



**LEXINGTON**

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**LFUCG**

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**Additional HR OnBoarding Forms and  
Workflow Processing**

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**Submitted by:**  
Robin Brockman  
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**Submitted Date:**  
5/21/2024

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This Statement of Work ("SOW") is made by and between Konica Minolta Business Solutions U.S.A., Inc., a New York corporation ("Konica Minolta" or "Consultant"), and Lexington-Fayette Urban County Government ("LFUCG") ("Client" and together with Konica Minolta, the "Parties" and individually a "Party").

## Document Properties

<b>Prepared For:</b>	Lexington Fayette Urban County Government
<b>Solution:</b>	Additional HR OnBoarding Forms & Workflow Processing
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<b>Prepared By:</b>	Robin Brockman Michael Rutkowski
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## Definitions

- UAT: User Acceptance Testing
- DIP: Document Import Processor (Hyland Module)
- IDP: Intelligent Document Processing

# 1. Executive Summary

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## 1.1 Introduction and Background

The purpose of this executive summary is to provide an overview of the results of our study on the effectiveness of Client's Human Resources onboarding process as it relates to Pre-hire/New Hire Onboarding forms. Our research focused on analyzing the current process, identifying areas for improvement, and recommending changes to increase efficiency, reduce paperwork. The study included interviews with HR staff, and managers, as well as a review of data on the current process.

As part of the application process, LFUCG requires applicants to complete a number of pre-hire forms, which include the following:

- Applicant Pre-Screening Form
- Disclosure Form - DCC 501
- Waiver Agreement and Statement - DCC 500
- DPP-156 Central Registry Check

The applicant will complete the forms with the required information, and submit them to LFUCG for review. The HR department users will review the forms to ensure all the information is present, and then update external systems with the applicant information.

Once the applicant paperwork process has successfully been completed and the applicant has accepted the offer of employment, they are required to complete additional forms as the first part of their LFUCG employee onboarding process. These forms include:

- I9
- K4
- W4
- Direct Deposit

The New Hire will complete the forms and submit them to the LFUCG HR department for review. A P1 form is then generated and completed by the HR department when all the Onboarding documents have been received. This is used as an informational form to gather information from the I9, K4, Direct Deposit and W4 that is then entered into PeopleSoft. Additionally, the P1's are used for existing employees to make updates to their record in PeopleSoft.

The key findings and recommendations from our study are outlined in this executive summary.

## 1.2 Key Findings

The following are the key findings that resulted from our initial evaluation of the Client's current process:

- Lack of standardization: Client currently lacks standardization of processes, so the experience for employees defers.
- Paperwork overload: Client still relies on paper forms, which can be overwhelming for new hires and create a lot of administrative work for HR.
- Lack of technology integration: Client onboarding processes are not fully integrated with technology, which can make it difficult to automate tasks, track progress, and access data.
- Compliance challenges: Client must ensure that they are compliant with all legal and regulatory requirements, which can be a challenge when it comes to onboarding new hires.

## 1.3 Objective(s)

The goal of this engagement is to deploy a solution that will effectively achieve the desired outcomes. Specifically, the objectives are to:

- Increase efficiency: Streamline the forms review processing, to reduce the time it takes to onboard new employees.
- Conversion of Paper Forms: The solution decreases the need for paper forms, resulting in a reduction in paperwork.
- Integration with existing systems: Centralization of the HR OnBoarding forms and processing within OnBase
- Improved audit and compliance: Provide a simple, and effective way to locate all applicant forms, resulting in compliance with all legal and regulatory requirements.
- Increase employee retention: The forms onboarding process may improve employee retention, with a decrease in turnover rate based on experiences.

## 2. Proposed Solution Summary

### 2.1 In Scope

An Assessment was conducted in pre-sales and serves as the framework for this engagement and the basis for pricing. The deployed functions and complexity based on the use case(s) are outlined below (see Appendix A for complexity descriptions based on functionality). The following use cases are outlined in scope:

