

Elizabeth Glaser Pediatric AIDS Foundation U4 ERPx, Not for Profit (NP) Model

Professional Services Implementation Response

February 4, 2022



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Contents

- About this document 1
 - Limitations on the use of this document..... 1
 - Copyright and Trademarks..... 1
- 1 Introduction 4
 - 1.1 Delivery Principles..... 4
- 2 Implementation Strategy 4
 - 2.1 Onboarding Support..... 5
 - 2.1.1 Identified Workshops by Workstreams 5
 - 2.2 Data Migration Strategy 5
 - 2.2.1 Processes & Controls throughout the Project 6
 - 2.3 Reporting Strategy 7
 - 2.4 Interfacing / Integration Strategy 8
 - 2.5 Training Services (Knowledge Transfer)..... 8
 - 2.5.1 Post Go-Live Support Resources 9
- 3 Onboarding4U Delivery Methodology 9
 - 3.1 Industry Models..... 9
 - 3.2 Step 1 – Engage 9
 - 3.2.1 Plan & Prepare 10
 - 3.3 Step 2- Onboard..... 11
 - 3.3.1 Defining the Solution 11
 - 3.3.2 Configuration & Integration 11
 - 3.3.3 Activities and Responsibilities 12
 - 3.4 Step 3 – Test..... 14
 - 3.4.1 Key Activities: 14
 - 3.5 Step 4 – Deploy..... 16
 - 3.5.2 Go-Live..... 18
 - 3.5.3 The Post Go-Live Support..... 18
 - 3.5.4 Solution Review 19
 - 3.5.5 Close 19
- 4 Quality Management 19
 - 4.1 Management of the Project 19
 - 4.2 Management of the Unit4 Solution..... 20
 - 4.3 Risk Management 20

4.3.1 Risk Register	21
4.4 Issue Management.....	21
4.5 Project Change Control.....	22
4.6 Communication Plans	22
4.7 Key Deliverables	23
5 Project Timeline	25
6 Project Structure and Governance.....	26
6.1 Governance Structure	26
6.2 Steering Committee	26
6.2.1 Dispute Resolution	27
6.3 Authority and Decision Making	27
6.4 Responsibilities of project roles	28
6.5 Key Unit4 Resources & Profiles.....	30
6.5.1 Reg Saulnier: Professional Services Engagement Manager.....	30
6.5.2 JASON YUEN, PMP, CSM Project Manager.....	31
6.5.3 Jerry Van Zant SENIOR IMPLEMENTATION CONSULTANT	31
6.5.4 Ian Fraser, ITIL Senior Technical Consultant	31
6.6 Assignment of Resources	32
7 Meeting and reporting	32
7.1 Meeting Structure.....	32
7.1.1 Steering Committee Meetings.....	32
7.1.2 Project Management Meetings	33
7.1.3 Daily Status Meetings	33
7.1.4 Reporting.....	33
8 Project Assumptions	34
8.1 Implementation Assumptions.....	34
8.2 Training Assumptions.....	35
8.3 Solution Assumptions.....	35
8.4 Technical Assumptions	35

1 Introduction

1.1 Delivery Principles

The project is also guided by the Onboarding4U Delivery Principles to ensure a project's success. It is important that these principles align to the Elizabeth Glaser Pediatric AIDS Foundation (EGPAF) objectives and that they are understood by EGPAF's project team and stakeholders before work commences.

Principle	How the Principle will be Followed
ERPx NP (Not for Profit) Industry Model represents best Practice	Before the project commences EGPAF understands the best practice model and how it aligns to their objectives.
Emphasis on Knowledge Transfer & Training	Product enablement and training starts early and continues throughout using a combination of self-serve and guided approaches.
Implementation follows a Prescriptive Approach	Product configuration options are pre-defined by the Industry Model and the implementation is supported by standardized templates and tools.
Go-Live is the First Step in the Journey	From go-live EGPAFs will continue to optimize and grow their ERP solution by adopting ongoing innovations, supported by Unit4.

2 Implementation Strategy

The Non-profit Industry Model solution scope is defined by a series of best practice processes documented in Workstream Description Documents. These Workstream Descriptions are reviewed in detail with the Customer during the Onboarding stage.

The Industry Model comprises Core Functional Scope and Additions and these are clearly identified by the Workstream Descriptions. Any customer specific requirements not covered by Core and Additions can be implemented by Extra Configuration.

Integrations to other systems/applications are managed with the Extension Kit, summarized with the term Customisation (see image below).



Refer to the Unit4 Deployment Methodology (U4DM) further within this document for additional information on the implementation approach for the project.

2.1 Onboarding Support

Onboarding support includes a series of workshops to familiarize EGPAF on the ERPx solution. This includes core concepts training and solution walk-through workshops, using EGPAF training environment to gain hands-on practice. is supported by Unit4 consultants in choosing their solution configuration from a pre-defined list of options by Module. EGPAF agrees to the final data model and the solution is configured by Unit4. Two (2) workshops per work stream have been budgeted for this project. A workshop can run between 8 and 16 hours. Taking into consideration that sessions will be held remotely, Unit4 recommends splitting the workshops into 4-hour slots. The first workshop will collect and define. The second will confirm the defined content and adjust accordingly. Additional workshop requirements will be evaluated for the need and will require a change control process.

2.1.1 Identified Workshops by Workstreams

- Finance & Budgeting
- Procurement
- Grants & Awards
- Project Life Cycle
- Human Resources
- Payroll

2.2 Data Migration Strategy

The purpose of the Data Migration Strategy is to ensure the effective planning and execution of data migration for development, testing and Go-Live purposes. The Data Migration Strategy will address:

- Data Retention consistent with statutory and business requirements.
- Data Cleansing and Data Quality supported by data profiling tools within the legacy systems.
- Data Standardization consistent with the Unit4 ERP data model.
- Data Enhancement where legacy data is insufficient to populate the Unit4 ERP data model.
- Data Matching/Mapping to support the data standardization of legacy data and to streamline the loading of data into Unit4 ERP.
- Data loading into Unit4 ERP using tooling service. (e.g. U4 Excelerator, GCON4 Iconnect)
- Data validation between source system and Unit4 ERP. Validation processes are defined, executed, and refined at each of the three data migration iterations (IST/UAT/DEPLOY).

A Data Migration Strategy and Plan Deliverable will be created by Customer and supported by Unit4. The purpose of the Data Migration Plan is to identify all the different types of data that need to be migrated as well as to detail all the related:

- Scope, such as volumes and/or level of detail of historical data
- Methods, tools etc. that will be used
- Validations
- Prerequisites
- Timings
- Frequencies
- Responsibilities
- Testing Loads.

Unit4 will support Customer in the mapping of the required data elements from existing systems to the Unit4 ERP and will migrate all data from existing systems to the ERP as part of the Implementation Services. Data migration will schedule 2 years of historical data. However, this limit may be revised during the Familiarize (Discovery) phase following the Change Control process.

The Data Migration strategy statement is prepared and delivered during the Planning Phase and prepared by both the Unit4 and Customer Project Managers.

The initial Data Migration detailed plan is completed and delivered after the Familiarize Phase. The plan is updated during the solution design and the Personalize (Configuration) Phase.

2.2.1 Processes & Controls throughout the Project

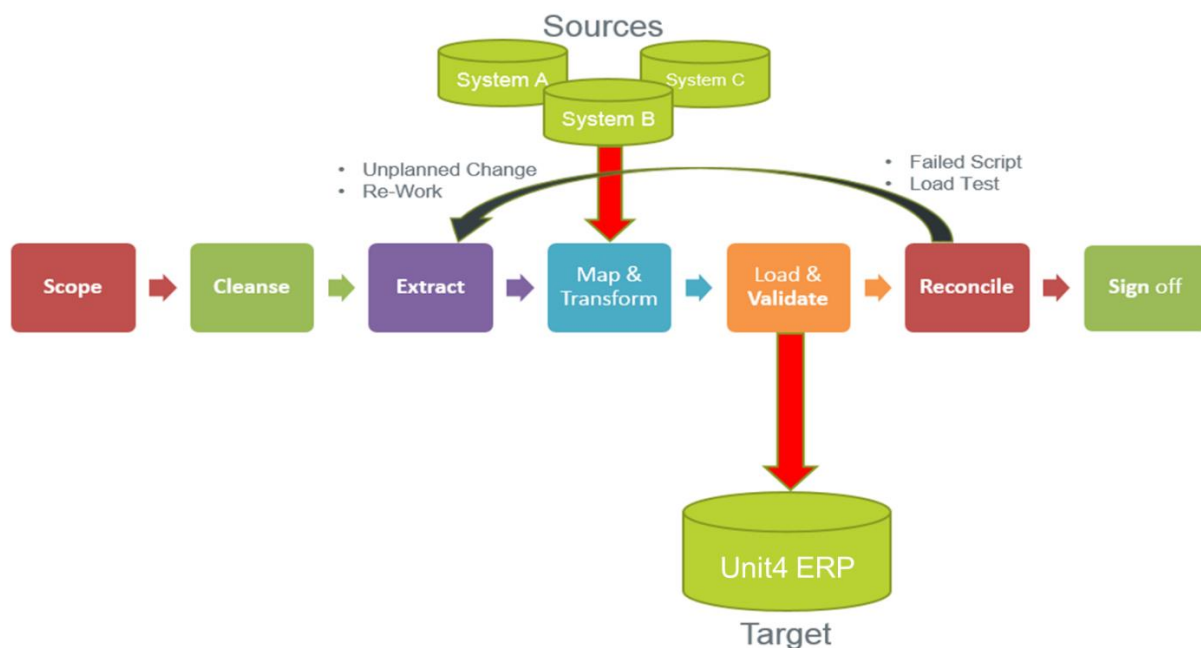


Figure 1: Data migration Approach

- **Data Cleansing:** This task should start as early as possible and is the responsibility of Customer. Unit4 can guide Customer through the process, however it should be performed. Unit4 will guide the Customer through the process and led by the data owners as the Customer knows their data best.
- **Coordination with the Legacy Vendor** is the responsibility of Customer.

