sheets needed in production.
 - All Modifications approved in the Business Process Analysis Document
 - All Interfaces approved in the Business Process Analysis Document
 - All security items approved in the Security Profile Log
- The Customer will report issues in a timely manner to S&S, by entering details into Spira Test.
- If an incident is encountered by the Customer, and fixed by S&S (via a configuration or code change), the Customer will re-test within 5 business days. If re-test incidents go beyond the 5 business days, they will be considered closed for this testing phase.
- Customer will execute Test Scripts to determine the degree to which the Solution meets and fulfills the requirements as documented in the Business Process Analysis Document.
- Customer will conduct tests in accordance with the previously defined Test Scripts and Project Schedule.
- The Customer will document incidents that are encountered during test execution. Incidents will be assigned an initial priority by the Customer. Customer and S&S Project Managers will review the priority and, if necessary, mutually agree to reset the priority.

- All test incidents will be confirmed by S&S against the Business Process Analysis Document and Solution Functional Design Specifications for Modifications and Interfaces which have been developed during the course of the Project to determine if defects exist. The Customer will be responsible for reporting to S&S any defect determined to be present in baseline code. S&S will assist Customer in developing the supporting documentation for any baseline defect.
- For the testing of Interfaces, the Customer and S&S are mutually responsible for providing data from interfacing applications in a format required for testing.

8.8.2 S&S Responsibilities

- As testing issues are identified, S&S will report issues in a timely manner and in writing. S&S will log and track all testing issues in a system called Test Track Pro (TTP).
- S&S will provide onsite support for one integration testing period during which the Customer will execute integration testing by taking a two (2) week period to execute enQuesta workflows, modifications and interfaces in the order in which they need to be performed to emulate the Customer's work schedule.
- S&S will support the testing activity by reviewing test results; provide general functional support, proposing resolutions to problems, implementing approved resolutions to problems caused by S&S, correcting defects caused by S&S and amending affected specifications and related Deliverables. S&S will manage the Solution with the assistance of the Customer.
- S&S will provide a weekly report of the incidents in Spira Test.

8.8.3 Test Exit Criteria –Integration Test

- All Integration Test scripts executed

8.9 Test System Acceptance

8.9.1 Customer Responsibilities

- As a final step of the testing phase upon the satisfactory completion of the above testing phases, the Customer is responsible for approving the system functionality by signing an Integration Testing Sign off form to allow progress to Simulation. Customer sign off is expected within five(5) days of customer receipt of said document. All testing phases above must be completed and sign off obtained before moving on to the Simulation phase.

8.9.2 S&S Responsibilities

- S&S will provide a template of the Test System Acceptance form in the test plan.

8.10 External Cognos Training (Optional)

- Cognos training is provided by S&S as it relates to reports set up in enQuesta by S&S
- Additional external Cognos training is available in Atlanta, GA. at Customer's expense.
- S&S recommends external Cognos Training prior to developing any Cognos reports. S&S provides Cognos training as it related to enQuesta, therefore a good understanding of Cognos is suggested. Customer determines the number of users to enroll in external classes.
- S&S does not recommend external training courses for users who will not be writing reports (Consumer licensees)
- S&S recommends the following two-part course for Professional Authors and Administrator Runtime licenses:

Course Name	Format	Duration	Notes
IBM Cognos 10 Report Studio: Author Professional Reports Advanced (v10)	Classroom	2 days	N/A
IBM Cognos 8 BI Report Studio: Author Professional Reports Fundamentals (v10)	Classroom	3 days	N/A

8.10.1 S&S Responsibilities

- S&S' Technical Trainer will supply a PC for their use during training activities.

8.10.2 Project Team Training (Pre-Testing)

- S&S is responsible for delivering project team training, prior to the customer's workflow and integration testing activities. S&S' enQuesta Project Team Training

Program is designed to provide the participants with a working knowledge of common processes in enQuesta. This training will prepare the enQuesta Project Team to actively participate in testing activities.

- S&S' Project Team Training Program provides the Customer's project team with a kick off for their testing activities in enQuesta. The training will utilize the Customer's data, and will review on the Customer specific business processes that the Customer's Project Team will be required to test. S&S will deliver a single session for each class included in the Project Team Training program. Classes shall not exceed 10 participants.

8.11 End User Training

- The Customer is responsible for providing end user training to all participants identified in the user training matrix. The purpose of the enQuesta End User training program is to ensure that participants are confident using enQuesta to conduct their daily job functions prior to go-live.. S&S has found in its years implementations that internal trainers are extremely effective once the initial training has taken place as the internal trainer is fully aware of the Utilities business process and structure.
- The Customer delivers End User training to all participants identified in the finalized User/Training Matrix, according to their specific job functions.
- The enQuesta Course Catalog identifies the course titles and standard course durations. It defines in detail the objectives, audience, and pre-requisites for each course. Course durations and content may vary based upon S&S' analysis of the Customer's training requirements.

