



New Implementation Service Market Based Packages Offer Sheet

Multi-Site Program Management

Avaya Global Services offers Program Management as an Add On Package that may be added to any of the three comprehensive services packages required to fully implement or upgrade IP Telephony, Call Center and Reporting solutions. The Program Management Market Based Package may be included with IP Telephony Non-Branch Packages (including 8300, 8400, and 8500), Messaging Packages (including IA770), Call Center and Reporting (including BCMR and CMS) Market Based Packages.

The Market Based Implementation Packages for the 87xx platform, Modular Messaging and UC are considered out of scope for the Program Management the Program Management Market Based Package.

See grid under Offer Package Description for a complete list of deliverables.

AVAYA DELIVERABLES

Program Management

Program Management – Multi-Site

The Avaya program manager serves as a single point of contact (SPOC) for issues related to planning and managing the implementation project. The Avaya Program manager will work with Avaya project managers to monitor the technical, financial, and schedule performance of the project. The Avaya Program Manager will be responsible for planning, directing and controlling the activities of personnel associated with a single project. The Avaya Program Manager is responsible for program execution related to Avaya products and adjuncts, Customer-provided systems, and third-party products and services.

The Avaya program manager will remotely:

- Coordinate formation of a project team comprised of Avaya and Customer personnel.
- Establish work groups charged with managing implementation, cutover, testing and client acceptance.
- Provide program oversight by monitoring efforts of local project managers and their teams.
- Coordinate escalation and resolution of issues which may arise between Avaya and the Customer.
- Communicate the Customer's implementation standards to local project managers and their teams.
- Publish and manage the master project plan, including major milestones for implementation.
- Produce high-level planning document including, but not limited to, the following topics:
 - Implementation
 - Quality Assurance (QA)
 - Escalation Procedure
 - Training and Knowledge Transfer

- Change Management
- Risk Analysis
- Contingency Planning
- Communications
- Testing
- User Acceptance
- Cutover
- Day Two Support Handoff
- Project Closure Procedure
- Safety (Note: New construction projects only)
- Disconnecting Old Avaya Equipment

- Establish, communicate and maintain consistent goals, objectives and priorities.
- Clarify Avaya and Customer roles, responsibilities and accountabilities.
- Manage scope for the project.
- Ensure that all activities adhere to project priorities.
- Ensure that activities are carried out with a minimum of conflict.
- Document lessons learned and share with project teams.
- Conduct regular project team meetings according to Communications plan.
- Meet regularly with Customer to address progress, open issues and jeopardies, if any.
- Issue regular status reports to document progress, open issues and jeopardies, if any.
- Monitor performance against technical, financial and schedule objectives.
- Initiate corrective actions, if necessary.
- Manage any changes required due to hardware, firmware, and/or software updates.
- Ensure readiness for cutover activities.
- Coordinate implementation activities.
- Review compliance with implementation acceptance criteria.
- Ensure effective project closure and disband the project team.
- Coordinate Avaya implementation activities, including:
 - Provide Customer with environmental specifications.



- Coordinate equipment delivery.
- Coordinate visits to Customer site(s).
- Schedule Avaya resources.
- Conduct project closure meeting.

- Training and Knowledge Transfer
- Change Management
- Risk Analysis
- Contingency Planning
- Communications
- Testing
- User Acceptance
- Cutover
- Day Two Support Handoff
- Project Closure Procedure
- Safety (Note: New construction projects only)
- Disconnecting Old Equipment
- Establish work groups including Customer and third-party representatives responsible for planning implementation, cutover, testing and client acceptance.
- Coordinate timely resolution of any open issues.
- Coordinate all non-Avaya, site-specific implementation activities, including:
 - Provide Avaya with environmental specifications.
 - Coordinate equipment delivery.
 - Coordinate visits to Customer site(s).
 - Schedule Customer and third-party resources.
 - Conduct project closure meeting.

