

Southern Adelaide Local Health Network (SALHN)

Work Order

SALHN New Intranet – Revised Proposal

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Proposal / Work Order

Chamonix proposes performing the services identified below. ***Any dates provided are estimates only.***

1. Objectives and Requirements

This proposed approach will not deliver the full original scope of your project but will instead establish a robust way of working for your team. By utilising the allocated budget effectively, we aim to complete as much as possible with the engagement of a single resource—a lead SharePoint developer.

It is important to explicitly note that the results of this initiative will be driven by your team's capacity and appetite to proceed with the required velocity. Successful implementation will rely heavily on your commitment to applying the appropriate internal resources and actively participating in the migration and setup process.

By prioritising collaboration and resource allocation, this approach empowers your team to create a strong foundation in SharePoint that can evolve and expand over time. Ultimately, the effectiveness of this initiative will depend on your capacity to engage appropriate stakeholders and adapt throughout the project lifecycle.

2. Proposal

Time-Boxed Effort

To ensure we stay within the budget, the effort for each stage of the project will be time-boxed. This means that we will strictly adhere to the allocated days for each phase. If we encounter unforeseen challenges or additional requirements, we will prioritise essential tasks and ensure that we maintain focus on delivering the core objectives within the set timeframes.

This would involve engaging a SharePoint consultant for approximately 64 days, with the breakdown as follows:

2.1. Design (15 days)

Initial design sessions to establish the framework for the SharePoint environment, including information architecture and permissions structure.

2.1.1. Initial Design Sessions:

- Conduct workshops with key stakeholders to gather requirements and understand business needs.
- Facilitate discussions to define the vision for the SharePoint environment, including design aesthetics, usability, and functional requirements.

To ensure that the timeline is adhered to, this will be limited to three (3) workshop sessions with the SALHN stakeholder team.

2.1.2. Information Architecture:

- Develop a site map outlining the overall structure of the SharePoint environment, including subsites, libraries, and lists.
- Define content types and metadata schemas to ensure efficient organisation and retrieval of information.

2.1.3. Permissions Structure:

- Establish a permissions model that aligns with organisational roles and compliance requirements.
- Define user groups and permissions levels to ensure appropriate access to documents and features.

2.1.4. Documentation:

- Document the design decisions made, including architecture diagrams and permissions structures, to ensure clarity and alignment with stakeholders.

2.2. Build (20 days)

Development of the SharePoint site, including basic configurations and templates tailored to your needs.

2.2.1. Site Development:

- Configure the SharePoint site based on the approved design, including setting up sites, subsites, and pages.
- Create custom site templates that reflect the branding and requirements of the organisation.

2.2.2. Basic Configurations:

- Set up essential SharePoint features, including document libraries, lists, and navigation menus.
- Implement site settings, including regional settings, site collection features, and search configurations.

2.3. Migration Support (20 days)

Assistance during the migration phase, focusing on manual efforts and guidance for your team as they recreate content in the new environment.

2.3.1. Migration Transferred to Internal SALHN Team

The migration of content from the legacy Centric Minds intranet to the newly built SharePoint Online environment has been removed from our scope and will be undertaken by your internal SALHN team. This decision allows us to stay within budget while leveraging your team's knowledge of existing content and structure.

What This Might Look Like

Preparation Phase:

- **Content Audit:** Your team will begin with a comprehensive audit of existing content on the Centric Minds intranet. This involves reviewing approximately 500 pages, categorising content by relevance, and determining what to keep, update, or remove.
- **Content Culling:** Following the audit, the team will cull outdated or irrelevant content. This step is crucial for ensuring that only valuable information is migrated, simplifying the process and reducing workload.

Migration Phase:

- **Recreation of Content:** Your team will recreate necessary content within the SharePoint Online environment. This may involve:
 - Manually copying over text and documents.
 - Utilising SharePoint's content types and templates to maintain consistency.
 - Reorganising content into the new site structure defined during the design phase.
- **Utilising SharePoint Features:** As your team recreates content, they will have the opportunity to leverage SharePoint Online's features, such as:
 - **Metadata and Tags:** Implementing metadata for better organisation and searchability.
 - **Permissions and Security:** Setting up appropriate permissions for different user groups to ensure data security and compliance.
 - **Collaboration Tools:** Encouraging the use of built-in collaboration tools like Microsoft Teams and SharePoint document libraries for enhanced teamwork.

Validation and Testing:

- **Quality Assurance:** Once the content is migrated, your team will conduct thorough testing to ensure that all information is accurate, accessible, and functioning as intended in the new environment.
- **Feedback and Adjustments:** The team will gather feedback from stakeholders to make any necessary adjustments before the official go-live.

