

CubelQ Implementation Overview

Version 1

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For an [Project/System/Solution/Software] Implementation Customer: [Full Legal Customer Name] (the “Customer”)

1 Scope

Project scope is the provision of a [System] CubelQ (“CIQ”) to Customer

Project includes:

- Installation of an [System] at Customer premises.
- Professional services for project management, installation, configuration, testing, training and setting the system in production.

2 Client Communication

Formal communication between Customer and CIQ will be realized by electronic mail (email). All corresponding documentation will be delivered in electronic form (either in word format or in pdf format) attached to an email.

Documents needing approval from the recipient site should be first confirmed as “received”, then approved or declined or commended within 5 working days from the date of delivery otherwise they are considered as “accepted”.

All official documentation related to the project execution such as, but not limited to specifications, design, analysis, guides, manuals etc documents will be delivered in electronic form (word, pdf, excel, power-point, ms-project etc format) to the other party. Reception of the documentation has to be acknowledged by the receiving party.

For confidential documents that are marked as “proprietary and confidential” the confidentiality agreement of the NDA between CIQ and Customer applies. Documents delivered to third party that need a corresponding NDA are marked as “...delivered to third party under NDA”.

Communication required immediate action is marked as “urgent” or “critical”.

3 Project plan and project execution

1. A project kick-off meeting will be arranged.
2. A project manager and a substitute on behalf of CIQ should be defined.
3. A project manager and a substitute on behalf of Customer should be defined.
4. All formal communication will be held between the two project managers or their substitutes.
5. Progress report meetings will be held per case. Meeting minutes will be recorded by CIQ project team and delivered to Customer within 5 days.
6. Progress meeting decisions will be considered binding for the parties
7. A project plan (“pp”) (the master pp) will be delivered by CIQ project team within 5 days after the kick-off meeting. In case that the pp creation is dependent to Customer

project team answers then the pp will be delivered within 5 days after receiving reply from **Customer**.

8. Documents delivered on which the evolution of the project is dependent (customer approval), such as a gap analysis document required approval by the client, are marked as “project dependent” including the corresponding WBS (work breakdown structure) code. The project will be held until the corresponding documentation is approved by the customer.

4 Project phases

Project plan is described in the attached project plan document (Microsoft Project type file)

Customer prerequisites are described in the prerequisites document that will delivered within 5 days from kick-off meeting

5 Deliverables

Hardware

- *[Short Description of each individual System/Machine/Device/Terminal that will be delivered]*

Licenses:

- *[Short Description of each individual Software/Module/Library or SaaS that will be delivered]*

Implementation Services including:

- Requirement review meetings
- Installation preparation
- Installation
- Parameterization
- Configuration
- Training
- Go-live support and
- Project management

**** EOF ****