#	Use Case	Proposed Solution	Complexity
<b>1</b>	<b>Capture/Submission</b>		
<b>1.2</b>	As the LFUCG HR Department, we would like to have our HR OnBoarding Forms stored in OnBase for accessibility, audit and compliance purposes	Document Types will be created for the new forms.  Keywords will be created/assigned to the new document types/forms	9 low complexity Modifications
<b>1.2</b>	As a pre-hire applicant, I want to be able to complete the required HR pre-hire forms and submit them directly to LFUCG online so I don't have to deal with paper forms.	A Unity Form will be created and made available via a link to users on the LFUCG website.  The user will be able to complete and submit the following forms <ul style="list-style-type: none"><li>● Applicant Pre-Screening Form</li><li>● Disclosure Form - DCC 501</li><li>● Waiver Agreement and Statement - DCC 500</li><li>● DPP-156 Central Registry Check</li></ul>	4 low-medium complexity unity forms
<b>1.3</b>	As a new hire, I want to be able to complete and sign my onboarding paperwork, government-issued forms, and submit them directly to LFUCG online so I don't have to deal with paper forms.	A digital form will be created and made available via a link to users on the LFUCG website, or available internally.  The user will be able to complete and submit the following as an Image Forms <ul style="list-style-type: none"><li>● I9</li><li>● K4</li><li>● W4</li><li>● P1</li></ul> The user will be able to complete and submit the following as a Unity Form <ul style="list-style-type: none"><li>● Direct Deposit</li></ul>	1 low complexity unity form  4 low-medium complexity Image Forms

#	Use Case	Proposed Solution	Complexity
<b>2</b>	<b>Workflow Processing</b>		
<b>2.1</b>	As an LFUCG HR representative, I want to be able to review the submitted pre-hire forms in the HR OnBoarding Forms workflow	<p>The existing HR OnBoarding Forms Workflow will be updated to allow</p> <ul style="list-style-type: none"> <li>• assign the new forms/document types</li> <li>• routed the forms to a new queue for HR review</li> <li>• reuse the existing tasks within the new queue</li> <li>• reuse the email notification logic that exists within the life cycle</li> <li>• reuse logic to update the status upon entry/completion</li> </ul>	1 low complexity workflow modifications
<b>2.2</b>	As an LFUCG HR Representative, I want to be able to review P1 forms in an automated workflow process.	<p>A new HR P1 Review workflow life cycle will be created that will facilitate the review of</p> <ul style="list-style-type: none"> <li>• New Hire (OnBoarding) P1's</li> <li>• Existing Employee (Updates/Changes) P1</li> </ul> <p>The Workflow will be configured to</p> <ul style="list-style-type: none"> <li>• send a text-based notification that a P1 requires review</li> <li>• update the P1 form status and effective date upon entry/completion of the review</li> <li>• task to complete the form and remove it from workflow</li> <li>• task for manual error handling to update the status to canceled and remove it from workflow</li> </ul>	1 low-medium complexity workflow
<b>2.2A</b>	As an LFUCG HR representative, I want to be able to review a new hire P1 form, and their related payroll forms (by Applicant ID) in a workflow, to allow for a more efficient, and paperless review process.	<p>As each New Hire form (K4, W4, I9, Direct Deposit) form enters the Workflow, it will check to see if all the required forms exist. When they do, a P1 will be generated and enter the review queue.</p> <p>The P1 form will be the primary form in the queue, and the applicant-submitted K4, W4, I9 and Direct Deposit forms will be shown as related documents.</p>	1 low-medium complexity workflow folder configuration
<b>2.2B</b>	As an LFUCG HR representative, I want to be able to review P1 update requests for existing employees (by Employee ID) to allow for a more efficient, and	<p>When a P1 form is created in OnBase, the form enters the Workflow and is routed to the review queue.</p> <p>The P1 form will be the primary form in the queue. All previous employee P1's will be shown as a related document, with the</p>	1 low-medium complexity workflow folder configuration

#	Use Case	Proposed Solution	Complexity
	paperless review process.	most recently completed displayed first in the list.	
<b>3</b>	<b>Search &amp; Retrieval</b>		
<b>3.1</b>	As an LFUCG HR Representative, I want to be able to find the new forms for the pre-hire, and new hire as part of the current applicant/employee search	The new document types/forms will be added to the existing HR OnBoarding custom query, and be available to search by Applicant ID.	1 low complexity custom query modification

## 2.2 Out of Scope

This project shall not include the following, any inclusion or addition of these items will require a change order:

