

M-Files Solution Implementation for Acme Corporation's Contract Management

Overview

In the certification test, you shall implement an M-Files solution for contract management for a fictional customer Acme Corporation.

All configurations shall be done into a newly-created vault by using the M-Files Admin tool, **no programming or add-ons are allowed to be used**. Chapter 2 *Creating the Solution Vault* gives instructions on how to create the vault.

When you have implemented the solution so that it does everything required in chapter 3 *Solution Description*, you shall return the back-up of the **M-Files vault as a ZIP file** by using the Upload a File button at the bottom of the page.

IMPORTANT! When you have implemented the vault, make sure to **test your solution properly** before submitting. **If it does not work or fulfill most of the requirements, it will not pass the grading.**

2. Creating the Solution Vault

Please follow the steps below **before** proceeding further with the test.

1. Create a **new vault** where you will implement your solution. This **must not** be a copy or even a partial replica of any existing vault, as you are required to add the necessary configuration manually yourself.
2. Do not add any vault applications (add-ons) or scripts into the vault.
3. Make sure the "automatic aliases" feature is enabled in the vault, and **your first name is used as part of the prefix** on the elements shown below. *If you do not do this before implementing the vault's metadata structure, you might be required to implement the vault again before grading can proceed.*
For example, if your first name is Brian, the automatic aliases configuration would look like this:
4. When you start creating metadata structure elements in the vault next, check in the beginning that the aliases are being set correctly.
In our example, the alias for a "Document Date" property definition should automatically become something like this:

3. Solution Description

3.1 Overview

Acme Corporation's contract management solution (hereinafter Solution) covers two types of Contracts:

1. Service Agreements made between Acme Corporation and its customers.
2. Non-Disclosure Agreements (NDAs) signed by Acme employees based on the request of Acme's customers.

The term "Contract" means hereinafter both Service Agreements and NDAs.

All the Contracts can include one or several files, e.g. common terms and price lists.

3.2 Users

The Acme Corporation personnel that shall be the users of the Solution are listed in Table 1.

Table 1: Solution users

| Name | Role | Email Address | Contract Manager |
|----------------|-------------------------------|--|------------------|
| Bill Ward | Chief Executive Officer (CEO) | bill.ward@acmecorporation.com | Yes |
| Betty Black | Chief Financial Officer (CFO) | betty.black@acmecorporation.com | Yes |
| Molly Chambers | Sales Director | molly.chambers@acmecorporation.com | Yes |
| John Harding | Engineering Manager | john.harding@acmecorporation.com | Yes |
| Neville Holder | Key Account Manager | neville.holder@acmecorporation.com | Yes |
| Raymond Oakley | Sales Engineer | raymond.oakley@acmecorporation.com | No |
| David Evans | Solution Architect | david.evans@acmecorporation.com | No |
| Tom McKenzie | Service Manager | tom.mckenzie@acmecorporation.com | No |

3.3 Functionality

3.3.1 Associating Information

The Solution shall allow associating additional information, such as name, region, and phone number, with the following objects stored in the Solution:

- Customer
- Employee (of Acme Corporation)
- Contact Person (of a customer)

3.3.2 Process Steps

For Service Agreements, the process is as follows:

- The new Service Agreements are drafted by an Acme employee based on standard template.
- The Service Agreements are reviewed internally by Acme employees.
- The Service Agreements are signed internally by an Acme employee with sufficient authority.
- The Service Agreements are signed by the customer.

Service Agreements are valid for a defined period, after which they expire, and a renewal is negotiated with the customer.

For Non-Disclosure Agreements, the process is as follows:

- The NDAs are drafted by the customer and sent to Acme for review.
- The NDAs are reviewed by an Acme employee, typically a manager.
- The NDAs are signed by the Acme employee who is the subject for the NDA.

There is no validity period for NDAs, i.e. they do not expire.

The actual Contract documents are signed manually and sent by mail or as scanned documents between Acme and the customer, i.e. there is no electronic signing in the Solution.

3.3.3 Access Rights

The following rules shall be applied in the Solution:

- All Acme personnel that are users of the Solution shall be able to view all the Contracts stored in the Solution at all times.

