



LumApps Deployment Project for AppDynamics

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This Statement of Work #1 (SOW) is entered into between AppDynamics LLC, hereinafter known as "Customer", and Onix Networking Corp. ("Onix" or "Onix Networking"). This SOW is pursuant to the Onix Networking Master Services Agreement between Onix and AppDynamics LLC executed on or about April 15, 2021 (the "Agreement") and governed by the Terms and Conditions of the Agreement. In the event of an express written conflict between this SOW and the Agreement, this SOW shall govern. The terms of the Agreement shall not be superseded by the terms of a Purchase Order or any other agreement, and any amendments shall be signed by both parties referencing this SOW and/or the specific provision of the Agreement. Onix shall perform consulting services as described within this SOW. Unless otherwise defined in this SOW, terms that are set forth in initial uppercase letters have the meaning established for such terms as set forth in the Agreement.

1 Project Overview

Onix will assist AppDynamics with the design and build of a digital portal for the purpose of improving engagement of internal communications.

2 Approach

This section defines the approach that will be used to achieve the results and the project management standards that will be used to control and monitor the project.

Onix will work with the AppDynamics team to define the overall design of the portal, the user groups, the use cases, and the management of content.

The project will begin with a Project Kickoff meeting to determine the key team members and deadlines for the project. Further educational and planning sessions will be scheduled, and the outcome of these meetings is a Project Plan that will be used to monitor the entire project.

2.1 ACTIVITIES & DELIVERABLES

This table lists the formal project activities and Deliverables.

Activity	Description	Responsibility
Project Kickoff	Onix will conduct a project kickoff meeting with the key players and workstream leads. We will review the scope, timeline, roles and responsibilities and set up subsequent workshops to gather further requirements.	Onix (with input from Customer)
Project Plan	Onix will work with Customer to develop a Project Plan. The Project Plan will be delivered in Smartsheet. The Project Plan provides a	Onix and Customer



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	detailed view of the tasks required to complete the implementation, and will be used to track overall progress. The project plan will be reviewed and updated, as needed, on a weekly basis throughout the project.	
Configuration Details	Onix will document all use cases, roles, channels, launcher apps, etc. into a Configuration Details sheet for defining the intranet settings for the initial release.	Onix
Project Team Training Workshop	Onix will lead a remote training workshop to educate the Customer project team on all of the features and functionality in LumApps. The purpose of this workshop is to establish a baseline of knowledge about the product to enable decisions from the customer team. This will be split into two separate 2 hour sessions. Session 1: LumApps Setup & Administration Session 2: Content, Widgets & Workflow	Onix
Requirements Gathering Workshop	The Onix team will help to gather requirements from key Customer stakeholders on the types of content and engagement in the initial release.	Onix (with input from Customer)
Portal Governance Workshop	This workshop will define the key content contributors and product owners and administrators for the Intranet. This workshop will be a 2 hour remote workshop. The deliverable is a detailed list of roles and responsibilities that are summarized in a Strategy deck.	Onix (with input from Customer)
Directory and Profile Design Workshop	This workshop will define the process for syncing user-profiles and Groups to the LumApps instance.	Onix
Site Mapping Workshop	Onix-led workshop to define the main navigation of the site plus sub-pages listed in the dropdown menu and footer. This workshop will be a 4 hour remote workshop. The output of this workshop would be to: <ul style="list-style-type: none"> ● Personalization on Main Portal page ● Establish Portal Navigation 	Onix
Wireframes and Design Development	Onix will create wireframes for illustrating the layout and high level navigation structure for the Home Page and page templates (content types, communities or directory use cases)	Onix
Homepage Design & Edits	Onix will build a design for the homepage based on the requirements and feedback from the Customer team. We will include 2 rounds of feedback and edits.	Onix
Training	Onix will be provide training to site admins, content creators and	Onix



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	community managers to educate all team members on the administration and maintenance of Lumapps	
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2.2 MANAGEMENT APPROACH

The following sections describe the management approaches and procedures.

2.2.1 Status Reporting

Onix Networking will produce a weekly status report that lists the following items:

- Accomplishments for the week
- Accomplishments planned for the following week
- Issues that may require management attention
- Risks to the project's success
- Timesheet summary for hours worked by Onix Networking resources

In addition, Onix Networking recommends regular status meetings with the customer to ensure proper communication.

2.2.2 Issue Management

Issues requiring Customer's attention will be documented in the weekly status report. Customer and Onix Networking will attempt to resolve the issue within the three business days of the timeframe that is mutually agreed upon by Onix Networking and Customer's Project Managers. If the issue cannot be resolved, then it will be escalated further and addressed by Customer's Program Director and Onix Networking's Director of Professional Services. If the issue still cannot be resolved, then it will be escalated and addressed by Customer's Global CIO and Onix Networking's President of Cloud Computing.

2.2.3 Change Control

Onix will fill out a change request form, which describes the nature of the change, and the impact to cost, schedule, and risk. The form will be completed within five business days from the time Onix Networking's Project Manager becomes aware of the change in scope. The change request form will be sent to Customer's Project Manager. Changes that affect the project's scope and which impact the project's schedule will be escalated to Customer's Program Director and Onix Networking's Director of Professional Services for approval within 5 business days. Change orders and/or additional SOW's will be generated and mutually executed by both parties.

2.3 ESTIMATED TIMELINE

Customer and Onix estimate that this initial project will be completed in approximately 14 weeks of project kick off.



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3 Project Team

3.1 Project Sponsors

This section is composed of the stakeholders and escalation points for the project.

Name	Organization
Denise Jansen (DJ)	Customer, Project Sponsor
Hannah Shapiro	Customer, Project Manager
John Lawler	Onix, Director of Professional Services
Andy Chisholm	Onix, Manager of Customer Success

3.2 Project Team

This section is composed of the project team members both full and part-time.

