12. Scope of Work

12.1 Overview

Softrust and Bluelight will provide a **turnkey e-invoicing integration and compliance solution** that delivers end-to-end coverage: from requirements gathering to ongoing support. The scope has been carefully defined to address FIRS MBS requirements, enterprise IT standards, and Finance/Compliance needs.

<diagram: Scope pyramid — foundation (requirements/design) → build/test → deployment → operations/support>

12.2 Requirements Gathering and Analysis

- Conduct workshops with Finance, IT, and Compliance stakeholders.
- Document current ERP, billing, and legacy system landscape.
- Identify data sources, master data quality issues, and integration constraints.
- Define business and compliance requirements traceable to FIRS specifications.
- Deliverable: **Requirements Specification and Traceability Matrix**.

12.3 Solution Design

- Develop target architecture (integration, security, monitoring).
- Select integration method(s): SmartAPI, BlueBox, BlueInvoice, Email Connector.
- Define data mapping specification (ERP fields → canonical schema → FIRS schema).
- Define security model (TLS, mTLS/OAuth2, PKI signing, certificate lifecycle).
- Deliverable: **Solution Architecture Document and Interface Control Document (ICD)**.

12.4 Development of Integration Services

- Configure and deploy <BluelightSmartAPI> tenant(s).
- Build ERP adapters (SAP IDoc → API, CPI iFlows, Oracle XML, Dynamics OData).
- Deploy BlueBox where required for print/folder capture.
- Enable Email Connector accounts and routing.
- Implement validation, signing, QR generation, and submission pipelines.
- Deliverable: **Configured Environments and Integration Services Ready for Testing**.

12.5 Testing

- **Unit Testing** – confirm individual mappings and API endpoints.
- **System Integration Testing (SIT)** – validate end-to-end flow with FIRS sandbox.
- **User Acceptance Testing (UAT)** – Finance and Compliance validate rejection handling, reconciliation, and audit exports.
- **Performance Testing** – verify throughput, latency, and resilience under load.
- **Security Testing** – penetration test, certificate validation, and role-based access verification.
- Deliverable: **Test Reports and UAT Sign-Off**.

<diagram: Testing cycle — Unit → SIT → UAT → Performance → Security>

12.6 Deployment and Configuration

- Cutover rehearsal with rollback procedures.
- Deploy into production environments (ERP, SmartAPI, BlueBox, Email Connector).
- Configure monitoring dashboards, reconciliation jobs, and alerting.
- Deliverable: **Go-Live Deployment Record**.

12.7 Monitoring and Management Setup

- Provision dashboards for Finance, IT, and Compliance.
- Configure reconciliation jobs (daily and intraday).
- Set alert thresholds and notification routes.
- Connect logs to client SIEM and monitoring tools (optional).
- Deliverable: **Operational Dashboards and Monitoring in Production**.

12.8 Training and Knowledge Transfer

- Conduct training sessions for Finance users (reconciliation, error handling, audit exports).
- Conduct training sessions for IT users (integration health, monitoring, incident response).
- Deliver runbooks, playbooks, and knowledge base documentation.
- Deliverable: **Trained Teams and Signed Knowledge Transfer Acknowledgement**.

12.9 Post-Implementation Support and Maintenance

- Hypercare support for two weeks post go-live, with daily stand-ups and 24x7 monitoring.
- Transition to steady state support (SLA-based, as defined in Section 17).
- Ongoing compliance updates — schema changes, new regulator requirements absorbed by SmartAPI.
- Regular service reviews and continuous improvement plan.
- Deliverable: **Steady State Operations with SLA Monitoring and Quarterly Reviews**.

12.10 Out of Scope (for Clarity)

- Functional reengineering of ERP or billing systems.
- Master data cleanup or enrichment beyond mapping and validation.
- Development of custom ABAP, Oracle PL/SQL, or Dynamics extensions not directly related to e-invoicing integration.
- Non-FIRS modules (e.g., VAT filings, payroll compliance).
- Third-party penetration testing (can be arranged as an option).

12.11 Why This Scope Wins Confidence

- **Complete Coverage** – all FIRS requirements are addressed, end-to-end.
- **Clear Boundaries** – clients know exactly what is included, avoiding hidden costs.
- **Enterprise Discipline** – requirements traceability, design artifacts, test reports, and governance are all delivered.
- **Post-Go-Live Continuity** – clients are not left unsupported; SmartAPI evolves with regulatory changes.