- Departments, applications, or steps that were not documented as part of the expected scope of this statement of work (SOW);
- Additional processes that have not been thoroughly understood or documented;
- Translations required through middleware, applications or other systems (e.g., web services);
- Activities that go beyond education and minor troubleshooting during the Go-Live Support period;
- Integration with third-party solutions - it is assumed that integration efforts, including those related to data transfer, entry, or exchange (unless specifically defined in Section 2.1) are not included in the scope of this project.
- Custom code development - it is assumed that there will be no requirements for custom development unless explicitly stated in this statement of work (SOW).
- Custom interfaces - for the purposes of this project, standard, pre-built vendor interfaces will be utilized. Development of customized web front-ends, applications or web services are assumed to not be required unless explicitly stated in this statement of work (SOW).
- Handling of additional data or documents that are not specifically mentioned in this statement of work (SOW).
- The processing of additional document types that were not provided by Client; or
- Additional effort associated with processing a higher volume of documents than was originally anticipated.

## 3. Assumptions and Critical Dependencies

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### 3.1 Implementation

- Document Types can utilize the existing HR OnBoarding forms document type as template (to inherit permissions, keywords, etc..)
- All pre-hire/applicant forms will utilize the existing HR OnBoarding Forms Workflow process. Low complexity modifications will be made to accommodate the forms processing.
- A new P1 workflow life cycle will be created to facilitate new hire and existing employee P1 form reviews.
- Unity and/or Image Forms created will have low -medium complexity intelligence configured as part of the form development.
  - The Waiver Agreement and Statement - DCC 500 form will contain a URL to the supplemental document required for the applicant to print/save. LFUCG will be responsible for saving the supplemental document in a location that is publicly accessible and can be referenced within the Unity Form via a url link for the applicant to open, view, and download/print for their records.
- LFUCG will provide a compatible digital image of each form to be used as a template for Konica Minolta to configure the Image Form Composition templates for W4, I9, K4, and P1

### 3.2 General

- All Consultant services will be provided remotely.
- Client will assign and provide a dedicated Project Manager to oversee the project on their side.
- Client will furnish a list of stakeholders and communicate the expected time commitment for each individual. Client will also be responsible for ensuring that these time commitments are upheld.
- All key stakeholders and project members will attend the project kick-off meeting to understand project objectives, timeline, deliverables and expectations.
- Client will ensure its resources are trained and certified to perform any in-house roles in the chosen platform in advance of this engagement, or, at the latest, before UAT.
- The training provided as part of this statement of work (SOW) will be tailored to the solution delivered and will not encompass all functionality of the platform.
- Client will procure all required software licenses necessary for this engagement and for all necessary environments (Development, UAT, Production).
- Client acknowledges that the Go-Live Support period is intended to offer quick assistance and support as personnel learn to manage the recently deployed solution. Therefore, project resources will be available on a "call-in" basis rather than working full-time throughout the 3-day period. Should additional full-time resources be required at this stage due to unforeseen circumstances, the Client understands that a Change Order for the extra time needed will be required.
- The accuracy rate of Optical Character Recognition and Full-Text Search capabilities may vary with the quality of the source documents, the complexity of the content, and the presence of special characters or non-standard fonts. Any significant deviation from the assumed accuracy rate may require adjustments to the project scope, timeline, or resources.



### 3.3 Schedule

- Upon reaching an agreement on the specific project schedule, Client will be responsible for ensuring the participation of relevant stakeholders and coordinating any necessary logistical arrangements.
- Client will make all relevant and requested documents available within 1 week of engagement commencement.
- Client shall respond to requests for interviews and provide requested documentation within a period of 3 business days from the time of the request being made.
- Consultant will collaborate with subject matter experts (SMEs) identified by Client and make arrangements for workshops or meetings related to the project. The Client will ensure that engagement activities are given priority, as necessary, to adhere to the agreed-upon schedule.
- The duration of the project is expected to be 7 consecutive weeks.
- The duration of User Acceptance Testing is expected to be 5 consecutive business days.

### 3.4 Scope and Deliverables

- The Consultant Project Manager will be responsible for obtaining approval on all deliverables before they are considered final.
- Key stakeholders will review the deliverables and provide feedback within 3 business days. If all feedback items are satisfactorily addressed, the deliverable will be considered final. If no feedback is received, the deliverable will be deemed complete and accepted.

