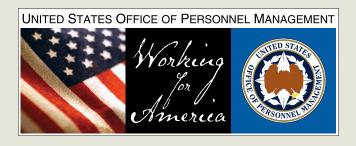


MIGRATION PLANNING GUIDANCE DELIVERABLES

PROJECT PLAN



Project Plan

Submission Schedule: 60 days after customer kick-off meeting

A detailed project plan will be created for each migration. The Microsoft Project-based project plan will show the schedule, track resource usage, and be used to track costs against each migration. A general project plan will be created at the onset of each migration; a more detailed plan will be made available upon completion of the functional requirements/fit gap analysis stages.

The project plan should be organized into five key high-level categories:

- 1. Project Management: includes ongoing activities needed to manage the customer migration project. Examples include developing reporting mechanisms, conducting meetings, billing and migration financials.
- 2. Preparation/Analysis: includes activities that establish the groundwork for effective and efficient project operation and management, define roles and responsibilities, identify needed resources, and identify project milestones where sign offs are required before proceeding.
- 3. Design/Development: includes the creation of strategies, plans, specifications, and schedules to accomplish migration tasks. Examples of design tasks include data conversion, interface design, test strategy, etc.
- 4. Implementation (testing): includes tasks related to creating the production environment, converting and loading customer data, delivering training, site setup, and delivering communications to internal and external stakeholders.
- 5. Post Implementation Evaluation: includes activities that provide for project review and an assessment of customer satisfaction.

The aforementioned categories were selected to simplify management reporting while ensuring consistent tracking of costs, schedule, and resources. For each migration provider costs and customer costs will be captured at these five levels.

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