8.12 Reporting Portal

8.12.1 Scope

The implementation of enQuesta Reporting Portal functionality is targeted for "Go Live" in conjunction with the planned CIS Solution implementation. The specific enQuesta Reporting Portal implementation scope includes:

- Implementation of the enQuesta Reporting Portal, including the Cognos server configuration and installation of all necessary software. The Cognos metadata Content Store will reside on the enQuesta Production server as a separate schema in the Production enQuesta database. It is expected that only current Customer PCs that access enQuesta will be used to access the enQuesta reporting Portal.
- Facilitation of the enQuesta Reporting Portal 4-day onsite workshop. The first 2 days of the workshop will consist of training of The Customer's reporting personnel in the enQuesta Reporting Portal package. Training will consist of: Overview of Framework Manager (Cognos' supplied metadata modeling tool), Cognos Configuration, (Cognos' environment configuration tool the enQuesta Resource Center (eRC), and

hands-on exercises where S&S will mentor the Customer's reporting personnel through the re-creation of sample reports. The remaining 2 days of the workshop will consist of hands-on mentoring of The Customer's personnel in the conversion of actual reports based on the previously supplied prioritized inventory.

- It's recommended that workshop attendees have previously attended the appropriate Cognos training, or have experience in report development. During the enQuesta Reporting Portal workshop, S&S will assist with 5 reports based on the previously provided prioritized inventory. If multiple legacy reports are being combined into one(1) complex report, the complex report will be considered two(2) reports at it applies to the 5 S&S written reports. S&S development of any reports above and beyond this will be handled through a project change order.

8.12.2 Customer Responsibilities

- Ensure that key personnel successfully complete the enQuesta Reporting Portal training.
- Customer resources may require an additional technical understanding of not only the tool, but supporting languages as well (SQL).
- The customer is responsible for the generation of all reports outside the scope of this document and is therefore required to have resources within the Utility the possess the requisite skill sets.
- So that S&S may work with the customer to port forward a set of current operational reports (detail described under S&S responsibilities), the Customer will:
 - Provide a prioritized inventory of current legacy reports no less than 4 weeks prior to the enQuesta Reporting Portal workshop.
 - Provide written specifications including business purpose, frequency of execution, intended audience no less than 4 weeks prior to the enQuesta Reporting Portal workshop.
 - Provide the actual legacy report, including first and last page from the executed report for all reports no less than 4 weeks prior to the enQuesta Reporting Portal workshop.
- Adherence to all Third-Party Software maintenance requirements, for The Customer's enQuesta Reporting Portal server, including:
 - Cognos 8 – The enQuesta Reporting Portal requires Cognos Version 10.
 - Microsoft Windows - Cognos 10 requires Windows Server 2008 or greater to accommodate the enQuesta Reporting Portal.
 - Oracle 11g Client
 - Personal computers utilized by end-users who wish to take advantage of enQuesta Reporting Portal's ability to export Excel type information, will need to have Microsoft Excel or an Excel viewer installed.

8.12.3 S&S Responsibilities

- Delivery of the enQuesta Reporting Portal Workshop for the Customer's reporting

personnel.

- S&S maintains primary responsibility for testing the enQuesta Reporting Portal prior to deployment to the Customer Train / Test environment where the customer, as described under Customer Responsibilities, assumes testing responsibility.
- Assist the customer with coordination and scheduling of “public” Cognos 8 training for the customer’s employees (public Cognos training as described in this SOW).
- S&S will assist LFUCG in the creation of 5 reports during the training session.

8.12.4 Out of Scope

The following items are outside of the scope of this project:

- Conversion, design or creation of current legacy system reports above and beyond the scope defined in the Master Contract or any services to design or create new reports other than those required for conversion balance, testing, or CIS Solution analysis due to a reported problem.
- If LFUCG requires S&S to develop additional Cognos reports:
 - The effort will be billed at \$175 per hour
 - Report requirement/specs must be approved prior to the development of the reports

8.13 WebConnect

8.13.1 WebConnect Base Functionality

Functionality	Description
Customer Setup of Web Account – Premium Access	<p>Over Web, enrolled users may use combination of Account Number and Last 4 digits of SSN to initially setup a new WebConnect account. An alternative will be Account Number and Home Telephone Number or a PIN number stored in enQuesta.</p> <p>The user may select a unique Userid – Alphanumeric with a minimum length of 6 characters and maximum length of 12 characters</p> <p>The user may select password – Alphanumeric, case-sensitive with a minimum length of 6 characters and maximum length of 12 characters</p> <p>The user will be required to provide valid email address. This email address will required to complete the online setup process</p> <p>The user will be required to select and answer 1 “secret question” with the answer being used to authenticate identity should the user forget their ID or Password. When the correct answer is given to the “secret question”, a temporary password for that WebConnect account will be emailed to the user’s email address on file. When user enters Userid and temporary password, they will be prompted to enter a new, permanent password.</p>
Account Summary	Enrolled users will be able to view such information as account owner, current balance, current & past due amounts and last payment dates.
Billing History	<p>Enrolled users will be able to view a tabular list of the detail of a configurable number previous Bills including such information as Bill date, Consumption and Bill Amount including Past Due Charges. The number of months of history available to users is configurable by the utility.</p> <p>Billing History will be able to be exported out to Excel with the single click of an icon.</p>
Consumption History	<p>Enrolled users will be able to view a tabular list of the detail of a configurable number of months of history including such information as Reading Date, Prior Reading, Current Reading and Total Consumption. Users will have the option of viewing Consumption History in either tabular form or in a graphical bar format.</p> <p>Consumption History will be able to be exported out to Excel with the single click of an icon.</p>
Bill Presentment	Enrolled users will be able to view enQuesta generated Customer bill images. This will be the same bill image format as is available through enQuesta. No actual integration to an imaging system is required or planned for, beyond that which is specific in this Statement of Work.