- **Data inventory (initialize the list):** At the project start (Planning Phase), Unit4 supplies a data collection workbook template to Customer. The collection workbook is used to identify data sources, the type of data, and how it will be used. The Unit4 consultant will guide Customer on collecting the information. The content is not expected to be complete at this time. It is input to the Familiarize (discovery phase) and to begin creating the data migration plan.
- **Familiarize (Discovery):** Additional data details are collected and logged into the Data Collection workbook during the business requirements are detailed in the scheduled workshop. The Unit4 consultant will align data with the requirements.
At the end, Customer will understand what data will be migrating into ERP, how it will be done and at what intervals.
- **Personalize (Design and configuration):** The data migration plan is completed. This includes test validation processes, and control reports to ensure the data migration is complete and error free. Control reports will track the progress and enable a full data audit trail.
Data mapping will link data components from Customer to Unit4 ERP.
The first data migration iteration is expected to take longer as that the process validates the data. Errors may occur in the data content and will be corrected by Customer with Unit4 supporting. Controls are applied within the U4 ERP data load tools that ensures data quality.
- **IST:** Data loads iterations continue as part of the testing process.
A complete data load iteration is completed towards the end of IST.
- **UAT:** A fresh data load is completed at the start of UAT.
- **Go Live:** A data freeze is scheduled in the existing Customer legacy system prior to the switch to production. (no transactions will be applied)
The Final data load is completed in the production environment and the process is complete.

2.3 Reporting Strategy

The ability to deliver reporting services is a critical success factor for the project. Unit4 will assist Customer with report specification development, training on reporting tools (Excelerator: add-on to MS Excel). To ensure that Customer has the reporting support they require, Unit4 has included Report Development Training and assist in creating report specifications and to develop reports.

Customer, with support from Unit4, will document reports (both current and future) within the Report Matrix to create an inventory. In addition, the Report Matrix will be used to document the priority, complexity, delivery method and the reporting tool that will be used to build the report. Once the Report Matrix is complete, Report Specifications will be created by Customer with the support from Unit4 for each of the individual reports in the Report Matrix to be used by Unit4/Customer as the basis for creating the underlying report in the ERP.

Although standard reporting is in scope to be implemented, there may be situations where it is discovered that meeting the reporting requirement is not possible within standard Unit4 ERP. If this is the case, Customer may elect to either engage Unit4 to build a custom report in Unit4 ERP for Customer (as part of a Change Order) or use a 3rd party solution.

Unit4 will supply the Report Matrix template and the Report Specifications Template. For training purposes Unit4 will complete the first 3 reports selected by the project team and use these as part of training processes. Once ready, the Customer team will complete reports with active support from Unit4.

2.4 Interfacing / Integration Strategy

The purpose of the Interfacing/Integration Strategy is to ensure that effective planning, execution, development, testing and deployment of the interfaces and integration connectivity has occurred. Additional interface / integrations content may be identified during the Planning phase.

Unit4 will train and support Customer in the creation of the Functional Specifications and Technical Design documents for each Interface and Integration. Unit4 will create the first integration while training Customer to utilize the U4 Extension Kits. Customer will then produce the remaining integrations with support and coaching from Unit4. Unit4 will also provide training and knowledge transfer to Customer in order to ensure that Customer is familiar with the APIs, Unit4 Extension Kit included in ERP and used to facilitate most of the interfaces and integrations. To ensure that Customer has adequate support for interface functional specification, technical design, and development Unit4 has included support over the duration of the project for this requirement.

Support has been included to support EGPAF for connectivity to

- Carelogic: Health care system
- ELEO: Donor management
- PEX :Pre-paid credit cards

2.5 Training Services (Knowledge Transfer)

Training services includes:

- Introductory Training: Unit4 will provide training in ERPx core concepts using a combination of a self-service and guided approach.
- Super user training: Unit4 will deliver training to EGPAF super-users.
- Unit4 can deliver additional training support as an additional service requested through the Change Control Process.

Both EGPAF and Unit4 see this project as a transformational project. That means that there needs to be sufficient time on training. In the project schedule, there are different levels and types of training included. Unit4 will provide training to EGPAF project team which are also referred to as Super Users. Training starts during planning with a review of the NP model and continues during the configuration, IST. At the end of IST the Super Users are ready to train EGPAF End User staff.

The Super users will gain hands-on experience during the configuration and IST, reinforcing the training which will enable a combination of UNIT4 ERP and EGPAF business process knowledge to support training, testing and deployment. Included is training on maintaining the configured solution and amending it. This will be a mixture of onsite training and remote training (where appropriate, to keep costs to a minimum). Onsite visits be limited by COVID-19 constraints.

Before starting tests and validation, EGPAF training team will train testers for User Acceptance Testing, with support from Unit4. Unit4 assists in refining the end user training material.

EGPAF will develop a global end user training strategy, with support from Unit4, to deliver “just in time training” during the project rollout utilizing EGPAF resources (train the trainer approach). Additional support for developing EGPAF specific end user training materials specified below.

This SOW includes:

- Product training for Super Users during Planning
- Integration Training, during Core Concepts
- Process training for Super Users during the Configuration
- Testing training for Super Users during IST
- Testing training for Super Users and UAT testers during UAT
- Process Training during UAT.

EGPAF will conduct all end user training including the UAT Test Team training and end user training on end user processes. Unit4 will train the trainers as part of this project. The attendee list will be mutually agreed upon in advance between EGPAF and Unit4. The Unit4 team will continue to support EGPAF project team during UAT.

2.5.1 Post Go-Live Support Resources

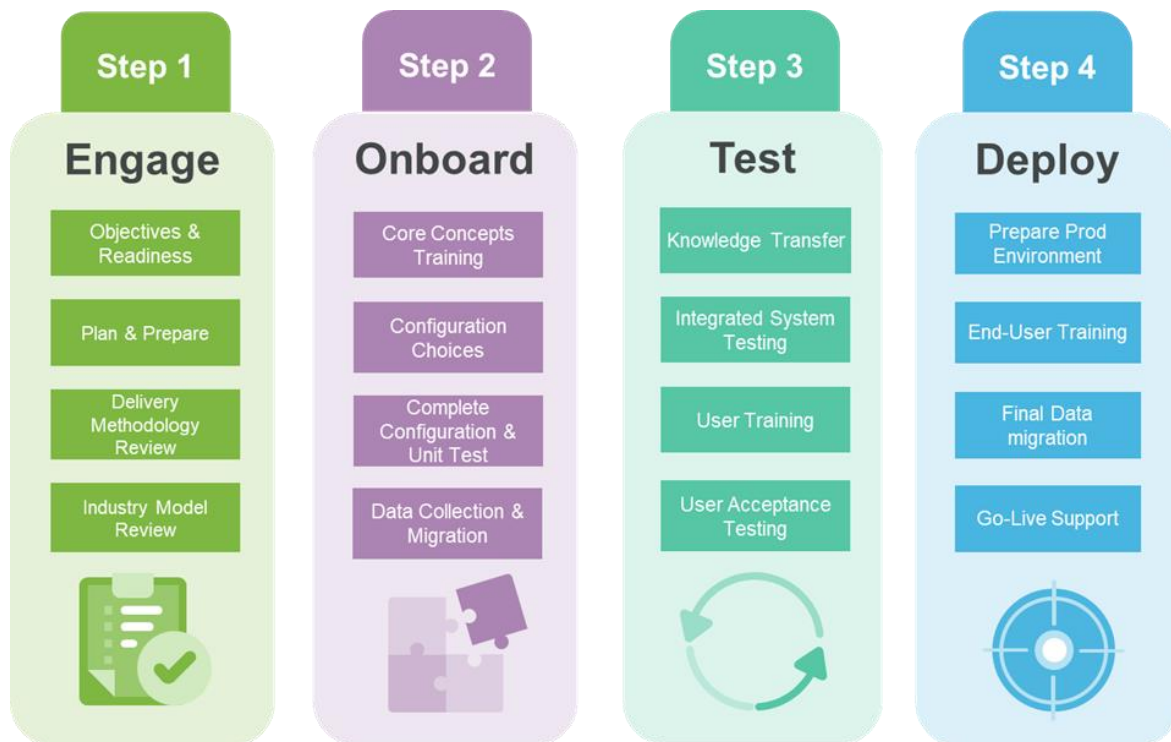
Standard support in the U4 ERP subscription includes product support through out 24/7 ticketing service. Additionally, our Unit4 Community4U.com user portal contains a collection of information resources to help you along. This includes but not limited to, Webinars, discussion boards, regional and industry user groups, recorded demo and training. Our Professional Services team can also personalize a training program that is specifically designed for your needs

3 Onboarding4U Delivery Methodology

3.1 Industry Models

The Onboarding4U Delivery Methodology is based on the concept of an Industry Model. An Industry Model is a configured version of the ERPx solution that represents a best practice way of working within a particular industry.