- Only Acme employees that are Contract Managers (see Table 1) can create and edit Contracts and move them from one process phase to another, unless otherwise stated.
- Only a Contract Manager can be the Contract Owner.
- Any Acme employee that is a user of the Solution can be a Reviewer.
- Only Contract Managers can set another Acme employee to be a Contract Manager.
- For the internal signing of a Service Agreement, there is a separate policy described in paragraph 3.3.6.

The Solution shall use predefined access control lists where users can be easily added or removed.

3.3.4 Drafting a New Contract

When a new Service Agreement is created, it shall hold the information defined in Table 2.

Table 2: Information in a Service Agreement

| Field | Required | Description |
|-----------------|-------------------|--|
| Contract Title | Yes | Descriptive name of the Service Agreement; Service Agreement - Subject - Customer, for example "Service Agreement - Maintenance 2020 - Oceanic Airlines" |
| Contract Number | Yes | A unique identifier of the Service Agreement, starting from 1 |
| Customer | Yes | Name of the customer, for example "Oceanic Airlines". |
| Region | No | Customer's geographical region (APAC, EMEA or AMER) |
| Subject | Yes | Subject of the Service Agreement, for example "Maintenance 2020" |
| Contract Owner | Yes | Name of the Acme employee who owns the Service Agreement (current user proposed as the default value) |
| Reviewer(s) | Yes | Name(s) of the Acme employee(s) who review the Service Agreement. |
| Signer | Yes | Name of the Acme employee who signs the Service Agreement, for example "Annie Martell". |
| External Signer | Yes | The customer contact person who signs the Service Agreement |
| Contract Value | Yes | The value of the Service Agreement in €. |
| Description | No | Additional description of the Service Agreement. |
| Document Date | Yes | The date when the Service Agreement is created (current date proposed as default value) |
| Effective Date | Yes (when signed) | The date when the Service Agreement is signed. |
| Expiration Date | Yes (when signed) | The date when the Service Agreement expires. |

When a new Non-Disclosure Agreement is created in the Solution, it shall hold the information defined in Table 3.

Table 3: Information in a Non-Disclosure Agreement

| Field | Required | Description |
|-----------------|----------|--|
| Contract Title | Yes | Descriptive name of the NDA; NDA - Employee - Customer, for example "NDA - Tom McKenzie- Oceanic Airlines" |
| Contract Number | Yes | A unique identifier of the NDA, starting from 1 |
| Customer | Yes | Name of the customer, for example "Oceanic Airlines". |
| Employee | Yes | Name of the Acme employee that is the subject of the NDA and who will sign it, for example "Tom McKenzie". |
| Reviewer(s) | Yes | Name(s) of the Acme employee(s) who review the NDA. |
| Description | No | Additional description of the NDA. |

| | | |
|----------------|-------------------|---|
| Document Date | Yes | The date when the NDA is created (current date proposed as default) |
| Effective Date | Yes (when signed) | The date when the NDA is signed |

Further information:

- The names of the fields in the Solution can be different to what is described above as long as the content is what is required.
- The Contract Number field can be common to different Contract types.
- For employee Roles, a pre-defined list shall be used to keep the role names consistent.

3.3.5 Reviewing a Contract

After the draft of a Service Agreement has been finalized, the Contract Owner sends it to one or several Acme employees for review. The Solution shall send a task to reach reviewer automatically. It shall be possible for the reviewers to review the Services Agreement in parallel. When all reviewers have completed their review tasks, the Services Agreement is automatically sent for internal signing. If any of the reviewers reject the Services Agreement, it shall automatically return to draft state.

For Non-Disclosure Agreements the review part of the process is that one or several Acme employees review the terms of the NDA to ensure that they are acceptable for Acme.

3.3.6 Signing a Contract Internally

Before a Service Agreement can be sent to the customer for signing, it needs to be signed internally by the Signer, indicating the formal approval for the Services Agreement. The Solution shall enforce Acme Corporation's decision-making policy:

- Service Agreements with value over 50000 Euros (€) can be set to "signed internally" state only by a member of the Executive Management Team (CEO or CFO).
- Service Agreements with value of 50000 Euros (€) or less can be set to "signed internally" state by any of the Contract Managers.

