



This document outlines the objectives of the project between ThriveSparrow and Will Be Done.

It details how ThriveSparrow can implement a robust feedback program and provides insights into our implementation services to ensure a seamless onboarding experience for the team. Additionally, it highlights key milestones, including program setup, different phases, testing, and full deployment, ensuring a structured and efficient rollout.

The objective of the Project for Will Be Done:

To help employees gain a holistic understanding performance, strengths, and development areas through multi-perspective feedback from peers, managers, subordinates, and self-assessments. To foster a culture of continuous improvement, enhance leadership capabilities, and align individual growth with organizational goals. To identify key competencies, training needs, and areas for professional development, ultimately driving higher engagement and productivity.

How ThriveSparrow Can Help Will Be Done:

ThriveSparrow helps organizations run a Survey which includes key Modules as listed below.

1. Build:

- **Personalized Surveys:** Provide a versatile survey design tool allowing Will Be Done to choose from 2 Question types (rating scale and open ended).
- Brand your surveys: Customize the survey UI to reflect the brand identity of Will Be Done.
- **Dynamic Questions:** Customize surveys using Branching & Logics.

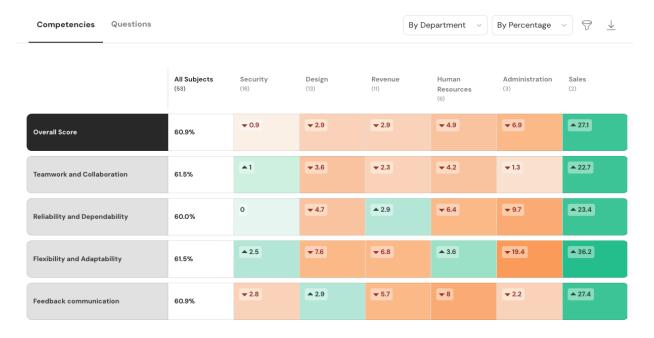
2. Distribute:

- Survey Rollout: Trigger feedback surveys via Email.
- **Follow-Up Reminders:** Send follow-up reminders to the end users via email who have not completed the assessments.

3. Analyze:

• **Dashboard:** Leverage the Responses Overview to monitor KPIs such as *Heatmaps and Highlights.*





By effectively analyzing and acting on feedback, employees can improve satisfaction, and foster stronger relationships.

Points to Note:

ThriveSparrow's allows Will Be Done to notify employees about the assessments over emails with varying levels of anonymity:

• **Email Sharing:** Responses can be either **fully anonymous** (no email or PII will be captured) or **fully non-anonymous**, where **all** respondent details (including PII) are tracked, enabling demographic-based or any other filter based analysis.

Integrations

- ThriveSparrow does support native integrations with a lot of tools out there in the market.
- However, contact information can be manually updated via CSV.

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Onboarding and Implementation:

ThriveSparrow has a dedicated implementation program for our customers and the same is outlined below.

A dedicated implementation team led by our Senior Implementation Engineer & Business Consultant will be working alongside Will Be Done to set up surveys and transfer knowledge. The implementation team will assist during the initial setup and deployment phase and their **main responsibilities** are as listed below:

• Requirement Gathering & Planning

- o Understand Will Be Done needs, goals, and technical requirements.
- o Define project scope, success metrics, and implementation timeline.

Configuration & Customization

- Set up the software based on client requirements.
- Setup integrations, and user roles.

• Testing & Quality Assurance

- o Run UAT (User Acceptance Testing) to ensure system functionality.
- o Fix any configuration issues before go-live.

Go-Live Support

- o Monitor system performance during launch.
- o Address any immediate issues or concerns.

Post-Implementation Support & Optimization

- o Provide ongoing support for troubleshooting and enhancements.
- o Gather user feedback for continuous improvements.

Milestones:

Below are the high level key milestones that we need to complete to successfully onboard Will Be Done. These key milestones will be further expanded upon during implementation to ensure a smooth GoLive. Please note this is just for reference and can be altered to suit your needs.

A detailed Project Plan will be provided at the time of onboarding to ensure all teams are aligned and work towards making this project successful.



Task & Description	Status	Ownership
Phase 1: Account Setup		
Activation of ThriveSparrow Account	Not Started -	ThriveSparrow
Adding relevant users and assigning roles & permissions to each user	Not Started •	ThriveSparrow under the instruction of Will Be Done
Setup SSO and any relevant authentication rules (if required)	Not Started •	Will Be Done under the guidance of ThriveSparrow
Phase 2: Import Employee Data		
Create Fields before mapping	Not Started •	[[Very Important Phase]] ThriveSparrow under the instruction of Will Be Done
Import Employee data accurately	Not Started •	
Phase 3 : Setup Surveys & Whitelabel Account		
Understand and setup Survey Questions	Not Started •	
Apply Logics and Branding as per need	Not Started •	
Understand and setup automations	Not Started •	
Phase 4: Reporting & Analytics		
Understanding important KPIs to track.	Not Started •	ThriveSparrow under the instruction of Will Be Done

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