Agenda

- Polarion Services Process Flow
- Statement of Work (SoW)
- Design Reviews
- Status Reviews
- Change Management
- Payment Terms
Polarion Services Engagement Process Flow

1, $1,000.00 Deposit for ESI SoW Dev, for ESI services work done
Statement Of Work

• Introduction
  • Objective and scope
  • Contact information
  • Executive summary
• Define Scope
  • ESI Existing IP
  • ESI Existing IP + Modifications
  • Full Custom
• Engineering
  • Requirements
• Assumptions
• Description of Services
• Tasks to implement requirements
• Project Milestones
  • Delivery timeline
    • in hours based on 0 hr start time
• Acceptance Criteria
  • Mutually agreed upon conditions that requirements have been met
• Payment
Design Reviews

• Pre-Delivery - Update on progress of services vs milestones and any implementation issues encountered

• Post-Delivery
  • Help implement services delivery to customers environment
  • Provide training on proper use of services delivery
  • Ensure customer satisfaction
Milestone Reviews

- Milestones defined based on time needed to complete group of tasks needed to meet a requirement
- Milestone times expressed in hours relative to 0 hour start time
Change Management Process

- Change Request workitem created in Polarion
  - Internal Review
  - Estimate time needed, impact on services delivery
  - Get customer approval
  - Create task to implement change or revise existing task
Payment Terms

- $1,000.00 Paid in Advance (PiA), If ESI Required To Develop SoW or Spec
  - Credited To Account If ESI Win Contract
- 33% Paid in Advance
- 33% At Mid-Point Milestone
- 33% Upon Completion Of Project