Electronic Bill Notification	Enrolled users can choose to receive an e-mail notification that their bill is ready to be viewed on-line. The email will contain a link that when clicked will send the customer to WebConnect where they can log in and then view and pay the bill.
Change Password	Standard change password screen.
Frequently Asked Questions (FAQ)	8 standard, pre-defined frequently asked questions. The Customer may configure as many additional frequently asked questions as they require. Any configuration of frequently asked questions above and beyond the standard 8 provided by S&S is outside the scope of this project.
My Profile	Users can specify how they want to be contacted, including cell and home numbers, email addresses, and text notifications (if purchased and connected with a wireless text service provider). Additionally, if Spanish is purchased, users can choose to have WebConnect displayed in Spanish.
Payment History	Enrolled users will be able to view every payment transaction made for each enQuesta account being managed by the WebConnect enrolled user based on configuration and number of months converted. Payment History will be able to be exported out to Excel with the single click of an icon.
Service Requests (Work Management)	<p>If the utility decides to enable these options, the WebConnect enrolled user will be able to initiate any of the service requests enabled by the utility for WebConnect. Some service requests may require the enrolled user to enter additional information. The following service requests may be enabled by the utility for WebConnect:</p> <ul style="list-style-type: none"> · Change of mailing address and phone number · Transfer of Service (not available in real-time) · Disconnect Service (not available in real-time) · Promise to Pay (eligibility rules to be supplied by the Customer at the start of the project) · Electronic Bill Delivery Signup · Recurring ACH Payment Signup · Report Outage (only available in real time with an interface to an outage management system) · Generic Question/Message (not available in real-time) <p>Note: Not all service requests are processed in real time. Some are processed with CSR intervention. Real-time service requests will automatically update enQuesta after the Enrolled User initiates the request. The Enrolled User will get an e-mail from the utility upon completion of the request. Real-time with utility-approval service requests function similarly to Real-time requests, but require the approval of the utility before completing the request. Approval is done by authorized utility personnel, through an approval work queue and assisted by a clipboard that presents details entered by the Enrolled User over the web. The Enrolled User will get an e-mail from the utility upon submission of the request.</p>

<p>Service Request History</p> <p>Only include if the Customer purchased</p>	<p>Enrolled users will be able to view service order requests for each enQuesta account being managed by the WebConnect enrolled user. The utility has two options for the service order history that is available to their customers via WebConnect:</p> <ul style="list-style-type: none"> · View all WebConnect-initiated Service Requests · View selected enQuesta-initiated Work Orders (which Work Orders to be viewed can be configurable by utility)
<p>Configuration Toolset</p>	<p>Utility website administrators will be able to control some of the content of the WebConnect portion of their website, such as the number of months of history is displayed and the number of viewable bill images. They will also have the ability to manage the content of selected areas of Account Information and Service Request screens: e.g., add a message to the top of History screens.</p> <p>We have made every attempt to develop the product to be as configurable as possible. However, not all areas are configurable. If the Customer would like to make a change to screens or language that is not configurable in the product, it will be treated as an enhancement request.</p>
<p>User Administration</p>	<p>The WebConnect enrolled user will be able to change settings on his/her WebConnect account such as change password, change email address and add/remove enQuesta accounts.</p> <p>The enQuesta operator will be able to manage WebConnect user accounts, reset a WebConnect enrolled user's password and create a WebConnect account for a customer.</p>
<p>Utility Uploaded Forms</p>	<p>A WebConnect administrator at the utility can upload selected forms in any binary format.</p>
<p>WebConnect Usage and Administrative Reporting</p>	<p>The ability to understand what percentage of your enQuesta accounts use WebConnect and what volume of your service orders are generated through WebConnect will be available and the number of new WebConnect accounts.</p>

8.13.2 Implementation & Testing

The Implementation and Testing activities involve analyzing, implementing and verifying the appropriate WebConnect system configuration in a Test environment preceding the deployment to Production.

During this phase, WebConnect will be deployed, interfaced to the Test environment on the Customer's server. This environment will serve as the environment in which Application Testing is conducted. When, per the project plan dates, WebConnect is operating properly, the next steps towards Simulation and then production Go-Live will commence. Configuration will be provided for ten (10) WebConnect ports.