Training and Support:

- **Training Sessions:** To facilitate a smooth transition, training sessions will be organised for your team. These sessions will cover best practices for using SharePoint Online, managing content, and utilising new features.
- **Ongoing Support:** After migration, we will provide support during the initial hypercare phase to address any issues and ensure your team feels confident using the new platform.

This approach empowers your internal team to take ownership of the migration process while ensuring they have the necessary resources and support to succeed. We believe that this collaborative effort will lead to a more efficient transition and greater long-term success with the new SharePoint Online environment.

2.4. Go-Live Support, Training, and Hypercare (10 days)

Post-launch support to ensure a smooth transition, including training sessions for your team and addressing any immediate concerns.

2.4.1. Post-Launch Support:

- Monitor the SharePoint environment for any immediate issues or user feedback following the go-live.
- Address technical concerns or bugs that arise during the initial usage period.

2.4.2. Hypercare Period:

- Offer dedicated support during the hypercare phase, which includes rapid response to user queries and troubleshooting any urgent issues.
- Establish regular check-ins with stakeholders to assess the site's performance and user satisfaction.

3. Key Considerations and Limitations

- The final solution will not be fully defined until after the design phase, so the end state will evolve during the project.
- The migration will not be automated, requiring significant manual efforts from your team.
- While we will provide a basic permissions structure, further refinement will be necessary as your platform usage increases.
- Customisation will be minimal, relying primarily on out-of-the-box SharePoint functionality for features like search and approval workflows.
- This approach will require significant input from SALHN stakeholders to ensure the velocity needed to maintain the timeframe and budget is achieved.
- Documentation throughout will be kept to a strictly limited amount, with the expectation that SALHN's internal team will be producing the majority of communication and documentation.
- This approach will deliver what can be achieved within the timeframe, not all features within the original ask will be included in the final solution. The specific scope will be defined during design.

3.1. Expectations for Your Team

If you decide to proceed with this option, we will clarify the expected level of effort from your side during the inception phase of the project. This will help you allocate resources appropriately and understand the required commitment.

It is important to note that this approach will only succeed with your team's active participation. We will work closely with you to determine what that involvement entails.

We've included an inception workshop in the proposed days to ensure alignment on expectations and responsibilities, as well as standard checkpoints for review throughout the project.

Dependencies

- Southern Adelaide Local Health Network (SALHN) will provide access to the appropriate stakeholders and staff for consultation within agreed timeframes.
- Southern Adelaide Local Health Network (SALHN) will provide an appropriate workspace and access to systems for our consultant/s.
- Southern Adelaide Local Health Network (SALHN) will provide a key decision maker (product owner) to work as part of the project team. This role will be responsible for making decisions about scope and prioritising where effort is spent.

Assumptions

Chamonix's ability to perform is based on the following assumptions and dependencies:

- The working hours of this project will be between 8:30AM and 5:30PM Monday through Friday, except for relevant scheduled holidays. Any daily rate quoted is based on an 8-hour working day.
- Conditions differing materially from those ordinarily encountered and generally recognised as inherent in the work of the character provided for in this proposal may affect scope, schedule, services deliverables and fees.
- These services are provided on a Time and Materials basis. Any timelines, dates, and/or delivery schedules provided are estimates only and subject to change.
- Post Hypercare support will be provided by SALHN's existing support teams.

Privacy

During the performance of all Services (including any Professional Services, if any), Southern Adelaide Local Health Network (SALHN) needs to avoid transmission to Chamonix of information that is regulated by applicable privacy laws ("Personal Data") (for example, by using "dummy data" when configuring or testing solutions). If such "dummy data" cannot be provided, Southern Adelaide Local Health Network (SALHN) will provide anonymised data. Chamonix does not wish to receive Personal Data nor is it required for the performance of the Services. Accordingly, Southern Adelaide Local Health Network (SALHN) must not transmit Personal Data to Chamonix, unless the Parties have agreed in writing on terms specifying that Chamonix have agreed to receive Personal Data and detailing the security measures in place and agreement for the processing of Personal Data.

Customer Manager

Rosidah Ab Lazid

Location

Services will be performed in the SALHN offices or remotely where appropriate.

Reporting Arrangements



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The Chamonix Consultant will work on a day-to-day basis with the Southern Adelaide Local Health Network (SALHN) key stakeholders and report to Rosidah Ab Lazid.

Fees

The following rates will apply, plus any reasonable out-of-pocket travel and living expenses (if any). Any total fee stated is an **estimate only**. Unless otherwise specified, payment will be required within 14 calendar days from the invoice date.