Customer Responsibilities

Program Management

Program Management – Multi Site

Customer will be required to:

- Ensure that Customer and third-party project team members receive regular program status reports, as needed.
- Document and communicate Customer implementation standards to all implementation teams.
- Document lessons learned from previous projects or phases and share with project team members.
- Attend regular status meetings.
- Produce documentation related to the following topics, as needed:
 - Implementation
 - Quality Assurance (QA)
 - Escalation Procedure

Package Comparison

Services and Deliverables	Full Service
Provide Program Management for projects	X
Provide Single Point of Contact (SPOC) for planning and managing implementation	X
Monitor the technical, financial and schedule milestones of individual projects	X
Plan, direct and control activities of Avaya personnel associated with the project	X
Coordinate formation of project team	X
Establish work groups to manage implementation, cutover, testing and user acceptance	X
Provide program oversight for local Avaya resources	X
Coordinate escalation and resolution of issues	X
Communicate Customer's implementation standards to Avaya local resources	X
Publish and manage master project plan, including major milestones for implementation	X
Produce high-level planning documentation	X
Establish, communicate and maintain consistent goals, objectives and priorities	X
Clarify Avaya and Customer roles, responsibilities and accountabilities	X
Manage scope for the project	X
Ensure all activities adhere to project priorities	X
Ensure activities are carried out with a minimum of conflict	X
Document lessons learned	X
Conduct regular project team meetings	X
Meet regularly with Customer to address progress, open issues and any jeopardies	X
Issue regular status reports	X
Monitor performance	X
Initiate corrective actions	X
Ensure readiness for cutover	X



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Coordinate implementation	X
Ensure effective transition of daily operations and support entities	X
Review compliance with implementation acceptance criteria	X
Ensure effective project closure and disband the Project Team	X

Standard Service Hours

Work activities that do not affect service will be performed and completed during Standard Service Hours, as defined under Standard Service Hours.

Pricing is based on the assumption that Services will be performed between 8:00 AM and 5:00 PM local site time, Monday-Friday, excluding Avaya-designated holidays (“Standard Service Hours”) unless otherwise stated. Work performed outside Standard Service Hours may be subject to overtime charges at the following rates:

Overtime (1.5 times)	Premium Overtime (2.0 times)
Evenings, Monday-Friday 5:00 PM-8:00 AM	Saturday 12:00 AM (midnight)–Monday 8:00 AM
Saturday, 8:00 AM–12:00 AM (midnight)	Avaya-designated holidays

Standard Delivery

The Avaya program manager resource will deliver services remotely.

Travel and Living Expenses

If on-site Program Management support is required, the cost of travel is \$ 1,500 per trip and will be billed to the customer.

Availability

This offer is available in the Continental US and the following Canadian cities through Avaya direct and indirect sales channels. For availability outside the Continental US and supported Canadian cities, check with Avaya Global Services in the appropriate country or region.

- Vancouver (BC)
- Calgary (AB)
- Edmonton (AB)
- Winnipeg (MB)
- Toronto (ON)
- Ottawa (ON)
- Montreal (QB)
- New Brunswick

How to Engage Avaya Consulting and Systems Integration (CSI)

To engage Avaya CSI, contact the Avaya Service Center (ASC) at 866-282-9266 (866-AVAYA-66) or use the ORS process for final price and a statement of work.

For Indirect requests:

BusinessPartners can order these services by contacting their Distributor. Distributors will submit an ORS request on behalf of the BusinessPartner and provide pricing and due dates accordingly.

BusinessPartners/Distributors can order Incidental Services through the Incidental Tool.

Incidental Services are defined as noncomplex activities (material codes) based on fixed pricing, with clearly defined Avaya deliverables, and no associated customized SOW.



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Utilizing the Incidental Process allows submitters to bypass the existing ORS process. The tool is posted on the Enterprise Portal and can be found by following the path outlined below:

Enterprise Portal>Under Manage select: Global Services Reference Library>Tools>Tools>Scroll Down to CSI>CSI Incidental/Transactional Job Aid

If you have any additional questions, please contact Lindsay Mayer, Offer Manager, at 972-745-6028 or lianderson@avaya.com

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