The Customer maintains primary responsibility for testing WebConnect functionality once deployed to the Test environment.

All code will be locked down prior initiation of the pilot period described below.

8.13.3 Training

The Customer's core team and CSR group will participate in S&S' remote WebConnect Application and System Administration training program, for a maximum duration of five (5) hours. Application training will include the navigation and use of WebConnect from the enrolled user's perspective, as well as the Inquiry & Navigation Portal characteristics of a customer using WebConnect. System Administration Training will include the interaction between enQuesta and the WebConnect environment, as well as high level troubleshooting techniques.

8.13.4 VeriSign SSL Certificate

The customer will be responsible for attaining, renewing and installing all security certificates (SSL) from VeriSign, or another certificate vendor.

8.13.5 Pilot Period

An additional level of testing will be introduced for the WebConnect implementation. The objective is to further reduce project risk and ensure that the actual Go-Live is as seamless and problem-free as possible. In order to achieve this, the Customer will initiate a pilot in the production environment to take place prior to the actual Go-Live. The pilot will simulate the actual Go-Live by using the Customer's employees to imitate the activities of customers, providing a 'dry-run' of the Go-Live. The Customer will bear the majority of responsibility for the pilot and will lead, project manage and execute on the majority of testing related activities. S&S will participate by aiding in the Project Management and responding to and resolving issues. S&S will actively support the pilot period remotely, from Vermont.

8.13.6 Reporting

To operationally manage WebConnect, a series of reports will be delivered during the implementation. Using Cognos 8, S&S will develop these reports in a fashion that provides for the reports to be executed based upon a flexible date range.

Business Function / Transaction Report: A report that shows the unique business functions or transactions (Consumption History, Billing History, Customer Information Update etc.) over a selected range of dates. The customer's personnel will be able to enter in a beginning and ending date range to see a summary of these transactions.

New Accounts Report: The number of new accounts that have been set up. The customer's personnel will be able to enter in a beginning and ending date range to see a summary of these new accounts.

Suspended Accounts Report: Accounts that have been suspended for exceeding the threshold of 4 UserID / Password access attempts. The customer's personnel will be able to enter in a beginning and ending date range to see a summary of these suspended accounts.

8.13.7 Customer Responsibilities

The customer maintains primary responsibility for testing functionality once deployed to the Test environment.

Primary responsibility to create and execute a set of Test Cases that will ensure the system is tested thoroughly by the customer prior to go-live.

Ensure that key personnel successfully complete WebConnect training offered as outlined in this Statement of Work.

Provide proper and adequate hardware and software environments that will enable current production enQuesta and test / train enQuesta to be run successfully for the purposes of initially testing WebConnect and then completing the production go-live.

Adherence to all Third- Party Software maintenance requirements, for both of the customer's servers (Training and Production) including:

In order to support a customer facing web application such as WebConnect, Oracle 10g must be licensed per processor, not by named user.

enQuesta Oracle Communications software and Thin-Client software.

Adherence to enQuesta Client PC Hardware and Software requirements and the following WebConnect Client PC Hardware & Software requirements, including:

Adherence to enQuesta Client PC Hardware and Software requirements and the following WebConnect Client PC Hardware & Software requirements, including:

All personal computers, which will be accessing WebConnect, should have Internet Explorer 7.0 or above installed. Screen resolution should be at least 1024 x 768.

All personal computers, which will be accessing WebConnect and wish to take advantage of WebConnect's ability to export Excel type information, will need to have Microsoft Excel or an Excel viewer installed.

The Customer maintains responsibility for the WebConnect end-user technical support of Internet Explorer, Chrome, Firefox, or other browsers.

8.13.8 S&S Responsibilities

- Delivery of enQuesta WebConnect training for the customer's core-team and key personnel. S&S will provide training as described in this Statement of Work.
- S&S maintains primary responsibility for testing the initial deployment of enQuesta WebConnect to the customer's Train / Test environment. This testing includes all integration testing to the third party integrators and the enQuesta CIS system.
- Ensure secure communication between WebConnect and enQuesta.

8.13.9 Out of Scope

- The following items are outside of the scope of this project:
 - Any Services required to implement any additional Work Management (service order functionality), above and beyond that which is described in this Statement of Work, to enQuesta from WebConnect.

8.14 Lexington New Service functionality & process

8.14.1 Overview

This project will be utilizing a couple different methods in the creation of new accounts in enQuesta. Both scenarios will use the base enQuesta work order module to establish the new service account table(s). Both methods will take advantage of pre-loaded account criteria tables to limit whenever account possible the entry of data. The exact same data selection elements are available to both methods resulting in the same results in enQuesta.