Based on this model-driven approach the Onboarding4U Delivery Methodology follows these four steps.



3.2 Step 1 – Engage

The purpose of step 1 is to establish an understanding of the industry best practice model and the delivery approach, and how these align to EGPAF’s objectives. To achieve this there is a demonstration of the solution’s core functionality and the standard processes of the industry model. The scope of the initial deployment must be mutually agreed to by the parties in writing along with any assumptions and critical

additional requirements by the end of the Engage step. Additionally, by the end of the Engage step, the SOW (this document) must also be agreed to along with the project terms.

3.2.1 Plan & Prepare

At the project start, there will be a short Project Planning session during which preparation for the upcoming project will be done jointly by EGPAF and Unit4 to complete the work that was begun under the sales step. A detailed Project Plan, consistent with the initial Project Schedule and Project details set forth herein will be created by Unit4 for the implementation Project. This Project Plan will take the EGPAF internal project plan into account to ensure alignment. The Project Plan is jointly constructed and must be jointly agreed upon.

The high-level view of the Unit4 project schedule has been included in section “Project Timeline” of which aligns with the U4DM approach. The detailed work breakdown is defined in the Project Planning sessions.

During the planning activities, EGPAF will be responsible for collecting relevant materials identified herein or in a separate document by Unit4 to be used, which includes applicable and available business process documentation, legacy data content descriptive (size, format, location, etc), procedure documents and process maps.

Both Unit4 and EGPAF will confirm the project team availability for the upcoming workshops. We will jointly review and modify the project and staffing plan if necessary, based on reviews and interlocks.

The planning activities, primary deliverables are:

- The detailed Project Plan
- Resource requirements to support the schedule
- Roles and responsibilities
- Governance structure and approach
- Communications plan
- The detailed Project Schedule (consistent with the initial Project Schedule).

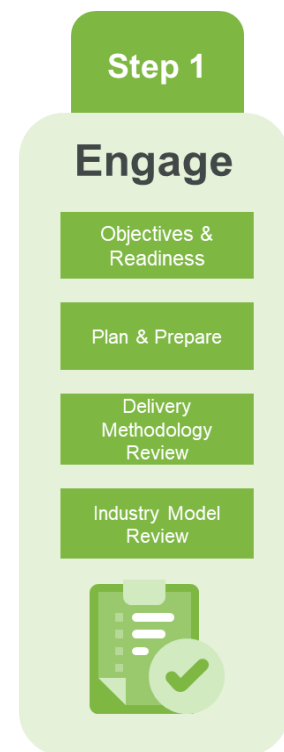
Once the Project Plan has been approved by both parties and the Project Plan Gateway Review is complete, a kickoff meeting will be held to bring all key stakeholders and the Project Team together to initiate the Project. The kickoff meeting is an effective way to build trust among the team members, and ensure that everyone understands the project objectives, approach, roles and accountabilities, sponsorship, and timeline.

Some important topics to be covered at the kickoff meeting are:

- Project Vision and Approach
- Roles and responsibilities
- Team commitments
- Ground rules
- Joint PMO – roles/accountabilities/support
- Escalation process
- Communications
- Standard meeting cadence.

Unit4 will deploy the required environments during this phase.

EGPAF Resource allocation requirements are described in the section “Project Timeline”



3.3 Step 2- Onboard

During step 2 the solution configuration and data migration are completed. To achieve this EGPAF undertakes core concepts training and solution walk-through workshops, using their training environment to gain hands-on practice. is supported by Unit4 consultants in choosing their solution configuration from a pre-defined list of options by Module. EGPAF agrees to the final data model and the solution is configured by Unit4. EGPAF is then able to set up the data migration routines and start migrating data using standard templates. EGPAF is also introduced to the API and Extension Kit so they can develop the critical integrations for go-live. At the end of the Onboard step the solution configuration is completed.

3.3.1 Defining the Solution

Workshops are schedule with the respective business workstreams. Unit4 will prepare a list of questionnaires and templates that are assigned to EGPAF project team to complete. These include but are not limited to, current business processes, functional gaps issues, data sources and descriptive. Activities in the workshops include:

- Core Concept training: By Workstream, Unit4 guides EGPAF.
 - EGPAF independently completes the pre-requisite e-learning assignments on core concepts and reads Workstream Descriptions.
 - Unit4 will provide the training environment to enable hands-on practice.
- Configuration Choices: By Workstream, Unit4 for guides EGPAF.
 - Unit4 consultant addresses questions about the process and delivers the solution walk-through.
 - Present the list of configuration choices and document EGPAF selections.
 - Present final data model for each business work stream. Requirements and solution agreed to that is in addition to the NP model are defined in the document known as the Process Design Document (PDD).
- Data Collection and Migration: EGPAF is guided by the Unit4 data migration team.
 - Unit4 provides the templates for the Non-profit (NP) Model. The documents are distributed and completed prior to the workshops.
 - e-learning assignments are support by Unit4 to support EGPAF” understanding regarding their usage.
 - Provide standard guidance on data migration decisions and plan.
 - Set up data migration routines.
- Report Requirements
 - EGPAF will complete an inventory of report requirements (Current and Future) ahead of workshops. Unit4 will supply the inventory template. The list will be updated during workshops. Once populated it is referred to as the Report Matrix.

Step 2

Onboard

Core Concepts
Training

Configuration
Choices

Complete
Configuration &
Unit test

Data Collection &
Migration

3.3.2 Configuration & Integration

The next step will be to configure the solution and build the required integrations. This activity will be completed by Unit4 and with EGPAF learning. the first Data Migration iteration (as outlined in the Data Migration Plan) is loaded. The configuration task lists provide a mechanism to track whether the solution for a requirement has been fully configured.

Key Activities:

- EGPAF will complete first Data Migration validation with support from Unit4.
- Unit4 will configure the solution based on the PDD.
- Unit4 complete internal unit level tests.
- Initial reports are constructed while training EGPAF to complete the remaining reports.
- Interfaces/integrations are completed by EGPAF with Unit4 training and support.
 - Unit4 provides walk-through and guidance on API standards and Extension Kit.
 - Interfaces are developed by EGPAF for integrations that are critical for go-live using Unit4 APIs and the Extension Kit.
 - Non-critical integrations are developed post-deployment during “Expand”
- The first iteration of the Data Migration to be delivered by Unit4. There will be changes to the Data as we progress through the test step.
- The test scripts that will be used during IST will be created. EGPAF will lead the creation of the scripts; this effort will be supported by Unit4 during the time set aside for testing.

3.3.3 Activities and Responsibilities

Legend	Role	Description
R	Responsible, “The Doer”	The “doer” is the individual(s) who complete the task. Is responsible for action/implementation. Responsibility can be shared. The degree of responsibility is determined by the individual with the “A”.
A	Accountable, “The Buck Stops Here”	The accountable person is the individual who is ultimately answerable for the activity or decision. This includes “yes” or “no” authority and veto power. Only one “A” can be assigned to an action.
C	Consulted, “In the Loop”	The consult role is individual(s) (typically subject matter experts) to be consulted prior to a final decision or action. This is a predetermined need for two-way communication. Input from the designated position is required.
I	Informed, “Keep in the Picture”	This is individual (s) who needs to be informed after a decision or action is taken. They may be required to act because of the outcome. It is a one-way communication.

Activity/ Responsibility	Steering Committee	Unit4 PM	Unit4 Consultant	EGPAF PM	EGPAF Key User
Project Management					
Project management of Elizabeth Glaser Pediatric	I	I, A	I	A; R	C

Activity/ Responsibility	Steering Committee	Unit4 PM	Unit4 Consultant	EGPAF PM	EGPAF Key User
AIDS Foundation resources and deliverables					
Project management of Unit4 services	I	A; R	C	I	I
Overall Project Success	A; I	R	C	R	C
Maintain project schedule	-	A*; R	I	A*;C	I
Onboard the project team	A	R	I	R	I
Project planning	I	A; R	I	R	I
Validate the request to prepare (cloud) environment and database	-	A; R	-	I	-
Setup Project Management governance documents (project log, status report)	I	A; R	I	C, I	I
Setup Communication structure	A	R	I	R	I
Kick off Meeting	R	A; R	R	R	R
Introduction to the core concepts training	I	A; R	R	I	I
Perform Core-Concepts Training	I	I	I	A; R	R
Decide on Configuration Options	I	C;I	C	A; I	R
Perform Data Collection	I	I	C	A	R
Data Migration					
Provide Standard Data Migration Strategy	I	A	R	I	I
Maintain Data Migration Strategy	I	I	C	A	R
Provide Standard DM Routine and templates	I	A; R	R	I	I
Data Cleansing	I	I	I	A	R
Data Extraction	I	I	I	A	R
Data Transformation	I	I	C; I	A	R
Data Load	I	A	R	I	I
Data Reconciliation	I	I	C	A	R
Complete Configuration	I	A	R	I	C