Item	Summary
Lead SharePoint Architect	\$1,400.00 per Day 64.00 Day(s) = \$89,600.00
Excluded	Fee excludes GST and other taxes and charges
Travel (If required)	Reasonable expenses are billed to the client.
Billing	Mid-month and End of month for services performed and expenses incurred in the previous period.

Why Chamonix?

Established in 2010, Chamonix is a renowned end-to-end IT services business with accolades for delivering tangible, high-value customer outcomes. Our focus on technical implementation aims to provide maximum value, and our flexible approach revolves around equipping customers for long-term success. With a proven track record in government, utilities, education, and health industries, we consistently achieve highly successful outcomes.

At our core is a passionate commitment to leveraging technology for positive change. Whether collaborating with customers to make meaningful contributions to society or fostering the growth of a diverse IT workforce in Australia, we are dedicated to addressing the challenges facing our community now and in the future.

Chamonix takes pride in being certified as a Great Place to Work and actively strives to build an inclusive future workforce where everyone can thrive through diverse thoughts and perspectives. Our commitment to local talent is unwavering, with all resources primarily sourced from our Australian talent pool, especially in Adelaide. This ensures skill alignment and a deep understanding of the technologies and methodologies we implement. We guarantee continuity and seamless transitions in resource management, highlighting our ability to meet project demands effectively.

Empowering the Future of IT



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Our dedication to nurturing the next generation of IT professionals is a core part of our identity. The Early Careers Program at Chamonix is a testament to this commitment. We provide invaluable support to young professionals embarking on their career journeys. We offer a comprehensive program that includes business context immersion, career path exploration, employability skills development, and real-life tech applications in business. This program ensures a seamless transition from academic achievements to impactful real-world contributions.

Our **collective capabilities** support the entire project lifecycle with the flexibility to work with our customers according to their individual needs, covering:

What our customers say about working with us

“Professional and approachable. I appreciated their willingness to collaborate with our internal teams.”

“Flat structure, I can reach out and access the key people I need. They don’t carry the bureaucratic baggage like some larger companies do.”

“Transparent and accountable. They helped us uplift our governance around our platforms.”

“I appreciated my account manager cared about the outcome, not just the sale. They touched base regularly to ensure we were happy with everything.”

A Culture of Sustainability and Community Engagement

At Chamonix, we acknowledge the imperative for businesses to create positive change for the planet. We are committed to taking action to minimise our ecological footprint, understanding that our choices today have a lasting impact on our future.

We believe it is our responsibility to make a meaningful contribution to the environment that sustains us today and for future generations. Our vision is to create a sustainable organisation for our people and to become advocates for change to help inform and inspire others.

Our approach is founded on adopting standard ‘measure, reduce and contribute’ practices in our journey towards Net Zero and ensuring authenticity and transparency as we can adapt and uplift our practices.

We also actively contribute to the community, supporting various initiatives that improve the lives and well-being of Australians and fostering an inclusive culture through programs like our Early Careers Program and partnerships with organisations like Her Tech Path.

Quality and Excellence in Every Engagement

Our commitment to delivering timely, quality, and consistent outcomes is central to our ethos. We continually enhance our procedures, templates, and work practices based on project reviews and performance assessments. Led by skilled professionals, our communities of practice ensure access to standard methodologies and a vast knowledge repository, enhancing our ability to provide exceptional service.

Chamonix remains dedicated to local talent, sourcing all resources from our Australian talent pool, mainly in Adelaide. This ensures skill alignment and a profound understanding of the technologies and



methodologies we implement, guaranteeing seamless transitions in resource management and highlighting our capability to meet project demands effectively.

How we Engage

Our engagement models are tailored to provide flexibility, expertise, and a commitment to your success. These models cater to various needs, from strategic advice to hands-on support.

Advisory: Chamonix is a trusted advisor, leveraging its extensive experience and domain expertise to identify strategic opportunities, offering tailored solutions for transformation initiatives and market disruptions. Their approach combines business design tools with enterprise-wide thinking for pragmatic, long-term vision realisation.

Outcome-Based Delivery: The company takes an outcomes-focused approach to provide holistic technical implementation services, covering everything from development to release management, ensuring excellence throughout the transformation journey.

Team Augmentation: Chamonix empowers in-house technology teams with insights, skills, and expertise, enhancing their capabilities for successful project execution.

Managed Services: The company offers end-to-end, scalable solutions for integration, application support, and IT environments, optimising operations, managing risk, and reducing costs.