The first method will be information provided from Kentucky American Water (KAW) when a new water account is created and needs to have a corresponding account establish in enQuesta with the additional applications to be billed such as Sewer, Herbies/Dumpster and Water Quality charges. The KAW interface must provide a flag indicating this is a new account defined in "Creation of Parameters" below. The interface from enQuesta can create and complete the necessary work orders to create the account. In the event that more data is required in enQuesta than KAW can provide or a decision of data needs to be determined that can't be automatically populated from a criteria table in enQuesta. The process will have to contain the work order process that is then executed manually to complete the work order and populate the necessary data to establish the account properly to bill. The enQuesta work order Que can be utilized to provide the appropriate list of open orders to be worked for new service.

The second method is the creation of an account that does not require water service billing from KAW but is required to pay sewer and other charges and could contain actual sewer only meters. These accounts will be created by enQuesta work orders the number of orders will be a result on the complete establishment of the new service business process.

In both methods above, the creation of the service premise address will be established through the GIS interface and will be available in enQuesta to be selected as part of the new service business process. There will however be a work order in enQuesta, in the event GIS is not up to date and the billing department needs to move forward and create the service premise in enQuesta.

Functionality	Description
Creation of Parameters	<p>The enQuesta Account Criteria Table will be used to default the services available, billing rates and sales classes, based on geographic area (enQuesta Tax Districts) and class of services (enQuesta Property Class).</p> <p>The enQuesta Default Street Range will be configured for each City to allow for default premise information to be automatically generated. The GIS interface with enQuesta will use the initial default to establish premises through the creation and completion of work orders.</p>
Create Billing Account & Services	The New Service Module will allow for the creation of a billing account in a pending status. All appropriate billing services, rates, and sales classes will be generated based on the

	criteria established in the Account Criteria Table and Default Street Range configuration.
Adding Services to Existing Accounts	In the event an account did not contain all the services to be billed the account will use the enQuesta bump up work order functionality to add additional services applications.
Service Order Processing for Installation of Meters & Inspections	The service orders required for installation or exchanges of meter devices, Herbie, dumpster, etc, are not required as part of the new service business process. These are daily processes added one the account is established to Bill.

8.14.2 Customer Responsibilities

- The Customer maintains primary responsibility for testing functionality once deployed to the Customer’s training/testing environment.
- The Customer has the primary responsibility of creating and executing a set of test cases that will ensure the system is tested thoroughly prior to go-live.
- The Customer will ensure that key personnel successfully complete the New Services training as described in the finalized Training Plan.
- The Customer will provide the required format, text, and legal information needed to print on the new service document required to be used for field work order customer correspondence.
- The Customer will assist with the organization and configuration of the Account Criteria Table. The organization and configuration will be started once the configuration has been established and agreed upon for cycles, routes, rates, sales classes, property classes, tax districts, service areas, tax types, tax codes, and available services.

8.14.3 S&S Responsibilities

- S&S as part of the interface functionality with KAW establish new accounts based on the solution out lined above.
- S&S is responsible for the delivery of the enQuesta New Services training for the Customer’s core team and key personnel as defined in the finalized Training Plan.
- S&S will assist with the organization and configuration of the Account Criteria Table, and Street Range Default. This will be started once the configuration has been established and agreed upon for, cycles, routes, rates, sales classes, property classes, tax districts, service areas, tax types, tax codes, and available services.
- The Account Criteria Table set-up is an on-going task. It requires that the Customer complete the applicable training and then that the Customer provide assistance in completing system set-up.

- Service Order set-up includes meter installation service order types for temporary and permanent meters. It is projected that there are eight to twelve service order types for water. These will be created using the standard templates.
- S&S will provide up to two standard Permit/Contract documents to accommodate printing of a New Service invoice/contract and a Hydrant/Construction meter invoice/contract.

8.14.4 Out of Scope

- The following items are outside the scope of this Project:
- The printing of documents containing multiple premise/permit information and fees.
- The creation of infrastructure such as mains, curbs, taps, lateral locations, as this information will not be maintained in enQuesta.
- The printing of New Service invoice/contract and Hydrant/Construction meter

8.15 Conversion

8.15.1 General Roles & Responsibilities

Data Conversion Responsibility Matrix

- P – Primary responsibility
- S – Supporting role

The following table summarizes the most important deliverables and responsibilities for a successful conversion:

Task	S&S	Customer
Build		
Perform Simulation conversions	P	S
Sign-off on simulation and balancing tests		P

The Build phase will contain the Simulation conversions. The primary differences between this conversion and previous ones performed in Design and Build phases are:

- Simulation conversions will be executed over a weekend or a Friday night, whichever will best mimic go live. The conversion will be timed in accordance with other Simulation activities to ensure the conversions can be executed and balanced in a timely and accurate fashion to be ready for day one of Simulation.
- Simulation conversions will be signed-off with a go or no-go decision to proceed with the subsequent Simulation end user activities.

8.15.2 Customer Responsibilities:

- The Customer will provide resources to extract data and relevant reports for balancing

items and work with S&S resources to balance conversion potentially outside normal business hours.

- The Customer will sign off on Simulation conversion acceptance plans before proceeding with the subsequent Simulation end user activities.