### 3.5 User acceptance testing

- System Testing with Client and Consultant project resources prior to UAT to ensure all processes are ready for UAT.
- Client will be responsible for creating a solution test plan and is responsible for executing against that plan for user acceptance testing.
- Changes occurring as a result of UAT, which require an unforeseen scope change, may increase the overall project timeline and require a Change Order. It is recommended that Client set aside extra budget to mitigate the impact of this scenario.
- Client will grant access to the necessary systems (test and production) for conducting UAT and executing UAT. Excessive delays may result in additional cost or loss of the engagement's scheduled resources

### 3.6 On-premise clients

- Client will provide the hardware required to run all required components of the solution, these specifications can be supplied upon request.
- Consultant will have unrestricted 24/7 access, including full control of mouse and keyboard, to all servers and configuration interfaces required for the development of the solution. Any access that necessitates the presence or oversight of the Client will prolong the project schedule and may incur additional costs for scheduling and coordination, which may result in a Change Order.

### 3.7 Change management process:

- Either party may request modifications to the scope of professional services outlined in this statement of work (SOW). If a change is requested, the Consultant will inform the Client in writing of any potential impact on fees, costs, implementation schedule, or any other material effect that the change could reasonably have on the professional services.

## 4. Approach

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Client will provide a knowledgeable team of subject matter experts (“SMEs”) who will achieve project goals using the approach below for each item listed in scope in Section 2.1 of this agreement.

Consultant and Client will proceed with the installation of the Software components necessary for the building of the solution using our proprietary methods, which are as follows:

- We start by completing the final stages of an in-depth analysis for the proposed solution.
- Consultant developers use a hybrid agile format whereby they will showcase components of the solution as completed to ensure accuracy, shorter UAT time and customer delight each step of the way.
- During development, Client will work with Consultant business analyst to document test cases in preparation for user acceptance testing (“UAT”).
- Prior to launch, our team will teach Client how to manage and administer the solution.
- Upon deployment, Consultant shall provide three (3) days of Go-Live support.

## 4.1 Professional Services Tasks and Deliverables

### Tasks

Phase	Activity Description	Representative Deliverables
1	Project Management	<ul style="list-style-type: none"><li>• Project workbook</li><li>• Weekly status meetings and reports</li></ul>
2	Project Initiation	<ul style="list-style-type: none"><li>• Discuss and update project timeline as necessary</li><li>• Kickoff for named project resources</li></ul>
3	Analysis and Design	<ul style="list-style-type: none"><li>• Validate opportunity assessment</li><li>• Test Scenario Template</li></ul>
4	Development	<ul style="list-style-type: none"><li>• Solution Configuration and Development</li><li>• Iterative “show me” sessions with Client</li><li>• Peer code review</li></ul>
5	Training & Education	<ul style="list-style-type: none"><li>• Solution Administration Training</li><li>• Trainer course(s) allowing Client process owners to effectively test and train other Client users on the solution implemented as part of this SOW</li></ul>
6	User Acceptance Testing	<ul style="list-style-type: none"><li>• UAT coordination</li><li>• Issue log</li><li>• UAT Results Meeting (Go/No Go)</li><li>• 5 day UAT timeframe</li></ul>
7	Transition	<ul style="list-style-type: none"><li>• Production Deployment</li></ul>
8	Go-Live Support	<ul style="list-style-type: none"><li>• 3 day period supporting Production Go-Live</li><li>• On call support by the project team</li></ul>

## Deliverable Definition(s)

Milestone	Milestone Definition
<b>Project Kick-off Meeting</b>	Consultant will conduct a project kickoff meeting including appropriate Client and Konica Minolta personnel  <b>Acceptance Criteria:</b> Conclusion of the project kickoff meeting
<b>Solution Ready for User Acceptance Testing</b>	Client users begin user acceptance testing of the test OnBase environment  <b>Acceptance Criteria:</b> Start of User Acceptance Testing
<b>Completion of User Acceptance Testing</b>	Consultant will assist with the completion of User Acceptance testing by the client  <b>Acceptance Criteria:</b> Completion of User Acceptance Testing
<b>Solution Go-Live Acceptance</b>	The Consultant project team will support the solution for 3 days after the solution is deployed in production  <b>Acceptance Criteria:</b> Signed Project Acceptance Document to be executed 3 days following solution production deployment based on the agreed-upon specification

## 4.2 Implementation Plan

### Key Dates

The key dates listed below are identified as target dates for the completion of the project and mutually agreed upon by Client and Consultant. These dates are preliminary and non-binding, however, if a proceeding commitment is not met the Go Live date will be at risk.