Activity/ Responsibility	Steering Committee	Unit4 PM	Unit4 Consultant	EGPAF PM	EGPAF Key User
Critical Integrations					
Provide Guidance on Extension Kit to setup Integration using APIs	I	A	R	I	R
Develop Integration	I	I	C; R	A	R
Provision of Cut-Over Plan Template	I	A; R	I	I	I
Provide Standard Testing Strategy	I	A; R	C	I	I
Gateway review and sign-off – Onboarding	A; R	R	C	R	C

3.4 Step 3 – Test

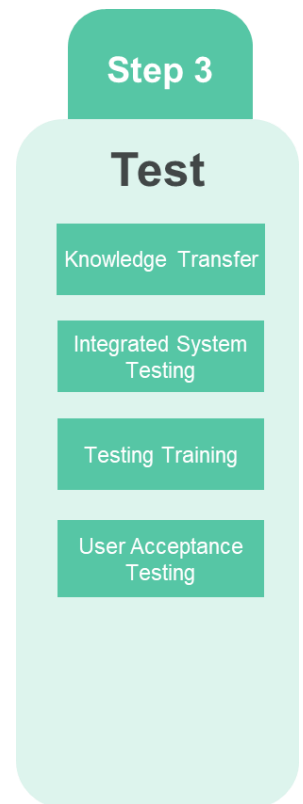
The objective of step 3 is to validate the solution and agree on the deployment plan. Unit4 and EGPAF define the cutover plan to establish the timeline, roles and activities to support deployment. Unit4 consultants train EGPAF’s super-users through a mix of e-learning and system walk throughs. EGPAF completes data migration to the test environment and end-to-end system testing is completed prior to User Acceptance Testing (UAT). EGPAF’s super-users train a representative group of end-users who undertake UAT, reporting issues as they arise. At the end of the Test step the solution is fully validated, and EGPAF is ready for deployment.

Extensive training and knowledge transfer occur in the Test Step. EGPAF team (Super Users) is activity involved in IST (Integrated System Testing). This prepares the team to lead the UAT (User Acceptance Tests) and train EGPAF End Users. Step 3 Test also prepares the environment and EGPAF for the GO-LIVE event into production operation.

3.4.1 Key Activities:

- **Deployment Planning:** Unit4 will supply the Deployment Plan Template (technical activities) and Cutover Guide (Non-technical activities). This is a joint responsibility.
 - Unit4 provides deployment plan template (includes technical deployment activities).
 - Unit4 guides EGPAF to establish cutover timeline, roles, and activities to support the deployment (includes business activities).
 - Unit4 PM, Consultants, and Cloud Ops to provide technical deployment plan.
 - EGPAF to prepare internal cutover plan.
- **Knowledge Transfer/ Training:** The section within this document on Training Strategy further explains the training and knowledge transfer approach.
 - Train-the-trainer: At the end of Step 3, EGPAF team Super Users will be positioned to train and support the End Users.
 - Unit4 consultants deliver system walk-through for validation purposes, including training on end-to-end processes during IST.
 - Unit4 Consultant provides support throughout the activities.
 - Quick reference guides are developed to assist in the transition along with e-learning services.
- **Data Migration:** A complete data load is executed prior to start and follow the detailed data validation that will be defined the Data Migration plan created during the project planning activities.
- **Integrated System Testing and System Handover:** A joint responsibility that is led by Unit4.

- The ERP NP Industry Model configuration is pre-tested by the Unit4 product team
- Additional configuration choices are tested, and test scripts are prepared for use in both IST and UAT
- Remediation is completed as required with the “Test Plan” to be prepared during Project Planning.
- Test integrations
- Perform tests using both new and migrated data.
- **Testing Training (Pre-UAT):** Prior to User Acceptance Testing and towards the end of IST, the Super User team will train the select End Users of the planned UAT testing stage.
 - EGPAF will select a limited representative group of End Users
 - UAT participants receive training through a combination of e-learning and from the project super users.
- **User Acceptance Testing:** The test activity is led by EGPAF and supported by Unit4.
 - Complete end-to-end testing within the context of EGPAF work processes and based on the workstream descriptions
 - Perform tests using both new and migrated data to validate data.
- **Issues Remediation:** For additional information refer to the section “Quality Management”. Project issues and risks are logged and tracked within their respected register. Anomalies detected during IST and UAT are logged into the defect register. Action is taken based on the severity. Prior to Go Live, all items logged into these registered must be addressed with appropriate actions whether they are deferred, corrected, or dropped.
 - Reported issues are reviewed by the project team
 - Issues are analyzed against project scope and schedule to make remediation decisions
 - The final report is presented to the project Steering Committee for final assessment prior to Go Live.



3.4.1.1 Activities and responsibilities

Activity/ Responsibility	Steering Committee	Unit4 PM	Unit4 Consultant	EGPAF PM	EGPAF Key User
Provision of pre-populated deployment plan	I	A; R	R	R	R
Maintenance / Update of Deployment Plan	I	C	R	A; R	R
Maintenance / Update of Cut-Over Plan	I	C; R	C	A; R	R
Complete eLearnings	I	I	I	A	R
Walk-through End-to-End Business Processes for training purpose	I	A	R	I	R
Perform Data Migration for Testing					

Activity/ Responsibility	Steering Committee	Unit4 PM	Unit4 Consultant	EGPAF PM	EGPAF Key User
Following the activities and responsibilities outlined under RACI Onboarding					
Integrated System Testing					
Provide Standard IST-Test Scripts adjusted for project	I	A	R	I	C
Perform IST using the IST-scripts	I	A	R	I	C
IST Management	I	A; R	C	I	C
Issues remediation / Resolution of defects	I	I	A; R	I	C
User Acceptance Testing					
Create adjusted UAT-Scripts	I	C	C	A; R	R
Provide standard eLearning to selected end-users	I	A; R	I	I	I
Perform Training End-User	I	I	C; I	A	R
UAT Management	I	I; R	I	A; R	C
Perform Data Migration for Testing Following the activities and responsibilities outlined under Onboarding					
Perform UAT	I	I; C	I	A; R	R
Issues remediation / Resolution of defects	I	I; R	R	A	R
Gateway review and sign-off – Test	A; R	R	I	R	C

3.5 Step 4 – Deploy

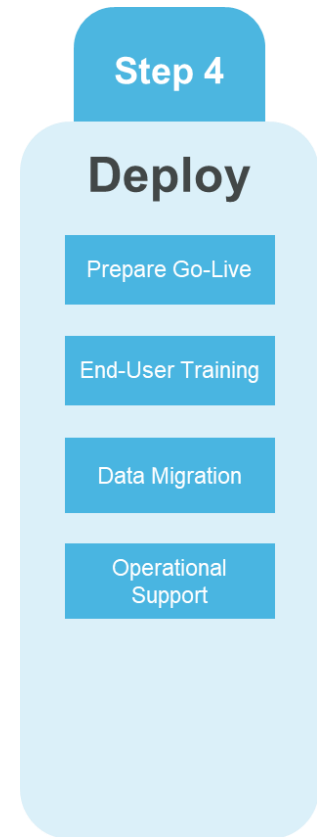
The purpose of the final step of the methodology is to operationalize the solution for all users. EGPAF's deployment plan from step 3 guides the necessary activity starting with the preparation of the live production environment and the in-scope integrations. EGPAF delivers training to their end-users and undertakes the

final data migration before initiating system cutover when the solution goes live. From this point EGPAF is introduced to their Unit4 customer support team for ongoing business as usual support.

The end of this step marks the beginning of the productive use of Unit4 ERP NP within EGPAF. In this step the end users are trained, and the cutover tasks are performed. There should no longer be any changes made to the solution unless they are deemed critical for Go-Live.

The following activities are performed by Unit4 during the Deploy Phase:

- Execution of the detailed Cutover plan which will include:
 - o Preparation of Cloud environment that is ready for cutover.
 - o Data migration activities are performed in the Production environment.
 - o Deployment/activation of the Integration routines
 - o Delivering the End User Training to the relevant EGPAF End Users, based on the End User training materials that were developed as part of the Testing stage. This training will consist of a combination of classroom based and online courses/sessions. The classroom-based sessions will be delivered by EGPAF Super Users.
- Performing a Go-Live Readiness Assessment (which will result in a Go/No Go) that will be performed jointly by EGPAF and Unit4 Project Managers and presented to the Project Steering Committee as well as the Joint Executive Steering Committee. Refer to the “project Governance” section for the committee description. In the case of a decision to ‘Go’ the Unit4 ERP NP Project will move into the Post-Deployment and Stabilization Stage. In the case where the decision is ‘No Go’, the Rollback plan will be executed.
- Developing an initial draft of the Rollback Plan, detailing all the rollback activities as well as the related interdependencies. This Plan will be developed by EGPAF Technical Work Stream Lead, with the assistance from the Unit4 Technical Work Stream Lead and Senior Functional Consultant, and further refined as part of the Cutover Dry Runs.
- Final test, quality assurance and reconciliation of all the elements of Unit4 ERP NP as applied to the Production Environment including, configuration, customization, integration and data migration.



