## 

## Project Scope:

|  |  |  |  |
| --- | --- | --- | --- |
| **Customer Name:** | Site name and state | **Type:** | Large Jail, DOC, etc |
| **Facility Sponsor:** | PoC at site | **Contact Information:** |  |
| **GTL Project Manager:** |  | **GTL Account Manager:** | Found in SalesForce |
| **Responsible for Install:** | GTL/Edovo | **GTL Field Service Manager:** | Found in SalesForce |
| **Anticipated Launch Date:** | Month and year | **Contract End Date:** | Month and year |
| **Possible Extensions:** |  |  |  |
| **Customers Current Package:** | What customizations does this customer have today? | | |

112-2493011-7259416

## Facility and Server Details: (each physical address should be listed as its own line item)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **CDN Shipping Address:** | *Physical address that the CDNs will be delivered to AFTER configuration.* | | *(if multiple, note here)* | | |
| **Number of Tablets** |  | | Total # of tablets the site will be upgraded to. | | |
| **Tablet Server Version:** |  | | Type of serer, typically ANT or ANTz | | |
| **Tablet Version:** | Ex: Inspire 3.5 | | The type of tablets the site will get on the upgrade | | |
| **Tablet ROM Version:** | Ex. 211.0.0 | |  | | |
| **ID Feed Path**  ftp://gtlserv03.gtl.us/edovo  67.152.248.114/edovo | /site name\_state | |  | | |
| **Facility Location and Address** | **Capacity** | **Current ADP** | **# of Tablets** | **CDN** | **Server IP Information** |
|  |  |  |  |  | **Public NAT’D IP Range**: 0.0.0.0/0 |
| **CDN Internal IP Address**  Edovo Server IP IPMI: 0.0.0.0  Edovo Server IP GB1: 0.0.0.0  Gateway/DNS: 0.0.0.0  Private Subnet Mask: 0.0.0.0 |
| **Facility Location and Address** | **Capacity** | **Current ADP** | **# of Tablets** | **CDN** | **Server IP Information** |
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## Implementation Plan:

Each implementation with GTL and Edovo contains three main functions:

**1. Project Scope**

**2. Product Delivery**

**3. Training & Onboarding**

1. **Project Scope** is the phase where we agree upon commitments, timelines and key information relevant to the deployment. The information gathered during this phase of the deployment is critical to the success of the overall project.
2. Once information is gathered during Project Scope, Edovo will begin the **Product Delivery** phase. Edovo will configure the customer environment and send the necessary equipment to GTL for facility specific configuration. During the customer’s install we will begin to schedule the next phase.
3. The **Training and onboarding** approach will be determined mutually between GTL and Edovo. All customers will have access to a resource page where they can access all training related materials and guides.

## Detailed Process Steps:

### Project Scope

|  |  |
| --- | --- |
| ✔ | Tasks |
|  | GTL emails [XXX@edovo.com](mailto:XXX@edovo.com) with the first page of this document complete, the signed contract and a PO for CDNs based on the number of physical locations |
|  | Edovo to ship configured CDNs for site to use field service or install physically install onsite |
|  | Edovo & GTL to add customer to internal project plans and to combined weekly project status meeting |

## 

## Milestone:

### Product Delivery

|  |  |
| --- | --- |
| ✔ | Tasks |
|  | Confirm customer details; facility name, number of locations, ADP, IP range and facility executive sponsor (for administrative rights within Insight), and ID feed folder destination |
|  | Edovo Infrastructure configuration: IP range input and monitoring |
|  | Edovo System configuration; custom content uploads, administrative rights and configuration |
|  | GTL schedules time with Edovo Infrastructure & GTL networking team when installing CDN for final configuration and testing |
|  | Tablet connecting and running the application. |

## 

## Milestone:

### Training and Onboarding

|  |  |
| --- | --- |
| ✔ | Tasks |
|  | Edovo & GTL to send deployment package to facility contacts with access to training materials, invitation to the management portal and invitation to next available public training |
|  | GTL to schedule go-live of Edovo with customer and Edovo; Edovo to be available for any troubleshooting upon go-live |
|  | Edovo to regularly monitor activity during first month of use and send reports to GTL and/or Customer |
|  | (if customer is a strategic partnership for Edovo and GTL, we may include schedule and live in person or online trainings for staff members) |

-GTL to give customers 60-90 days ahead of cutover goal date in order to establish awareness and gain approvals for content uploads

-Kick off call to talk about what we’re going to accomplish in the next 3-4 months; customer to identify who they want us to work with; content, programs, etc. the impacted parties that the LMS is going to change. This will then help us know how is getting the administrative person we need is.

## Milestone:

### Roles and Participants

|  |  |  |
| --- | --- | --- |
| **Participant Title** | **Name** | **Email** |
| Site Name, State Abbv. – EDU Project Contact |  |  |
| Site Name, State Abbv. – Content Creator |  |  |
| Site Name, State Abbv. – Program Coordinator |  |  |
| Site Name, State Abbv. – Program supervisor |  |  |
| Site Name, State Abbv. – Chaplain - Central |  |  |
| GTL RVP Sales |  |  |
| GTL Account Manager |  |  |
| GTL Reentry Director |  |  |
| GTL Program Manager |  |  |
| GTL EDU Product Manager |  |  |
| GTL EDU Project Analyst |  |  |
| GTL Project Analyst |  |  |
| GTL Field Service Manager |  |  |
| GTL Software Engineer |  |  |
| Edovo – VP Operations |  |  |
| Edovo – Director of Programs |  |  |
| Edovo – Project Lead |  |  |

## Milestone:

### Project Timeline Schedule

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Deliverable** | **Duration** | **Start** | **Finish** | **Comments** |
| Implementation Plan Complete | 1 week |  |  | 65 days before customer kickoff |
| Custom Content / Course Translations |  |  |  | 60 days before customer kickoff |
| Engineering Tablet/ROM Testing |  |  |  | 60 days before customer kickoff |
| SOW |  |  |  | 60 days before customer kickoff |
| GTL Networking / Tech Support Review/Remediation |  |  |  | 60 days before customer kickoff |
| GTL Internal Kickoff | 1 hour |  |  | 2 weeks prior to customer kickoff |
| Server Ordered |  |  |  |  |
| Customer Kickoff | 1 hour |  |  | 30-day moratorium on new local content. |
| Student End-By Date |  |  |  |  |
| Servers Configured | 2 weeks |  |  |  |
| Server shipped |  |  |  |  |
| Server Received |  |  |  |  |
| Server Installation |  |  |  |  |
| Virtual Customer Training |  |  |  | Schedule this with Edovo |
| Go-Live | 1 week |  |  | xx/xx travel, xx/xx/-xx/xx on site, xx/xx travel. |
| Customer Transition to Support | 3 weeks |  |  |  |

## Milestone:

### Notes

Site Survey:

* Approx date and time

Tablet Information

* Any notes related to the tablet configuration

Action Items:

* List any action items that must be completed and by whom