Task	Date
Contract Execution	6/14/2024
Purchase Order Delivered	6/14/2024
Project Kickoff	Will be scheduled sometime after the current HR OnBoarding Forms project is completed. Current Assumption 7/8/2024
Target Go-Live	8/23/2024
Project End Date	8/30/2024

Client Acknowledgement: \_\_\_\_\_ (Initial)

## 5. Pricing and Terms

### 5.1 Pricing Summary

Description	Annual Fee
<b>KMBS Professional Services - Implementation Services</b>	\$39,000.00
<b>OnBase Subscription (Year 3 of existing Term)</b>	\$12,000.00
<b>Total</b>	<b>\$51,000.00</b>

*\*Contingency Hours from existing Prepaid Block (exp. 9/30/2024) - \$7,500.00*

### Software Detail.

It is essential that the following software is procured and made available for the successful completion of this SOW.

Description	Annual Fee
<b>OnBase Image Forms Subscription - 7/1/24 - 6/30/25</b>	\$12,000.00
<b>Annual Subscription Fee (Current Subscription 3 year term is 7/1/22 thru 6/30/2025)**</b>	<b>\$12,000.00</b>

### Services Payment Schedule

Each milestone is tied to the completion of the deliverables defined in the Deliverable Definition(s) table (Section 4.1) and payments are made based on the successful completion of these milestones.

Item	Percent	Amount
<b>Project Initiation (Upon Kickoff)</b>	20%	\$7,800.00
<b>Solution Ready for User Acceptance Testing</b>	35%	\$13,650.00
<b>Completion of User Acceptance Testing</b>	35%	\$13,650.00
<b>Solution Go-Live Acceptance</b>	10%	\$3,900.00
<b>Total</b>		<b>\$39,000.00</b>

## 5.2 Travel and Expense

Konica Minolta expects to deliver the services outlined in this SOW remotely, however, if Client requests Konica Minolta personnel to travel in connection with the performance of this SOW, Client will reimburse Konica Minolta for all reasonable expenses incurred in connection with the performance of the services for travel expenses (such as airfare, car rental, lodging, mileage reimbursement, tolls, parking and meals). All travel time will be subject to a travel charge. Travel charges will be applied based on the standard hourly rate. The client will be invoiced for one-half of the total travel time to and from the client location for each on-site visit.

## 5.3 Payment Terms

### Milestones

Payments for specific tasks and deliverables shall be made upon acceptance of the milestones set forth in this SOW and are due Net 30 days from the date of invoice.

Promptly upon delivery of the Deliverables or receipt of notice that performance of the Services has been completed, Client will inspect and test the Deliverables or Services. No later than five (5) business days after delivery of the Deliverables or receipt of the notice, Customer will execute and deliver either (i) written acceptance of the Deliverables or Services, or (ii) written notification of any defects in the Deliverables or Services. If Client has not given notice within such time period, the Deliverables or Services shall be deemed accepted by Client as of the fifth (5th) business day, as described above.

If Client elects to formally pause or delay the project, a change order will be required. An invoice may be incurred for current project completion based on project schedule and additional budget may be required to re-engage Consultant on project.

## 5.4 Validity

This document shall remain valid until 6/24/2024.

# Approval and Acceptance

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**CLIENT:** LFUCG

**PROPOSED SOLUTION:** Additional HR OnBoarding Forms & Workflow Processing

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This SOW is entered into as of the date indicated by the last signing party below by and between Konica Minolta and LFUCG. This SOW is subject to the terms and pricing under the Sourcewell Contract dated October 30, 2020, contract number 090320-KON for Public Sector and Education Administration Software Solutions and Related Services.

By signing below, the authorized representative(s) from Client acknowledges that they have read, agreed to, and accepted this SOW and agree that it is provided for the purpose of providing an estimate for Professional Services related to discovery and gap analysis and is subject to change.

## LFUCG Approval

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Approver	Signature	Date Signed
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## Konica Minolta Business Solutions U.S.A., Inc. Approval

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IIM Sales Director	Signature	Date Signed
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Professional Services Director	Signature	Date Signed
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## Appendix A: OnBase Complexity Definitions

The tables provided serve as a reference for the level of effort required, taking into consideration the various factors that contribute to the complexity of the project. Your Konica Minolta presales consultant has made determinations regarding the scope of the project, as outlined in Section 2.1, based on the information gathered during the presales process.

### Installation

Depending on the requirements of the solution, different components may require installation with different levels of complexity.