3.5.1.1 Activities and responsibilities

Activity/ Responsibility	Steering Committee	Unit4 PM	Unit4 Consultant	EGPAF PM	EGPAF Key User
Go-Live					
Go – No Go Decision	A; R	R	C	R	C
Prepare Go – Live: Run Cut-Over Plan	I	R	R	A; R	R
Cut-Over Plan: Run End-User Training	I	I	C	A; R	R
Introduction / Handover to Customer Support	I	A; R	C	R	R

Activity/ Responsibility	Steering Committee	Unit4 PM	Unit4 Consultant	EGPAF PM	EGPAF Key User
Execute Deployment Plan (CO-Plan)	I	R	R	A; R	R
Perform Data Migration for Deploy as part of Deployment Plan Following the activities and responsibilities outlined under Onboarding					
Perform Go-Live	I	R	R	A; R	R
Post Go-live Operational Support	I	I	R	A; R	R
Perform Project Closing Activities	I	A; R	C	R	C
Gateway review and sign-off – Deploy	A; R	R	I	R	I

3.5.2 Go-Live

The Go-Live is a key milestone within the Project. By Accepting this milestone and the UAT process described herein, EGPAF takes over the use and management of the system.

Unit4 consultants will continue to provide Customer support for 20 work days after Go-Live, (“Warranty Period”). The first month will enable the transition and the subsequent month will have Unit4 play a support role.

3.5.3 The Post Go-Live Support

Immediately following the Go-Live of Unit4 ERP and for the first two weeks, the Unit4 Project Team will actively support the super users in providing support to End Users of Unit4 ERP.

There are three levels of support:

- First level: EGPAF super users are the first point of contact for the mitigation of issues raised by the end-user.
- Second level: Unit4 consultants will provide assistance to EGPAF super users if the issue cannot be resolved by EGPAF super users.
- Third level: Unit4 customer support will be engaged if the issue cannot be resolved by the first two levels.

During this stage, the following tasks are performed by Unit4:

- Troubleshoot and resolve Unit4 ERP NP Solution defects.
- Assist EGPAF Super Users in identifying post-deployment change requests and then analyzing and prioritizing such change requests.

The Unit4 Team will conduct assessments in conjunction with EGPAF to determine if criteria defined in Unit4 ERP NP support model have been met:

- To move out of post go-live support and into stabilization.

- To move out of stabilization into the long-term support model.

Unit4 will hand over Unit4 ERP NP to EGPAF, based on the transition plan defined in the Deployment plan. The successful completion of this stage requires Handover to the Customer Business Applications and Customer Business Solutions Teams.

3.5.4 Solution Review

During the solution review any in-scope items that were deferred either as a result of a gap in functional requirements or a EGPAF decision not to implement due to timing will be discussed. The in-scope items can be either rescheduled or dropped at EGPAF's sole discretion. The decided action will be formally recorded as a change control. All in-scope items not completed will be documented with the associated reasons and required action. The document is presented as part of the final project sign off.

There are three possible outcomes of this review.

1. Inclusion of them in the next work stream (if one is already planned)
2. Summarized in a post implementation phase with a new budget
3. Deferred indefinitely or noted as future enhancements in the standard Unit4 Solution.

3.5.5 Close

Once all the work streams have been deployed successfully, as indicated by Acceptance by EGPAF of all Deliverables in each work stream, and the post Go-Live Warranty Period is completed, the Project will be formally closed. After the close, the project team is formally released from the project.

Any project documentation set (documentation, agreements, templates, scripts, and procedures) is transferred to EGPAF.

The Project Close stage is managed by EGPAF and Unit4 Project managers

Activities in the Close phase include:

1. Hand-over of EGPAF Unit4 ERP NP solution to Unit4 support
2. All invoicing completed and received by EGPAF
3. Lessons learned session has been conducted
4. Post-implementation health check at appropriate time.
5. Final documented signoff containing a complete checklist of the completed delivery and any follow-up required,

4 Quality Management

Quality management measures taken across the U4DM steps address the management of the Project as well as the Product.

4.1 Management of the Project

Gateway reviews at the end of each U4DM phase will serve as a check point to ensure project deliverables are being completed as per the Project Plan and that remaining phases are formally reviewed and adjusted as required. Weekly status reports and meetings will also assist in assuring the quality of the Project management.

Unit4 will provide a separate project quality review to ensure the project is adhering to the project methodologies agreed to in the Project Plan.

The Project Management Team and the Steering Committee are responsible for the quality management of the project.

4.2 Management of the Unit4 Solution

Testing of the Unit4 solution occurs throughout the project lifecycle with a formal Gateway Review after the test phases, work package/work stream (or part delivery test) and data migration.

The objective of this test, executed by EGPAF implementation team with continuous support from the Unit4 project team, is to ensure that the solution works as a whole. Testing focuses on configuration, main process flows, key integration points and data migration extract and import scripts/utilities. Any critical or major errors found are resolved and re-tested before the test can be considered successfully completed.

- User Acceptance Test (UAT).

This is a complete test of all business processes executed by both the implementation team as well as the end user community (Work Stream Lead / WSL and Business SMEs). It confirms that the built solution will address the specific needs of EGPAF.

Pre-existing test plans and scripts will be used throughout the testing process. The plans, to be completed after the solution design, will identify the core business processes and tasks to be tested. The test scripts identify the specific expected results from actions completed during testing.

A defects register will be created and managed by the test leads in connection with testing. Defects with the product identified during testing within the time guidelines provided above will be assigned a severity level by the tester. EGPAF Test Leads will subsequently assign a priority and resource to address the resolution of the defect.

Severity	Description
1 – Critical	Testing cannot continue without the resolution of the issue. There is no acceptable alternative method to achieve the required results.
2 – High	Testing can continue, and although there exists an acceptable alternative method to achieve the required results, it is not practical for production.
3 – Medium	Testing can continue, and expected results can easily be achieved by working around the defect.
4 – Low	The defect is the result of non-conformance to a standard related solely to the aesthetics of the system.

Test results will be compiled and reported to the Operations Steering Committee at the respective Gateway Reviews. The criteria for successful completion of each test phase will be a 100% resolution of all critical, high, and medium issues.

4.3 Risk Management

Project risk is an uncertain event or condition that, if it occurs, has a positive or a negative effect on a Project objective.

Risk management is a responsibility of the Project Management function. As part of its project management responsibilities, Unit4 will identify known or potential risks to the successful outcome of the project or a key activity or deliverable.

Risk management will entail:

- Identifying and maintaining status of an ongoing list of risks that may positively or negatively affect the Project.
- Risk response planning. This is the process of developing options to mitigate the identified risk and determining actions to enhance opportunities and reduce threats to the project's objectives. Risk response planning must be appropriate to the severity of the risk, cost effective in meeting the challenge, and be completed in a timely manner to be successful. In addition, the risk responses must be realistic within the project context, be agreed upon by all parties involved, and owned by a responsible person. This will include the creation and maintenance of a risk response plan for each risk identified (see below for Risk Register).
- The risk owner is responsible for monitoring the risk trigger and reporting any such findings on a weekly basis.

4.3.1 Risk Register

Identified risks will be logged in a formal Risk Register, as part of the Unit4 Project Log. The risk register will be reviewed at each gateway review meeting, and at Operations Steering Committee meetings and Executive Steering Committee meetings.

The following risk strategies will be incorporated into the risk planning:

- **Avoidance** - Change the project plan to eliminate the risk or condition or to protect the project objectives from its impact.
- **Mitigation** - Reduce the probability and/or consequences of an adverse risk to an acceptable threshold.
- **Acceptance** - The project team decides not to change the project plan to deal with the risk or is unable to identify any other suitable response strategy. Active acceptance may include developing a contingency plan to execute, should the risk occur.
- **Transference** - Shift the consequence of a risk to a third party together with ownership of the response

4.4 Issue Management

It is important to the success of this Unit4 ERP Project that an effective issue management process is established and followed. The purpose of the process is to capture all issues that arise during the Project and to track them through to resolution.

An issue is defined as a topic or concern that, unless resolved will have an impact on the project scope, schedule, cost or the quality of the solution delivered. Issues may originate from inside or outside of the project. It is expected that the majority of issues will be day-to-day issues concerning the specifics of the solution. However, there may be some issues that have an impact on project scope. Such issues typically expand the scope of the project either technically or functionally, and therefore may delay the project schedule and/or increase the cost of the Project.

The issue resolution process should consist of six steps:

1. Identify Issue and severity
2. Log Issue
3. Review and Assign Issue
4. Resolve Issue
5. Communicate Resolution
6. Verify/Confirm

Issues will be communicated immediately and discussed during the weekly project team meetings.

Issues will be entered and updated in the Unit4 Project Log. Open issues will be communicated in the weekly project status report.

4.5 Project Change Control

Project Change Control consists of a formal change management process to manage scope and budget, as well as tracking and approving changes to the approved solution. Formal control of either scope changes or requests for additional services is essential for managing the project cost, the project schedule, and the quality of the software solution to be delivered. All change requests must have a formal written approval by both EGPAF and Unit4 authorities.

The process for handling requests for changes in scope will be as follows:

- EGPAF Project Sponsors will review and approve the initiation of all requests for estimates of scope changes, or requests for additional services.
- EGPAF Project Manager will submit a request for a Change Control Note (“CCN”) to be drafted by the Unit4 Project Manager.
- The Unit4 Project Manager will create a CCN describing the change and any impact that it has on the scope or cost of the services provided by Unit4. The CCN will identify the work effort, if any, as well as any cost associated with the work effort and any impact to the project schedule. The cost for the work effort will be the hours per role to perform the work, multiplied by the Unit4 Professional Services hourly rate table.
- The CCN will be presented to EGPAF Project Manager for review.
- EGPAF Project Manager will present the CCN to EGPAF Project Sponsor for approval.
- EGPAF Project Manager will implement, cancel, or defer the change request based on the sponsor’s response.
- All approved requests will be appended to the Statement of Work for execution within mutually agreed timeframe.
- Scope, schedule, and budget impacts will be reflected in an updated Project Plan and supplemental Project documents such as the Project schedule.
- Change Control Notes will be tracked and reported on as part of the Executive Steering Committee and the Operations Steering Committee meetings.