Name	Title or Role	Notes
Denise Jansen	Director, Internal and Executive Communications	AppDynamics
Hannah Shapiro	Internal Communications	AppDynamics
Amanda Tran	Project Manager	AppDynamics
Kris Matthews	Project Manager	Onix
Rachel Elam	Implementation / Business Analyst	Onix
Ted Meltok	UI/UX Designer	Onix



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Raquelle Thenard

Technical Lead

Onix

4 Scope

This section identifies which systems, people and processes are part of the scope of the project. Anything not mentioned in this section is assumed out of scope.

4.1 Technical Scope

4.1.1 Systems

This section defines applications, systems or products that are in scope for the project.

System Name	Notes
LumApps	Employee communication and collaboration portal
Office 365	Messaging and productivity platform
Okta	Authentication software
Slack	A channel-based messaging platform
Workday	Enterprise Management Cloud currently includes solutions for finance, HR, planning, and spend management

4.1.2 Data Migration

This section details the migration included in this Scope of Work.

Name	Description
Articles from former platform, Simplr	Onix will work with AppDynamics to move approximately 250 articles to Lumapps limited to images and text.



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4.2 Training Scope

Project Training

- Onix will provide 15 class hours of training as part of the implementation to educate the implementation team.

Post Implementation

- Onix will provide an additional 15 hours of training for use after the implementation. These hours will be reserved for scheduling after project completion, and can be scheduled by Customer within three years of the SOW date.

5 Risks

This section describes some of the key project risks and their potential effect on project success. This is a preliminary list; risks will continue to be identified and mitigated throughout the life of the project and will only be considered risks if provided in writing and agreed upon by the parties.

Risk	Potential Effect on Project
Resource availability from all parties	Project teams will share out-of-office schedules and make sure proper role backup is available in case of an extended out of office situation.

6 Assumptions and Constraints

This section identifies the major assumptions and constraints used to establish the project estimates, plans, and approach. Assumptions are expectations that form the basis for decisions. A constraint is a restriction associated with the project.

Assumption or Constraint	Potential Impact
An individual on the Onix project team will need Platform Administrator access to LumApps.	Impact to project success
Customizing the site design through CSS is not in scope for this project. Onix will work with Customer design/brand team using the native design options available in the platform to achieve a design that is on brand for your organization.	Impact to UI/UX
Customer will be using a modern browser for LumApps.	Impact to portal performance
Onix will not be customizing the design for web responsiveness on mobile devices. Customer will be using the LumApps app available on the Play Store on Android and the Apps Store on iOS.	Impact to user experience and design rendering
Anyone that needs access to files in Office 365 will require an Office 365 account.	Impact to LumApps and file access



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7 Customer Responsibilities

This section identifies the customer’s responsibilities and the impact on the project if these responsibilities are not fulfilled.

Customer Responsibility	Potential Impact
Customer will be responsible for identification of key stakeholders who will provide input, collaboration and sign-off on deliverables created during this engagement.	Impact to project timeline
Customer will coordinate meetings with business users as necessary to complete activities required for a successful project.	Impact to project timeline
Customer is responsible for performance testing on LumApps.	Impact to adoption
Customer is responsible for measuring platform analytics to understand employee adoption.	Impact to project success
At the completion of this engagement, Customer agrees to complete a Project Satisfaction Survey provided by Onix.	Impact to Project Closure Schedule
Customer is responsible for the process or workflow for requesting a new site in LumApps and all of the sharing that is required for access to content.	Impact to user experience

8 Fees and Expenses

Delivery of the work will be done according to the terms and conditions of the Agreement. This is a fixed price proposal for the implementation services including project management, business analyst, designer and change management/training. No travel is anticipated in this engagement, however, any travel and other expenses will be pre-approved by Customer's Project Manager and planned according to Customer's travel policy.

All Fees for Services in this SOW shall expire upon three (3) months from the date indicated on the SOW Cover Page. Fees are nonrefundable. Services must be used within six (6) months of the SOW Effective Date, with the exception of the post-deployment Training hours which can be used up to three (3) years from the SOW Effective Date.

Upon commencement of this SOW, Onix will invoice Customer for 100% of the total services fees following the SOW Execution Date. All invoices are due to be paid within 60 days of receipt of invoice.

Project Costs	Hours	Rate	Total (USD)
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Professional Services			
Project Manager	64	\$150	\$9,600
Portal Implementation Consultant / Business Analyst	102	\$110	\$11,220
UI/UX Designer	80	\$110	\$8,800
Project Training/Change Management	20	\$80	\$1,600
Technical Consultant	20	\$125	\$2,500
Post Deployment Training	20	\$80	\$1,600
Subtotal Professional Services			\$35,320
Migration Services			
Articles Migration			\$6,000
Total Services			\$41,320



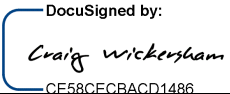
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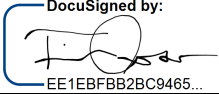
8.1 CUSTOMER BILLING INFORMATION:

Purchase Order #	_____
Billing Address	AppDynamics LLC
Street 1	303 2 nd St, North Tower, 8 th Floor
Street 2	_____
City, State	San Francisco, CA
Zip Code	94107

AppDynamics LLC

Onix Networking Corp.

By:  DocuSigned by:
CE58CECBACD1486
(Signature)

By:  DocuSigned by:
EE1EBFBB2BC9465...
(Signature)

Nam: Craig Wickersham

Name: Tim Needles

Title: General Counsel

Title: President/ CEO

Date: April 16, 2021

Date: April 16, 2021