Non-Disclosure Agreements is signed internally by the Acme employee who is the subject of the NDA. At this point, the Solution shall:

- Require that the Effective Date field be filled in by the employee.
- Convert the files of the Non-Disclosure Agreement to PDF format.
- Prevent the editing of the signed Non-Disclosure Agreement.

In both cases, the Solution shall notify the internal signer(s) that they have a Contract to sign.

3.3.7 Signing a Contract by the Customer

Only Service Agreements are signed by the customer. After the Contract Owner has received the signed Service Agreement documents from the customer, he/she can mark the Service Agreement as signed by the customer. When a Service Agreement is marked as "signed by customer", the Solution shall:

- Require that the Effective Date and Expiration Date fields are filled in by the employee.
- Convert the files of the Service Agreement to PDF format.
- Prevent the editing of the signed Service Agreement.

3.3.8 Expiration and Renewal

Service Agreements are valid for a defined period. 30 days before the Expiration Date, the Solution shall:

- Mark the Service Agreement as "about to expire".
- Assign a task to the Contract Owner for negotiating a renewal of the Service Agreement.
- Add editing rights for the Contract Owner to the Service Agreement.

If the agreement is renewed, a new Service Agreement is manually created in the Solution. After a Service Agreement has expired the Solution shall:

- Mark the Service Agreement as "expired".
- Send a notification to the Contract Owner.
- Add editing rights for the Contract Owner to the Service Agreement.

3.3.9 Discarding a Contract

During the process (at any state before it is signed), a Contract (Service Agreement or NDA) may become obsolete, meaning that it will not be finalized and signed. In this case, Contracts shall not be deleted but marked as "discarded". It shall be possible for Contract to return a once-discarded Contract back to drafting.

3.3.10 Viewing Service Agreements

Note: Starting from M-Files Desktop Client version **24.8.x.x** there is a known issue whereby a context menu item (right-click menu) that is required to implement this functionality is missing. As a workaround, the menu item can be found in the top menu that opens by clicking the ALT key when in the client.

It shall be possible to view Service Agreements as follows:

- My Service Agreements (ones where the current user is the Contract Owner)
 - o Listing can be sorted by the user based on Customer, Effective Date and Expiry Date
- Active Service Agreements grouped by customer (ones not discarded/expired)
 - o Listing can be sorted by the user based on Contract Owner, Effective Date and Expiry Date
- Service Agreements about to expire
 - o Listing can be sorted by the user based on Customer, Contract Owner, Effective Date and Expiration Date

3.4 Usability and User Interface

3.4.1 Templates

The Solution shall support creating new Service Agreements based on a standard Word template. Only a member of the Executive Management Team (CEO or CFO) can edit the template. The Solution shall inform all Contract Managers automatically when the template has been updated.

The Solution shall insert the following information directly to the Service Agreement Word document created from the template:

- Customer
- Subject
- Contract Number

3.4.3 Organizing Information

To provide a better user experience, the Solution shall organize the Contract's information in sections. For Service Agreements, the sections shall be as follows:

- General Information:

- o Contract Name
- o Contract Number
- o Customer
- o Region
- o Subject
- o Contract Value
- o Description

- Responsible Persons:

- o Contract Owner
- o Reviewer(s)
- o Signer
- o External Signer

- Contract Life Cycle:

- o Document Date
- o Effective Date
- o Expiration Date

For Non-Disclosure Agreements, the sections shall be as follows:

- General Information:

- o Contract Name
- o Contract Number
- o Customer
- o Description

- Responsible Persons:

- o Employee
- o Reviewer(s)

- Contract Life Cycle:

- o Document Date
- o Effective Date

3.4.3 Tool Tips

To ensure that the Contract-related data in the Solution is correct, the Solution shall provide tool tips for the fields to be filled in. The descriptions given in Table 2 and Table 3 can be used, minus the examples, of course.

3.5 Data Backups

The Solution shall take automated daily backups of the data and related configurations so that it is possible to restore the complete repository from the backup and continue operations.

Note! Save screenshots of the backup settings as a document to the vault, use "Other document" class.