Resolution of scope disputes

EGPAF and Unit4 Project Managers will seek to resolve any dispute regarding the ‘in scope’ or ‘out of scope’ classification of work by referring to the Agreement and the applicable Statement of Work and any changes, amendments, or attachments to these documents to which the parties have previously agreed in writing.

If the Project Managers cannot reach an agreement within three business days, they will escalate the dispute resolution to EGPAF, and Unit4 Project Sponsors for resolution within three business days. If a subsequent escalation is required, the item will be referred to the Steering Committee or the Executive Sponsor.

4.6 Communication Plans

The following communication matrix identifies the different types of communication to be utilized by Unit4 during the lifecycle of the Project and will be confirmed during the Planning Phase.

Frequency	Communication	Type
Weekly	Unit4 Project Status Report	Report
	Project Status Meeting	Meeting

Frequency	Communication	Type
	Project Status Update	E-mail
	Implementation Status	Meeting and Minutes
	Task List	Schedule Extract
	Sponsor Meeting	Meeting(Bi-weekly and weekly during UAT)
Monthly	Steering Committee	Meeting and Minutes
As per the project schedule	Gateways Reviews	Meeting
Ongoing	Travel approval and miscellaneous expenses approval	E-mail
	Decision Log	MS Teams – FMS Channel supplied by EGPAF
	Action Register	MS Teams – FMS Channel supplied by EGPAF
	Defects Log	MS Teams – FMS Channel supplied by EGPAF
Per Phase / Schedule	Gateway reviews, project managers and sponsor	Formal presentation meeting and report.

4.7 Key Deliverables

Following are key Deliverables for the Project and will be scheduled during the Project Planning Session at the project start.

Project Deliverables	Deliverable Description	Acceptance Criteria
Project Plan	Document outlining the project objectives, scope, schedule, responsibilities of each party, risk management, quality management, communication plan, budget, Deliverables, and organization	Approved by Project Sponsors
Gateway Signoff	Document requiring signoff from all project sponsors indicating the project may proceed to the next project phase.	Approved by Project Sponsor and Project Manager
Cloud Ops Handover Document	Document outlining technical configuration to setup and use the Unit4 Cloud environment	Approved by Project Sponsor and Project Manager
Test Plans and Test Scripts	Plan and scripts to test the complete integrated solution.	Approved by the Project Manager and Workstream Leads
Cutover plan	Document detailing the steps required to support the Go-Live activities for the business and project	Approved by the Project Manager and Workstream Leads

Project Deliverables	Deliverable Description	Acceptance Criteria
End User Training Materials	EGPAF Implementation team will produce training materials tailored specifically for the training of EGPAF employees to use Unit4 ERP.	Approved by the Project Manager and Workstream Leads
Project Environments	Project environments will be installed, configured, and deployed during the project	Approved Workstream Lead and VP of IT
Project Close Review Extended Version	Compilation of documents to be handled over to EGPAF and Unit4 support for ongoing maintenance and post implementation review	Approved by the Project Managers

5 Project Timeline

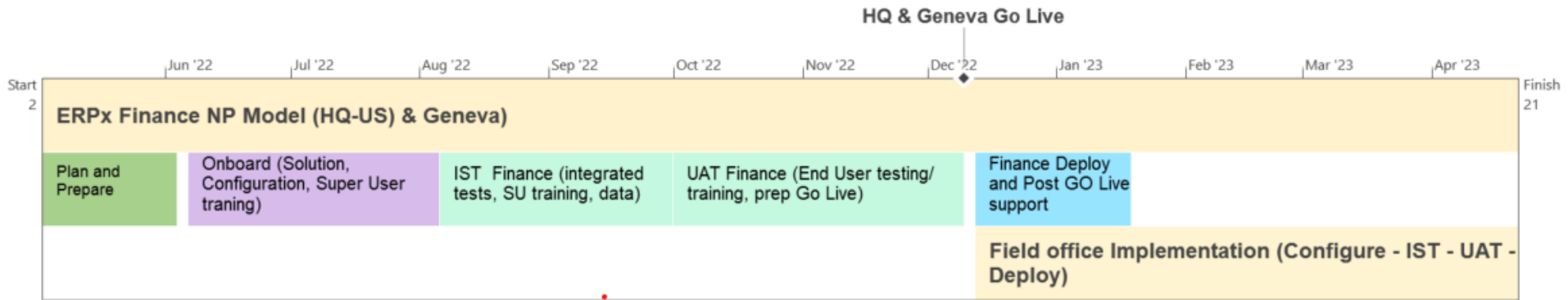


Figure 2: Timeline

The above timeline represents a summary of the project schedule. The detailed project work plan will be jointly prepared during the project planning phase.

The ERP implementation project has two-staged approach, (1) HQ and Geneva, (2) Africa field offices. The overall project start in May 2022, with stage 1 go-live in December 2022 with a transition/warranty period followed to early Jan 2023. Stage 2 will start in December 2022. Field office work is scheduled and deployed as completed. The estimated completion of the field offices is April 2023.

The schedule does not take into account any EGPAF project team limitations and blackout periods.

6 Project Structure and Governance

It is essential that Unit4 and EGPAF understand how to deliver a successful project together. The following sections outline the required governance structure and processes.

6.1 Governance Structure

The following diagram shows the governance structure for the project.

Elizabeth Glaser Pediatric AIDS Foundation		Unit4	
Project Sponsors			
Operational level accountable owner and decision-maker			
Steering Committee			
Meets monthly to review project progress and support decision making			
EGPAF Project Sponsor and Key Stakeholders		Unit4 Project Sponsor and project leads as required	
Project Management			
Day to day responsibility for project delivery and management of the project delivery team			
EGPAF Project Manager		Unit4 Project Manager	
Quality Assurance			
Ensures the solution meets EGPAF needs			
EGPAF QA Lead		Unit4 Solution Architect	
Project Delivery Team			
Responsible for delivery of project workstreams. Daily scrum meetings			
Product Workstream Leads		Unit4 Lead Consultant	
Technical Workstream Leads		Unit4 Solution Functional Consultants	
Change Management Lead		Unit4 Data/Technical Consultants	
Solution Test Lead			

6.2 Steering Committee

The Steering Committee, co-chaired by the Project Sponsors, is the main decision-making body. It meets at least once a month to review progress, manage issues and agree decisions.

Other employees, consultants, or advisors may attend meetings of the Steering Committee at the invitation of either party to the extent reasonably necessary to sufficiently address matters for discussion on the agenda of a Steering Committee meeting.

The Co-Chairs of the Steering Committee may call a special meeting to consider any relevant issue with reasonable prior notice to the other members of the Steering Committee. The notice shall set forth the matters to be discussed or determined at the special meeting. A special meeting of the Steering Committee, once called, shall be convened as soon as reasonably practical.

The responsibilities of the Steering Committee are to:

- Provide oversight and guidance for the Project.
- Summarize and present findings to the Project Sponsor on any significant changes that need to be made to objectives, strategy, the Agreement, or the relationship between the Parties.
- Ensure there are plans to mitigate any identified risks and barriers to success.
- Identify, address, and resolve any conflict escalated to it.
- Identify and manage proposed changes.
- Continuously assess how the Parties are working together, and plan steps to improve the relationship.
- Provide leadership by championing the project objectives.
- Ensure all Project Resources and relevant stakeholders are committed and collaboratively guiding the project.

6.2.1 Dispute Resolution

In the event issues are raised which either or both Parties do not consider have been appropriately addressed after reasonable efforts by the Steering Committee, such issues may be escalated to the Project Sponsor.

6.3 Authority and Decision Making

The following table outlines, at a high level, the scope of authority and decision making of the functions and roles described in the governance structure.

Decisions that extend beyond the mandate of each level will be escalated to the next level as indicated in this table. All decisions will be documented in the Decisions Log by the Project Managers and reported to the Steering Committee.

Governance Committee	Authority to make Decisions
Project Sponsor	<p>Issues that significantly impact:</p> <ul style="list-style-type: none"> • scope of the Services <p>Issues that impact:</p> <ul style="list-style-type: none"> • the relationship of the Parties • financial matters <p>Issues impacting the Parties including:</p> <ul style="list-style-type: none"> • policy • privacy and security <p>Issues escalated from the Steering Committee.</p>
Steering Committee	<p>Issues that impact:</p> <ul style="list-style-type: none"> • scope, including changes to requirements • timeframes • budget management • relationships of the parties • resource availability • human resources/change management issues. <p>Day to day decisions and issue resolution, including issues escalated from the project Work Streams and the Project Managers.</p>

6.4 Responsibilities of project roles

This table below outlines the responsibilities of the governing roles within the project. Note: a single resource may have multiple roles.