8.15.3 S&S Responsibilities

- S&S will execute and balance conversions potentially outside normal business hours.
- S&S will provide the Customer with Simulation conversion acceptance plans for sign off purposes. These will need to be signed off by the Customer before proceeding with the subsequent Simulation and Go-live end user activities.

8.16 Simulation

8.16.1 Overview

After the successful completion of and sign off on the testing phase, the Customer will initiate one (1) Simulation go-live to take place prior to the actual go-live weekend. This simulation will provide a 'dry-run' of the Go-live activities. The Customer is responsible for testing all business processes, including modifications and interfaces, during Simulation.

S&S will participate by aiding in the Project Management, providing onsite support for two (2) weeks for the Simulation and responding to and resolving issues.

The Simulation will be a practice for go-live, and as such will begin with a conversion taking place over a weekend with enQuesta workflow processes and balancing to commence and last for the subsequent two (2) weeks. The intent is not to parallel the legacy and enQuesta system exactly for two weeks.

Goals of Simulation include:

- Executing and balancing a successful conversion (usually includes weekend work)
- Customer input of open work orders, cash and any items that have been identified as post conversion activities that need to be completed before actual go-live could occur
- Timing of above activities to ensure they can be executed before day one of Go-live. The results of these timings will be used to update and perfect the go-live plan.
- Balancing at least one billing run/set of cycles
- Producing and printing bills on live bill print stock
- Executing all the Customer's daily and weekly workflows (e.g., entering cash, credit and collections, work orders, new site creation, etc.)
- Reconciliation activities - Balancing Cash, AR and Deposits
- Executing all relevant interfaces
- End user practice of daily work

8.16.2 Customer Responsibilities

- Customer will assist with and sign-off on a Simulation & Go-live Plan.

- Customer will make available resources in conversion and business functional areas during the Simulation period (including weekends if necessary) to support Simulation activities.
- Customer will execute daily business processes and workflows as per Simulation & Go-live Plan.

8.16.3 S&S Responsibilities

- S&S will create Simulation & Go-live Plan with Customer assistance.
- S&S will execute conversion activities over Simulation period (including weekends if necessary).
- S&S will support Simulation activities onsite for two (2) weeks as per the Simulation & Go-live Plan.

8.16.4 Exit Criteria

- Customer executes all Simulation test cases.
- Cut-Over Strategy plan and Cut-Over Checklist approved by the Customer.
- Holding of Go-Live & Support Phase Kickoff Meeting

9. Activate

9.1 Activate Phase Overview

Activate

- Live Operation Acheived

Activities

- Go-live Plan Developed
- Go-live Conversions Executed
- Go-live
- 45 Days Post Live Support
- Transtion to Support

9.2 Conversion

9.2.1 General Roles & Responsibilities

- Data Conversion Responsibility Matrix
 - P – Primary responsibility
 - S – Supporting role
- The following table summarizes the most important deliverables and responsibilities for a successful conversion:

Task	S&S	Customer
Activate		
Perform final conversion	P	S
Sign-off on simulation and go-live balancing tests		P

The Activate phase will include the Go-live conversion. The primary differences between this conversion and previous ones performed in Design and Build phases are:

- The Go-live conversion will be executed over a weekend and timed in accordance with other Go-live activities to ensure the conversion can be executed and balanced in a timely and accurate fashion to be ready for day one of Go-live.

- Go-live conversions will be signed-off with a go or no-go decision to proceed with the subsequent Go-live end user activities.

9.2.2 Customer Responsibilities:

- The Customer will provide resources to extract data and relevant reports for balancing items and work with S&S resources to balance conversion potentially outside normal business hours.
- The Customer will sign off on the Go-live conversion acceptance plan before proceeding with the subsequent Go-live end user activities.

9.2.3 S&S Responsibilities

- S&S will execute and balance the conversion during Go-live weekend potentially outside normal business hours.
- S&S will provide the Customer with a Go-live conversion acceptance plan for sign off purposes. These will need to be signed off by the Customer before proceeding with the subsequent Go-live end user activities.

9.3 Go-live

9.3.1 Definition

"Go Live" indicates the date on which the CIS Solution is operating in a production environment at the Customer's primary place of business. Business operations and daily processing are being performed by the CIS Solution and it is the primary system of record for the Customer. The S&S Project Manager will lead the Go-Live activities and is responsible for developing and executing the Simulation and Go Live Plans which details the activities and sequence of events to take place leading up to the Go-Live.

9.3.2 Customer Responsibilities

Facilities

- The Customer shall setup adequate facilities to be used as the central base of operations throughout the Go-Live period. The facility must have the basic infrastructure to adequately support the Go-Live activities including power sources, network access, internet access, phone, printer, and desk space to accommodate the Project Team. The S&S Project Team will use the facility as its core staging area for issue resolution and triage, as well as deploying subject matter experts to the field for support.

Billing Balancing

- It will be necessary for the Customer to provide the necessary billing reports to balance billing in the legacy system to enQuesta.

- Customer shall verify trial balances for accuracy and grant final authorization to proceed. This concludes the Go-Live preparations.

