Change Request Form

Project Code-Name:	4BSGV2 (1005068)	Change Request #:	002
Project Title:	SM Jumpstart - Services	Date:	03/08/2012
Requestor:	Steve Himes/ Rashmi Verma	Phone:	678-367-3055

Description of Change Request:

Deployment of SM Project Schedule

Change Description:

The purpose of this PCR is for consulting service hours to facilitate the City of Columbus' deployment of the HP Service Manager application. This PCR will fund the effort left to complete the items outlined below, a 05/15/2012 move to the Production environment and subsequent post-production support. The following would be necessary to support this:

Items left to complete:

Issues log:

Significant items remain in the issues list as of Feb 24 and will require additional time to complete (~40 Hrs SC + 5 PM). Both OnX and the City of Columbus agree that the following issues are to be addressed as soon as possible and successful resolution will be agreed upon prior to starting UAT: Issues 32, 33, 37, 50, 68, 79, 80, 84, and 86.

Once UAT commences:

1. **UAT** – (~40hrs across 4 weeks or ~10 per week)
    a. Deliverables

User Acceptance Testing	
Definition/ Approach	Testing by subject matter experts/power users to test system against defined test scripts to ensure system adheres to system design and is ready for production
	UAT Tasks

	1. Hold UAT sessions
	    a. Perform training/UAT tutorial (up to 4 hours if needed)
	    b. Users go through test scripts individually (per agreed-upon cycle)
	    c. Compile results and review with team (internal City policy)

    d. COC with OnX/Linium team makes revisions to code as necessary (2 days). This will be done with a mutual understanding on details prior to the 2-day period.

    e. Hold 2nd round of UAT (per agreed-upon cycle)

    f. Compile results in test log and review with team (internal City policy)

    g. COC with OnX/Linium team makes revisions to code as necessary (2 days: same condition as with "d.")

    h. Validation of fixes with core team

    i. Repeat for last cycle

2. Signoff on UAT

Environment	Training/Staging (DEV / UAT)
Data	NA
Resources	**OnX/Linium - Phillip Keigley** **Client - Bill Wight, Karen Schuman, Chris Anelick, Bill Vanderhoof, Scott Wilson**
Exit Criteria	Issues identified during UAT are resolved and documented to test log and agreed to by OnX/Linium and City of Columbus. Additionally, per the Test Strategy: *All processes will execute with no errors *Some issues may be determined not critical and may not impact Go Live per the agreement of the Project Team

2. **Knowledge Transfer** – (~12hrs)
   a. Deliverables

System Administration Training	
Definition/ Approach	Documentation, mentoring, and training to system administrator on the changes made to the system System Administration Training Tasks: 1. Identify specific admin training requirements 2. Revise current technical documentation (design document) with any additional system admin information requests 3. Schedule and hold up to (4) 4-hour work/training sessions (as of 2/24/12 one session is complete) to walk through the document and through the actual system/coding.

Environment	Development
Data	NA
Resources	**OnX/Linium- Phillip Keigley**
	Client- Bill Wight, Karen Schuman, Chris Anelick, Bill Vanderhoof, Scott Wilson
Exit Criteria	Completion of documentation and training sessions

Note: City of Columbus (CoC) needs to ensure they are organizationally ready to take over support of the HP SM toolset. **As an option, OnX can provide a managed application plan in increments of six months that will provide proactive, remote administration of the City of Columbus' production instance of HP SM. Per CoC's request, OnX will provide a separate quote for these services. **

3. **Support from OnX/Linium during CoC's internal training** (~10 hrs)

4. **Deployment preparation – prepare system to move from Dev to Prod** – (~80hrs)
   a. Deliverables
      i. Service Manager readied for deployment, all test databases deleted and appropriate database information migrated
      ii. Deployment Guide distributed
   b. Success criteria:
      i. Work complete prior to Go Live

5. **Go-live – change server points to point to Prod versus Dev** (~4 hrs)
   a. Deliverable
      i. Service Desk Module
      ii. Incident Management Module
      iii. Problem Management Module
      iv. Configuration Management Module
      v. Change Management Module
      vi. uCMDB integration
   b. Success criteria:
      i. Successful implementation reflected in daily performance of duties by appropriate personnel

6. **Post-production support** (10 hrs)
   a. Deliverables
      i. Remediation of any major issues with deployed system
   b. Success criteria: Work complete

7. **Project Management beginning with UAT** (~35 hrs)

Roles	Hours	Rate	Fee
Solutions Consultant (SC) *(NOTE: The SC hours listed here are being offered to City of Columbus at a 38% rate reduction from the original project rate of $180 / hr. The reduced rate is equivalent to the Tech Writer rate for this project. This reduced SC rate is applicable only to this PCR.)*	200	$110	$22,000
Project Manager (PM)	40	$160	$6,400
Total			**$28,400**
Note: These are time *estimates* based on assumptions and success criteria outlined above. Changes to the issues list, project scope or project timeline may result in the need for additional time. Additionally, the hours are flexible in regards to the tasks for which they will be used. For example, if the pre-UAT effort takes 45 hours versus 40, there will be 5 less hours to be used on one of the subsequent tasks. In order to accommodate this, it will be necessary to prioritize the issues to be addressed during UAT and potentially address only a subset within this PCR. OnX will not accrue hours in excess of the amount noted in this PCR without pre-approval from City of Columbus.			

The impact to the project budget is an increase in service costs by $28,400.

Impact on Budget:	$28,400
Impact on Schedule:	Move to production scheduled for May 15th, 2012
End Date to Complete:	TBD

Approvals			
OnX Approval:		**Date:**	
City of Columbus Approval:		**Date:**	