Roles	Responsibilities
EGPAF Sponsor	<ul style="list-style-type: none"> Assumes overall responsibility for project success from a EGPAF perspective. Fosters top to bottom organizational change through effective communications. Is the direct link with the Unit4 Project Sponsor. Fosters executive management buy-in. Reviews and approves all project deliverables within three working days. Reviews and approves all change requests within three working days. Resolves any project issues that cannot be resolved at the Project Manager level within three working days. Ensure appropriate resources are engaged.
EGPAF Project Manager	<ul style="list-style-type: none"> Responsible for the management and coordination of EGPAF responsibilities for the Project. EGPAF Project Manager is responsible for utilizing the assigned EGPAF employees and other resources in the most effective manner. The Project Manager is also responsible for identifying any required changes in the staffing and staffing plan which are needed to successfully complete the project. EGPAF Project Manager is accountable for the creation and execution of an effective communication plan within EGPAF. EGPAF Project Manager is accountable for managing the Acceptance Testing processes for Deliverables.
EGPAF Workstream Lead (WSL)	<ul style="list-style-type: none"> Leads EGPAF effort (in conjunction with Unit4 Solution Architect) and participates in Business Requirements and Solution Design. Responsible for the business requirements being 'fit for purpose' (process mapping into the new system). Transfers project knowledge to other team members to ensure they can perform tasks.
	<ul style="list-style-type: none"> Participate in business requirements and solution design workshops. Participate in overall system training and Super User training. Participate in the configuration of Unit4 ERP Work Streams. Possess in-depth knowledge of the applicable EGPAF business processes to perform effective IST. Coordinate, manage and prepare for user acceptance testing. Support UAT Prepare procedure/process documentation. Reports to EGPAF Project Manager for project work.
EGPAF Subject Matter Expert (SME)	<ul style="list-style-type: none"> Subject Matter Experts (SMEs) are individuals with specific areas of expertise called upon from time to time to assist with the Project. They will represent their departments and functions in the business requirement workshop and system testing.
EGPAF QA Lead	<ul style="list-style-type: none"> The UAT Lead reports to the Project Manager for project work. Plans the scope and coverage of the testing. Identifies the users who will carry out the testing. Prepares the procedures that users will follow during the testing. Documents test procedures and results. Reports the test results to the Project Manager after each round of testing.

Roles		Responsibilities
EGPAF Tester	UAT	<ul style="list-style-type: none"> Tests all business processes assigned.
EGPAF Trainer		<ul style="list-style-type: none"> All process Team Leads jointly own this role, managed by the Project Manager for EGPAF. Coordinates Core Team Member training. Plans the scope and coverage of the training. Identifies the users who will require training. Ensures all users are trained prior to going live and provide the first line of support to end users after Go-Live. Ensures consistent training materials for end user training.
EGPAF Report Developer Lead		<ul style="list-style-type: none"> Documents reporting needs and requirements for EGPAF and, with support from Unit4 consultants, decides which Unit4 ERP reporting tools are used. Coordinates build of the reports. Participates in all report training provided by Unit4.
EGPAF Interface Developer Lead		<ul style="list-style-type: none"> Confirms the Integration requirements for the project with Unit4. Coordinates EGPAF-designated responsibilities for creation of Interfaces.
Unit4 Sponsor	Project	<ul style="list-style-type: none"> Assumes overall responsibility for Project success. Is the direct link with EGPAF Project Sponsor. Reviews and approves all change requests. Resolves any project issues that cannot be resolved at the project director or Project Manager level.
Unit4 Manager	Project	<ul style="list-style-type: none"> Responsible for the overall management and coordination of the project. Manages the scope of the Project; responsible for managing the change control process. Responsible for executing the project according to budget; responsible for identifying material deviations to budget and addressing these in a timely manner to the Operation Committee. Responsible for managing execution of the Project according to agreed timelines in the Project Schedule. Responsible for addressing material deviations to the schedule in a timeline fashion to the Operation Committee. The Unit4 Project Manager is responsible for utilizing the assigned Unit4 employees and other resources in the most effective manner. The Project Manager is also responsible for identifying any required changes in the staffing and staffing plan which are needed to successfully complete the Project. The Unit4 Project Managers are responsible for the creation of an effective risk management process, which includes the creation and ongoing management of a risk register. They are responsible for timely informing the Operations Steering Committee of material risks and for identification of a strategy to remove or mitigate these risks. The Unit4 Project Manager is responsible for initiating and managing the quality management process regarding delivery of the Unit4 Products and Services to EGPAF. The Unit4 Project Manager is responsible for the day-to-day project management activities in the Project, and as such is responsible for an overall effective Project execution. The Project Manager will take care of effective planning and scheduling of activities, and of effective communication to the project participants regarding duties and responsibilities. The Unit4 Project Managers will produce relevant project reports to stakeholders in the organization, including, but not limited to, the Operation Committee.
Unit4 Lead	Consulting	<ul style="list-style-type: none"> Acts as the architect of the Unit4 ERP solution; there can be a different Solution Architect by business area/Work Stream.

Roles	Responsibilities
	<ul style="list-style-type: none"> Document Business Requirements and assist with documentation of Solution Design. Leads the Unit4 Implementation team.
Unit4 Senior Functional Consultant	<ul style="list-style-type: none"> Transfers project knowledge to other team members to ensure they can perform Implementation Consultant tasks. Provides super-user training. Assist with functional changes. Assist with resolving issues encountered during testing. Provides support during Go-Live cutover. Perform tasks as described under Unit4 Functional Consultant.
Unit4 Functional Consultant	<ul style="list-style-type: none"> Member of the Unit4 Implementation team. First line of support during Build and Test. act as a module-specific specialist Conduct super user training. Assist with application configuration changes. Assist with resolving issues encountered during testing. Provide support during Go-Live cutover.
Unit4 Technical Lead	<ul style="list-style-type: none"> Acts as the liaison between EGPAF IT and Unit4 during Interface and report development. Leads the Unit4 Technical team. Transfers project knowledge to other team members to ensure they can perform technical tasks. perform tasks as described under Unit4 Technical Consultant.
Unit4 Technical Consultant	<ul style="list-style-type: none"> Provides issue resolution support during UAT. Work with EGPAF IT on creating Interfaces and report development.

6.5 Key Unit4 Resources & Profiles

To ensure the full benefits of the Unit4 solution can be realized, we have ensured that the Unit4 team implementing the Unit4 ERP Solution possesses the appropriate experience. Unit4 team is comprised of senior consultants who possess valuable Not-for-Profit (NP) insights, speak the industry language, and have significant experience with large international Unit4 ERP rollouts. The prospect project team members list in this section may change prior to project start.

The people below represent the core Unit4 team. Additional roles will be added as required:

- Senior Project Manager
- Senior Solution Architect
- Senior Functional Consultant
- Functional Consultant
- Senior Technical Consultant.

6.5.1 Reg Saulnier: Professional Services Engagement Manager

As part of the Unit4 family for over seven years, Reg has been directly involved in supporting customers, project management and new business development. Collaborating with the Unit4 Solution Consulting team and in the role of Professional Services Engagement Manager, Reg builds the best project team members to make that fit with Unit4 customers. He continues to be involved in the implementation and works independently of the project team to support customer needs. At the project end, Reg continues to be involved with its customers to ensure they have the support to continue to evolve.

Reg's experience in Information Technology spans over four decades. From the starting gate in software development to re-engineering work processes, organizational change, conflict management, developing controls, standards and methods. His ERP experience spans 15 years over multiple platforms, including SAP, PeopleSoft and Unit4 ERP.

6.5.2 JASON YUEN, PMP, CSM Project Manager

Certified project manager and scrum master with over 7 years' experience within enterprise technologies, covering all aspects of system implementations from project initiation to close. Strengths include meeting deadlines in a metric driven environment by leveraging a strong understanding of risk management and meticulous project planning. I am a change management leader who successfully motivates through coaching and leading by example. In my next opportunity, I would like to continue providing consultative expertise to organizations looking to leverage the benefits of enterprise systems.

Projects

IDInsights ERP Finance

County of Grande Prairie ERP Finance/HR/Payroll

Nuclear Waste Management ERP Finance/HR/Payroll

6.5.3 Jerry Van Zant SENIOR IMPLEMENTATION CONSULTANT

Jerry has over 35 years of experience in design, development and implementation of financial solutions in a variety of industries (construction, defence, manufacturing, and others).

Jerry has been with UNIT4 since 1999 and his primary focus has been with Financials, PCB, Logistics, Payroll, Workflow, interface design and Reporting. has been instrumental in helping UNIT4 identify and meet the requirements of US Payroll. has strong technical background in programming, DBMS and systems analysis.

Projects

- AmeriCares Finance
- MHC Finance
- CCA Payroll and Finance
- KCHA Timesheets
- Direct Travel/Creative Group Planner
- Northern Lakes College Planner
- Save the Children US Various enhancements and AMS Interface
- TRCA GL Common
- Excelsior College Financials
- National Park College Financials
- Family Residences and Essentials Enterprises Inc Payroll
- ICE Financials
- Havas Financials
- Save the Children US Financials, PCB

6.5.4 Ian Fraser, ITIL Senior Technical Consultant

Ian's duties include the technical analysis of business requirements to generate hardware and software plans to ensure full functionality of Unit4 ERP; the creation and maintenance of functional and financial reports based on analysis of business specifications; analysis of system performance and recommendations for improvement; development of custom database components; installation and upgrading of Unit4 ERP on client environments; and training/general knowledge transfer of systems related material to allow efficient and maximal functionality from both a hardware and software perspective.