First Week Post Go-Live

- After the official Go-Live, the Customer will assume primary responsibility of the CIS Solution and its day-to-day management and support. The Customer is responsible for primary support of business processes and end users.
- During the first week of Go-Live, a daily wrap-up meeting will be held. This meeting will be facilitated by the S&S Project Manager and the primary goal is to review the activities of the day and report any issues. This meeting is to be attended by the S&S and Customer Project Teams. Each individual shall report on the events of the day, any problem areas and/or problem users, and goals for the next day. This meeting will serve as an important vehicle for sharing information across the Project Team, especially when remote locations are a factor.

9.3.3 S&S Responsibilities

Onsite Team

- The S&S Project Manager, will be onsite the week before Go-Live. The primary responsibility at this point is to ensure a smooth beginning of the cutover activities. Additional members of the Project Team may be deployed throughout the weekend to conduct onsite testing, data validation, and the final billing parallel.

Billing Balancing

- S&S will perform the final billing parallel.
- The S&S Project Team will remain onsite during the first week of Go-Live to assist in any issue resolution, as well as to provide mentorship, guidance, and support.
- During the first week of Go-Live, a daily wrap-up meeting will be held. This meeting will be facilitated by the S&S Project Manager and the primary goal is to review the activities of the day and report any issues. This meeting is to be attended by the S&S and Customer Project Teams. Each individual shall report on the events of the day, any problem areas and/or problem users, and goals for the next day. This meeting will serve as an important vehicle for sharing information across the Project Team, especially when remote locations are a factor.
- The S&S Business Lead will be responsible for tracking issues throughout the Go-Live week. Issues will be tracked in the S&S Issue Tracking tool, TestTrack Pro (TTP). These issues will be reviewed in the daily wrap-up meetings and a final list will be delivered to the Customer at the completion of Go-Live.

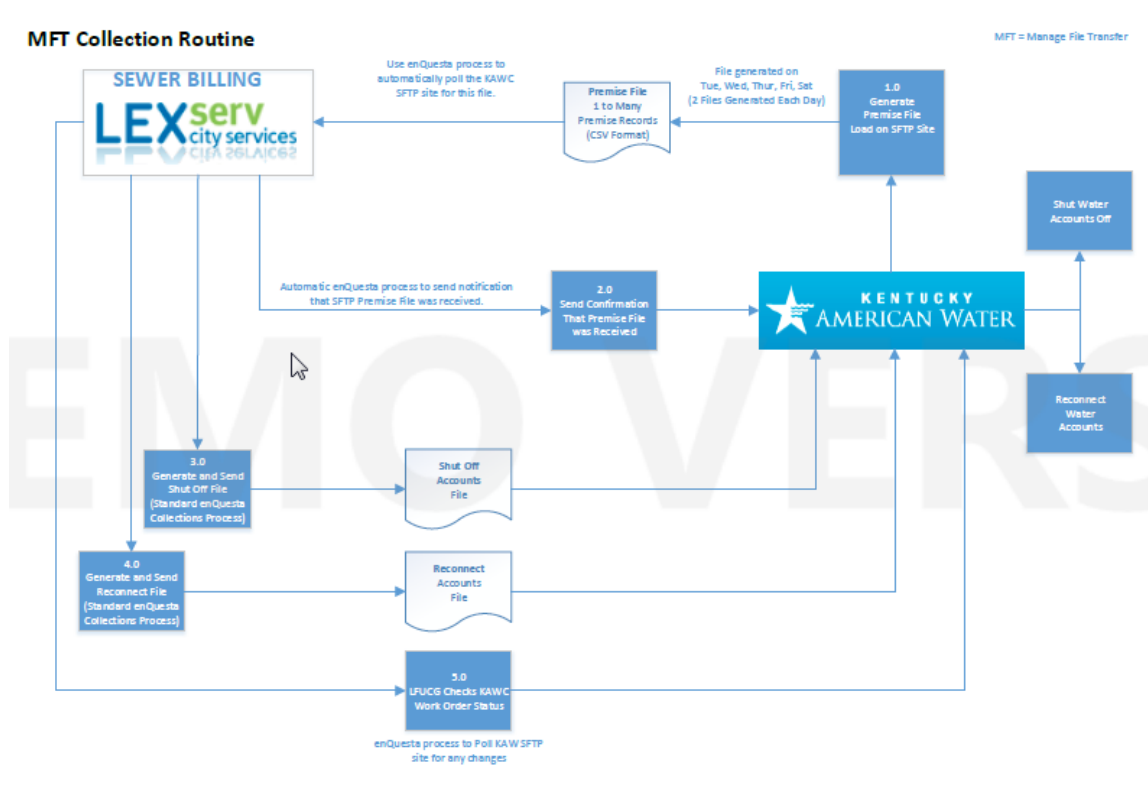
Post Go-Live

- Upon conclusion of the Go-Live and the first two weeks of production, S&S will provide a combination of remote and onsite support services for the initial 60 days of

production use. Outstanding issues are documented and prioritized. Regular status reviews between S&S and the Customer will be held to review outstanding issues.

