

## Extended Support WBS Dictionary

WBS Element	Scope Description	Exclusions	Owner
<b>1 – System Configuration</b>	<b>System Configuration</b>		<b>Wayne</b>
1.1 Initial Setup	Initial system configurations to enable program launch		Wayne
1.1.1 Backend Config	Configuration of necessary Service Products in Product backend.		Wayne
1.1.2 CRM Service Product / Line Item Config	Configuration CRM Service Products for Line Items.		Wayne
1.1.3 CRM Entitlement Templates	Configuration of CRM Entitlement Template		Wayne
1.1.4 Case Routing Config	Configuration for proper routing according to Delivery Model (1.8)		Wayne
1.2 Implementation & Launch	Processes and work necessary to provide extended support to existing SA.		Wayne
1.2.1 Script Updates for existing entitlements	Script-based update by IT to provide extended support entitlement to all existing Maintenance Support Agreements.		Wayne
1.2.2 Entitlement Template Linkage to Line Items	Launch date linkage of new entitlement templates to Line Items to enable new setups.		Wayne
1.3 Manual Setup Process	Defined process for setting up extended support manually		Wayne
1.3.1 New / Renewal Setup Process	Process to set up Academic support for extended support for new or renewed Agreements, including process for manually adding entitlement if script fails.		Wayne
1.3.2 Manual / Correction Setup Process	Process to set up extended support for Maintenance Support Agreements if script fails, and how to setup up one-off Product entitlements.		Wayne
1.3.3 Troubleshooting Process	Troubleshooting process to identify root cause of failures to access extended support.		Wayne
1.4 Entitlement Models	Specific support models for each customer type		Wayne
1.4.1 Model for Maintenance Customers	Model for how Maintenance Customers access extended support		Wayne
1.4.2 Model for Academic Customers	Model for how Academic customers access extended support		Wayne
1.4.3 Model for Personalized Support Customers	Model for how Personalized Support Customers access extended support		Wayne
1.4.4 Model for Partners	Model for how Partners access extended support		Wayne
1.4.5 Model for Franchises	Model for how Franchises access extended support		Wayne
1.4.6 Model for Alliances	Model for how Alliances access extended support		Wayne
1.4.7 Model for Internal Users	Model for how internal users access extended support		Wayne
1.5 Config Testing	Testing of final configuration before launch date		Wayne
1.6 Post-launch validation	Validation of successful script conversions and ability of customers to access extended support		Wayne
1.7 Stakeholder Review	Peggy's review of model prior to implementation to be sure that model meets program requirements		Max
1.8 Support Delivery Model	Support delivery model for routing, support volume, and buy-off from Support Center		Peggy
<b>2 – Documentation</b>	<b>Program, system, and process documentation</b>		<b>Max</b>
2.1 Documentation System Config	Documentation System configuration for extended support documentation		Max
2.2 Program Documentation	General documentation about the extended support program: parameters, assumptions, expected duration, affected customers, etc.		Peggy
2.2.1 FAQ	FAQ document for internal consumption		Peggy
2.2.2 Basic program definition and parameters	Definition of program parameters and intent		Peggy
2.3 System Documentation	System Documentation		Wayne
2.3.1 List of Service Product / Line Item Names	List of Line Item names in CRM for use in documentation and training		Wayne
2.3.2 List of Entitlement Names	List of Entitlement names in CRM for use in documentation and Training		Wayne
2.3.3 List of Products used on Entitlements	List of Products used on Entitlements for use in documentation and training.		Wayne
2.4 Process Documentation	Process Documentation		Max
2.5 Entitlement Model Documentation	Documentation of how each customer type accesses extended support		Max
2.6 Delivery Model Documentation	Documentation of how routing works for extended support.		Max
<b>3 – Communication</b>	<b>Communication</b>		<b>Peggy</b>
3.1 Announcements	Public and Internal announcements about the program		Peggy
3.1.1 Public	Public Announcements about the program		Peggy
3.1.2 Support Managers	Email announcement to support managers		Peggy
3.2 Training	Training for personnel to be able to represent and set up the program		Peggy
3.2.1 Customer Service Rep Training	Training to recognize entitlements and correct faulty agreements		Max
3.2.2 Support Setup Team Training	Training to troubleshoot faulty agreements and set up all related agreements		Max
3.2.3 Service Account Manager Training	Training to recognize entitlements and understand program parameters		Peggy
3.2.4 Sales Training	Training to understand program and its parameters; where to go for help.		Peggy
3.2.5 Support Engineer Training	Training to understand program, expectations, entitlements, and products to choose on cases		Peggy
3.2.6 Program Management Training	Training to understand system configuration to fulfill on the program requirements		Max
<b>4 – Project Management</b>	<b>Project Management</b>		<b>Max</b>
4.1 Iterative Planning	Scope around the creation and maintenance of planning artifacts		Max
4.1.1 WBS	Documentation of project scope		Max
4.1.2 Schedule	Schedule including tasks, dependencies, and project milestones		Max
4.1.3 Project Plan	Documentation of how the project will be managed		Max
4.2 Monitoring & Control	Monitoring and Controls for the project in relation to the project baseline		Max
4.2.1 Config Mgt	Configuration Management ensures proper change authorization and control		Max
4.2.2 Reports	Project reporting including weekly status reporting		Max