Ian has a diploma in computer systems technology and has ITIL certification. has been in the IT industry for over 21 years, and specializes in training, report writing, and databases.

Supreme Court of Louisiana

Report training, IntellAgent training, ERP upgrades, system admin training, report development

- Ottawa Community Housing: Report training, IntellAgent training, ERP installation and upgrades
- Canadian Commercial Corporation: ERP installation and upgrades, custom database view development, report training, performance troubleshooting
- Ovation Travel: System installation and upgrades (ERP and Central Command), report development, report training, system admin training
- Salvation Army (Canada): Report training, ERP installation and upgrades, custom database scripts, hardware sizing recommendations, report development, technical system health-check
- Canada Council for the Arts: Report training, report development
- Mitchell Hamline School of Law: ERP upgrades, hardware sizing recommendations
- Relay Graduate School of Education: Report development, custom AG16 development
- University of Waterloo: Custom database view development, report training, report development

6.6 Assignment of Resources

Unit4 will assign all necessary resources to the project, and in a good faith effort, select the best resource suitable for the nature of the work. Unit4 will notify EGPAF of any subcontractors being used for a specified project in accordance with the Agreement. The core project team will be finalized prior to project kick-off and shared with EGPAF. Unit4 reserves the right to select resources in any geographical location and time zone necessary. Unit4 will comply, and will mandate all its Subcontractors comply, with the safety policies, processes and procedures of EGPAF in connection with access to EGPAF' network and facility.

Unit4 reserves the right to change project resources (not including any resources filling the roles identified in the section above or serving on any governance committee (the "Key Personnel")), if necessary, throughout the course of the project provided that such changes do not impact the Project Plan or Project Schedule. Unit4 will alert EGPAF of any impact to project resources. Unit4 will not change any Key Personnel without the prior written consent of EGPAF. Any time required for knowledge transfer as a result of any change will not be billed to EGPAF.

EGPAF will notify Unit4 of any issues or concerns related to any of the assigned resources with the objective of either (1) addressing the issues or concerns with the existing assigned resource, or (2) replacing the existing assigned resource with a mutually agreed acceptable substitute. Any time required for knowledge transfer as a result of any such change will not be billed to EGPAF.

EGPAF will have the final authority to approve or reject any Unit4 resource replacement.

7 Meeting and reporting

7.1 Meeting Structure

Below is an overview of the meetings which will be held regularly throughout the project.

7.1.1 Steering Committee Meetings

Prior to the meeting

- Unit4's Project Manager prepares the first draft material for the Steering Committee (SC). The joint project management team (Carter Center and Unit4 project managers) goes through and modifies the material which is then forwarded to the members of the SC no later than two days before the SC meeting.

Agenda

1. Approval of the minutes from last meeting
2. Status of the project
 - Progress reporting
 - Key Deliverables completed in the current period
 - Key Deliverables planned for the next period

- Time plan/Project phases/Milestones
 - Risk overview
 - Resources
 - Financial overview
 - Budget/ETC/difference
 - Evaluation of progress at delivery level (the model will be agreed in project management)
 - Change management/CCN
 - Approvals/Decision points
 - Recommendations from project
 - Decision
3. AOB (Any other Business)
 4. Next meeting.

Minutes

- Unit4's Project Manager is responsible for producing minutes of the meeting
- The draft for the minutes must be sent no later than 2 business days after the meeting is held
- Comments on the minutes must be sent no later than 2 business days after receipt, hereafter the revised minutes is sent
- Approval of the final version must be made no later than 5 business days after receipt.

7.1.2 Project Management Meetings

Prior to the meeting

- Unit4's Project Manager prepares the material prior to the meeting and posts to the MS Team Site.

Agenda

The agenda for Project Management Meetings will follow the outline the Project Status Report Template.

Frequency

- Weekly or more frequently as needed.

Minutes

- Unit4's Project Manager is responsible to create a brief decision record in the minutes
- Must be sent no later than 2 business days after the meeting is held
- Approval of the minutes must be done no later than 5 days after receipt

7.1.3 Daily Status Meetings

There will be daily status meetings (scrum meetings), during certain periods (especially during, IST, User Acceptance Testing and Deployment phases). The consultants, process owners and Project Managers are required to attend where business participants can attend if they wish to do so. The primary purpose with the meeting is to maintain the momentum and focus on challenges. Such a meeting should not extend longer than 15 minutes. It is important for the completion of the meeting that details are not treated (issue resolution, decision making, etc.), but rather are discussed and clarified in a separate forum with the relevant resources.

The meeting has a fixed agenda with 3 questions that the participants must be able to answer:

- What happened yesterday?
- What is going to happen today?
- Are there challenges to be addressed?

7.1.4 Reporting

Unit4 Project Manager will produce a weekly brief summary on the progress and health of the project and provide to EGPAF Project Manager for review and updates, in Unit4's standard summary format. Furthermore, an in-depth report prior to each Operations Steering Committee meeting will be produced similarly.

Weekly Reports

Content

- Project Status Report
- Financial Report
- Project Schedule
- Project Log (maintained by EGPAF Project Manager, with support from Unit4 Project Manager).
- AOB.

Frequency

- This report is sent weekly.

Target group

- EGPAF and Unit4 Project Sponsors.

8 Project Assumptions

8.1 Implementation Assumptions

No.	Assumption
1	The estimate is based on a time and materials pricing model and on the terms of the Agreement. estimates in this document do not include approved travel expenses; these will be billed separately. Travel will be executed during off hours or best effort based on available travel schedules.
2	Anything not stated as explicitly within the Unit4 scope of work is deemed to be excluded from the scope of this SOW, unless indicated otherwise in this SOW.
3	Project communication, both oral and written, will be in English.
4	EGPAF Workstream leads will participate in the project process to ensure the proper level of knowledge transfer occurs to the role.
5	Documents sent for approval to EGPAF need to be returned within 3 business days. If no response is received within this timeframe, documents will be considered approved.
6	EGPAF will provide a dedicated Project Manager throughout the duration of the Project. In addition, dedicated EGPAF Project resources include Subject Matter Experts (SME's) / Super Users for each functional area, Data Experts, and technical resources such as developers/programmers, report writers, testers, trainers.
7	EGPAF leads the creation of the Test Plan and associated Test Scripts for IST and UAT as well as tracking and documenting the results supported by Unit4.
8	EGPAF is responsible for testing as well as maintaining and updating the test results. Unit4 will coach EGPAF with test related activities.
9	Unit4 will provide a remote testing support.
10	EGPAF is responsible for all testing and final sign-off, with the support of Unit4.
11	Customizations are excluded from the scope of the SOW.
12	Any subsequently required customization will follow the agreed to Project Change Control Process.

No.	Assumption
13	Project documentation is owned by and is the responsibility of EGPAF. EGPAF will provide an appropriate Project structure for storing all documentation with appropriate access for all Project team members.
14	Whenever an onsite presence is required of Unit4, at least one EGPAF Team member will be with the Unit4 team for support purposes.
15	Post Go-Live support includes remote support by Unit4 to assist with any issues and/or questions.

8.2 Training Assumptions

No.	Assumption
1	Unit4 will train EGPAF Workstream leads on Unit4 ERP processes and configuration.
2	Super User training for specific processes will be conducted with all participants present.
3	EGPAF Super Users will train EGPAF trainers (if not the same persons) to prepare EGPAF Users for IST and UAT testing.
4	EGPAF Workstream leads/trainers to train EGPAF Users as part of deployment.

8.3 Solution Assumptions

No.	Assumption
1	<p>Unit4 is deploying Unit4 ERP to replace</p> <ul style="list-style-type: none"> • Quickbooks • MS Great Plains • Chrome River • GPS • Replicon <p>Anything not stated as explicitly within the Unit4 scope of work is deemed to be excluded from the scope of this SOW.</p>
2	One set of documentation in English will be delivered during this project in the familiarize phase.
3	Unit4 will work with EGPAF to implement best practices. EGPAF will implement one solution based on standard Unit4 ERP functionality.
4	Alignment and Solution Design workshops require all relevant SME's and/or decision makers in the same room, or same meeting where appropriate and agreed in advance if remote.
5	The interfaces will utilize standard Unit4 ERP API's where possible
6	Unit4 will train and support EGPAF with scoping, development, and implementation for the interfaces. Any completed work by EGPAF will be reviewed by Unit4. Overall responsibility of the interfaces resides with EGPAF.

8.4 Technical Assumptions

No.	Assumption
1	EGPAF is responsible for preparing the data in the format that meets the specifications of the Unit4 ERP import processes. Unit4 will train and support the EGPAF team members on the tools and processes. Complete EGPAF work will be reviewed by Unit4.
2	The data cleansing, transformation and/or enrichment from external systems to Unit4 ERP is the responsibility of EGPAF.
3	Data transformation and/or enrichment to upload financial transactions from Unit4 ERP into other systems is the responsibility of EGPAF. E.g. extracting data to be used in a BI tool.

No.	Assumption
4	Interface and Integration requirements will be defined and detailed within this project schedule. Unit4 will lead the first interface configuration while training EGPAF. All other interface/integration configurations will be completed by EGPAF with the support and training from Unit4.