Notes for 8.5 KAWC Interface:

KAWC MFT Interface Flow Diagram for Collections (for example only)



LFUCG KAWC MFT Integration: Manual Steps, S&S Response 6/2/2015

Please provide detailed information on all manual steps, if any, that LFUCG will have to take for the following:

- To get billing data into the system on a daily basis?
 1. The process to get billing data from the KAWC system to the LFUCG enQuesta billing system will consist of an enQuesta program that pulls the billing data from the KAWC SFTP site. This enQuesta program can be scheduled to automatically run in the enQuesta Job Scheduler or an LFUCG enQuesta user can run it ad-hoc.
 2. If the billing file has adjustments that need to be processed (KAWC adjustments to be updated to the LFUCG enQuesta system), the details of each adjustment will be automatically created as a new entry in a specified user(s) enQuesta Work Queue. The LFUCG enQuesta users will review these adjustments and approve or deny them.
- To get other billing files like Premise Change files into the system on a daily basis?

1. The process to get other billing data such as the Premise Change files from the KAWC system to the LFUCG enQuesta billing system will consist of an enQuesta program that pulls this data from the KAWC SFTP site. This program will also send a response back to KAWC informing them that the file(s) were successfully received/downloaded from the SFTP site. This enQuesta program can be scheduled to automatically run in the enQuesta Job Scheduler or an LFUCG enQuesta user can run it ad-hoc.
- To assemble a weekly list of all accounts that should be sent the 10 day shutoff notice?
 1. No manual intervention needed. This is a standard enQuesta collections process.
 - To send the 10 day shutoff notices to appropriate accounts at the right time?
 1. No manual intervention needed. This is a standard enQuesta collections process.
 - To track those who received the 10 day notice and follow-up with appropriate action?
 1. No manual intervention needed. This is a standard enQuesta collections process.
 - To identify customers who should be submitted for shut off, and submit those customers on the MFT site?
 1. It is a standard enQuesta collections process to identify each customer who should be shut off. A new program will be created that will take that list of accounts / shut offs and transmit that file to the KAWC system. The process to identify the accounts to shut off and the new program that will transmit this shut off file can both be run automatically in the enQuesta Job Scheduler. These processes can also be run ad-hoc by a LFUCG enQuesta user.
 - To track all notifications from the MFT site related to shutoff requests (ie denied shutoffs, accepted shutoffs, completed shutoffs, etc.)?
 1. A new enQuesta process will be created that will continuously poll the KAWC system checking for updated status on shut off requests. This process will create enQuesta service orders for each account shut off status change and these service orders will be sent to a LFUCG enQuesta users Work Queue for further review. This new enQuesta process to poll the KAWC system will be automatically run by the enQuesta Job Scheduler.
 - To complete the restoration of customers who have adequately paid through any channel (in person, online, IVR, by mail), and track the progress of restoration, via the MFT site?
 1. This process will be handled by the above mentioned polling process. That process will not only check for shut-off status but it will also check to see if an account has paid and has been turned back on (water). A service order will be created and the required information will be sent to a LFUCG user via the enQuesta Work Queue.
 - Please describe the adjustments process for LFUCG including how the billing system receives adjustment data and how LFUCG approves adjustments....and detail all manual steps that LFUCG must take during this process.

1. The adjustments are transmitted from the KAWC system to the LFUCG enQuesta system as described in process / step 1 above.
2. Based on configuration these adjustments will either go into the appropriate LFUCG representative's work queue or go straight into the system applying the adjustments automatically.
3. Our assumption is that LFUCG will want to review any adjustments. Using the work queue, the LFUCG representative will review each adjustment and approve or deny. This is done via a single click. The system will automatically complete or not the adjustment depending on whether the LFUCG representative has approved it or not.
4. Manual Steps: Review pending adjustments in the enQuesta Work Queue as needed.

10. Appendices to the SOW Include:

#	Document Name	Details
1	Project Management Plan	This document details the tools, techniques, and procedures that the S&S Project Manager will use to plan, execute, monitor, control, and report performance of the project. The document provides a discussion of these major Project Management Areas: Scope Management, Time Management, Resource (Staff) Management, Cost Management & Change Management, Communication Management, Quality Management, Organizational Change Management, Risk & Issue Management, and includes SharePoint as the primary tool to manage project communication and a repository for project documentation.
2	Project Schedule	The project schedule outlines the anticipated project timeline, as well as key milestones.
3	Business Requirements Document	The template used to capture and document the business requirements associated with a modification or interface.
4	Sample User/Training Matrix	A matrix of categorized users by functional area and each class that they need to attend, other than external classes, Train-the-Trainer and Certified User classes as provided for in the Information Systems Agreement
5	enQuesta Payment File Standard Format	This document outlines the standard enQuesta payment file format
6	ACH File Standard Format	S&S will change their standard format to match the banks file format. S&S is confident that our current standard file format is industry standard format but will adjust the Lexington format as needed to ensure the integration with the bank is achieved.