Hosted Web-Only	Base level access will not require additional installations. Links and access will be given to access the system via a web browser.
Hosted Client Installs	A Hyland-hosted system that requires local install or install packages to be setup for distribution.
On-Premise Web-Only	An on-premise installation requires all server components to be installed. Web-only will require no local client installations.
On-Premise Client Installs	An on-premise installation requires all server components to be installed. This install also requires local client installation or installation packages to be created.

### Modifications

Any adjustments or extensions to existing configurations.

Low	Addition of simple workflow ad-hoc tasks, document types, keyword types or attributes.
Medium-Low	Creation or modification to existing queries, folders, or filters for simple retrieval.
Medium	Addition of workflow queues to an existing workflow with automation, load balancing, and does not require updates to existing documents.
Medium-High	Modification that requires reprocessing documents or moving of existing documents in existing processes.
High	Scripting or customizations to existing forms or interfaces.



## Import

Import configurations are methods of bringing content into the system.

Low	Basic scan queue setup for Manual import
Medium-Low	Scheduled Directory Sweep or DIP processor
Medium	Unity Form creation for data and document consumption
Medium-High	Out of box integration for document upload
High	Customized interface for ingestion of documents

## Workflow

Workflow is any configuration of the workflow modules available in the provided software.

Low	Workflow with minimal to no automation and primarily manual processing and only requires 5 working queues. Automation supported is limited to functions such as minor modification of keyword values.
Medium-Low	Workflow consisting of up to 5 queues that requires more advanced automation such as calculations and basic rules-based routing and validation and notifications.
Medium	Workflow consists of up to 7 queues and requires advanced calculations, routing, validation, and notifications.
Medium-High	Workflow that may require multiple life cycles and has advanced automation that may include advanced calculations and out-of-box integrations such as Docusign E-Signature or Document Composition.
High	Workflow requiring scripting, web service calls or other integration points.

## Workview

Workview is the configuration of the OnBase case management module.

Low	A basic application with no more than 3 classes each consisting of 5-10 attributes. No complex filters or views required.
Medium-Low	An application with no more than 3 classes each consisting of 5-10 attributes. Views and/or filters are dynamic and may vary by users and/or stages in a workflow processes.
Medium	An application with no more than 6 classes each consisting of 5-15 attributes. Views and/or filters are simple and of minimal complexity.
Medium-High	An application with no more than 6 classes each consisting of 5-15 attributes. Views and/or filters are dynamic and may vary by users and/or stages in a workflow processes.
High	An application with a large number of classes and potentially additional related applications. Views and/or filters are dynamic and may vary by users and/or stages in a workflow processes.

## Integrations

Includes any development of integrations with third-party systems.

Low	Integrations using out of the box functionality such as autofill or application enabler.
Medium-Low	A data integration using either a daily or weekly data feed or external autofill.
Medium	A unidirectional integration with semi-frequent transfers using native API functionality.
Medium-High	A bi-directional integration requiring real-time data and\or document transfers using native API functionality.
High	A bi-directional integration requiring real-time data and\or document transfers and requires customized API or interfaces for input or outputs.

## Reports

Reports are configurations of provided software report modules or custom if required.

Low	Standard Report Dashboard in grid using native data connectors.
Medium-Low	Standard Report Dashboard which includes graphical elements (charts/graphs).
Medium	Standard Report Dashboard which includes calculated fields and graphical elements (charts/graphs).
Medium-High	Custom data reporting using Report Dashboards which includes data outside of the OnBase system with calculated fields and graphical elements (charts/graphs).
High	Integration of data into different BI tool for client.

## Retention

A retention configuration refers to the settings and policies that determine how long a document or record will be kept.

Low	This level of complexity would involve a basic document retention configuration, such as retaining documents for a specified number of days or years after their creation or last modification date.
Medium-Low	This level of complexity would involve the implementation of basic document retention policies with some additional parameters, such as specific document types or custom metadata fields.
Medium	This level of complexity would involve the implementation of more complex document retention policies, such as those based on events, such as when a document is approved, rejected, or deleted, or based on specific conditions, such as the expiration of a contract or the end of a project.
Medium-High	This level of complexity would involve the integration of Hyland OnBase document retention with other systems or processes, such as records management systems or enterprise resource planning systems.
High	This level of complexity would involve the implementation of highly complex and customized document retention policies, such as those involving multiple conditions, nested rules, and extensive integration with other systems.