VelocityEHS

Flexible Implementation Services Milestones

This Flexible Implementation Services Milestones document was last updated on July 31, 2019.

FLEXIBLE IMPLEMENTATION MILESTONES

VelocityEHS Implementation and Client Care Services

Flexible Services Milestone Definitions

1. **Project Kickoff Complete** – Project kickoff is the first meeting between the Customer and the VelocityEHS project team. Generally this is a 30 minute phone call and the time is spent to review the main objectives of the client, overview the project, and to prepare the Customer for the implementation planning session.

2. **Implementation Planning Session Complete** – The Implementation Planning Session (or IPS for short) is the first key milestone in the project. This is a face-to-face meeting with key Customer stakeholders and key members of the VelocityEHS team such as the Implementation Consultant, Project Manager, and/or the Implementation Specialist. This milestone is achieved after the meeting has been completed.

3. **Scope of Work Delivery** – Not to be confused with a statement of work specified during the contracting phase, this is a document that outlines the project objectives, the business needs, solutions that may be configured to meet those needs, and the revised implementation budget to support solution development. This milestone is achieved when this information is documented and first delivered to the client for their review and approval.

4. **BETA Delivery** – VelocityEHS always provides a BETA (functional system but not yet configuration complete) version of the system implementation with the intent to provide the Customer team with an opportunity to review the initial configuration as early in the implementation process as possible. This also provides an opportunity for client side system administration configuration to be performed. This milestone is achieved when the system is first presented to the Customer in the Training and Production environments.

5. **Post BETA Delivery** – The Post BETA delivery is built into the project plan to provide an opportunity for correcting any issues that are found during Training and UAT and if any scope changes require deployment prior to Go Live. The Post BETA Delivery is expected to be Go Live ready.

6. **Go Live** – The system is considered "Live" once the system configuration has been completed to a degree where the system is accessible and can be used by end users outside the Customer project team and the Customer agrees that the system has been configured in accordance to the configuration documentation.