"By failing to prepare, you are preparing to fail."
- Benjamin Franklin

DID YOU KNOW?

Our Senior Project Management Team Has

Over **75** Years of Experience

AND

Over **500** Successful Implementations

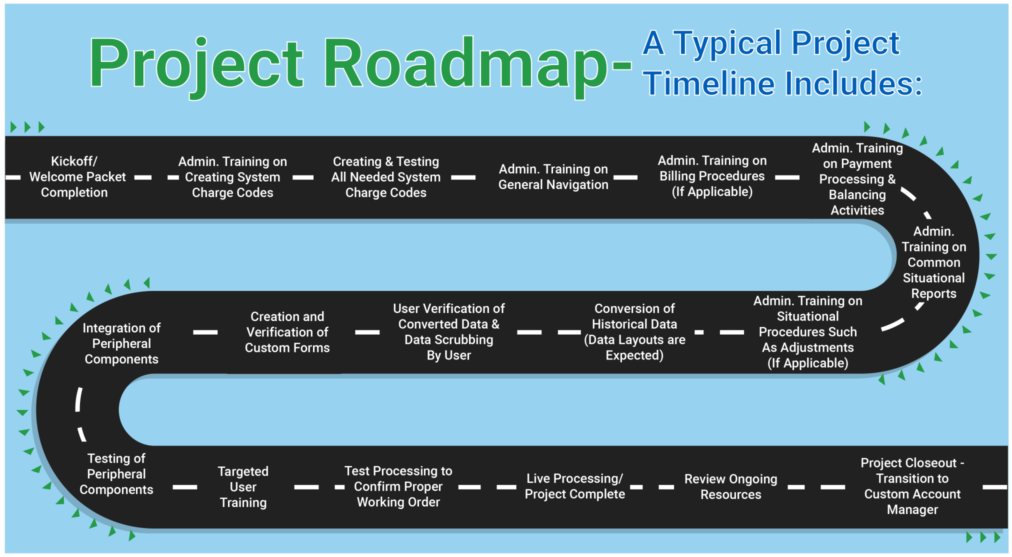
We approach each and every project like an airline pilot. An airline pilot? Yes, an airline pilot!

When you walk on that plane, look to your left and see the pilot or co-pilot going through the check-list, it instills confidence in you that they are ensuring nothing will be missed. Even if they didn't check everything, the plane would probably make it to its destination, but still they check everything again. Knowing that the plane just landed and everything was fine, they still check. *That* is how iGov-Services approaches each and every project like an airline pilot. Our checklist guides us through the process to ensure that nothing is missed. We have implemented hundreds of systems over the years but we still ensure we don't miss anything by using our checklists.

Over 1000 Lines in Our Project Task Plan To Be Completed!

Click Here To View A Sample Project Plan

iGovServices – Project Approach & Plan



We approach each session as a consultative training session. Meaning that we just don't train you on the software but leverage our decades of experience working with governments to ensure that you maximize your investment, improve efficiency, while ensure proper controls. During the setup phase Consultative Training is how we approach the training/setup. What does that mean? It means we listen, we document, we confirm understanding, and we then translate it back to how the task would be accomplished in iGovServices. This is a critical part of the training and implementation. It is a lot of process discussions, workflow discussions, reviewing the output files of reports and forms, ensuring a clear understanding of things that need to be improved, things that are slowing down the process, where the bottlenecks are, and then we discuss improvements and how iGovServices can improve overall morale and efficiency. Based upon the findings, we develop the training plan and agenda for each of the future training sessions.

---

iGovServices Statement of Work

The implementation and training of iGovServices will be performed by the iGovServices Client Services team. The iGovServices implementation approach is collaborative, where both the Implementation Consultant and the customer assume responsibilities to bring the project to a successful completion. The project will be very "hands-on" and will require a significant amount of effort from both parties to complete successfully. A project of this size typically takes 10 to 12 months to complete. However, project timelines can vary widely based on a customer's business schedule, the revenue types, number of accounts, integrations, and the amount of data being migrated.

Each customer will be assigned a Project Manager and a dedicated Implementation Consultant. The Project Manager will manage the overall project progress and the Implementation Consultant will be responsible for the day-to-day activities of implementing and training of the iGovServices. They will be the customer's primary points of contact throughout the project.

Our Implementation Team will develop a detailed timeline with specific dates for the duration of the project. This project timeline will be presented to the customer for review and sign-off, and the agreed upon timeline will drive all activities throughout the project.

Project Kick-Off Meeting

The assigned Project Manager and Implementation Consultant will conduct a Kick-off call with key customer personnel to review the end-to-end iGovServices Project process. On this call, the Implementation Specialist and the customer will discuss the customer's systems and processes currently in place, identify key stakeholders within the customer's organization, define goals and objectives for the new iGovServices Cloud software, discuss key milestones for the project, and review the contracted project scope. Project controls, communication plans, as well as Change Management will also be discussed. The topic of the overall project timeline will also be covered, where the customer will identify any specific business-related activities that would conflict with the overall project schedule. This is an extremely dynamic approach where the customer is heavily engaged to ensure all requirements have been discussed.

iGov Site Setup

Using the information gathered as part of the project kick-off, the Implementation Consultant will build an iGovServices environment. The Implementation Consultant will train key users on how to log into the new iGovServices software and will review the application security with the key customer point of contact.

Customer Setup & Self-Paced Training

Initially we cover the basics of setting up iGovServices user and system overview which will familiarize them with navigation, terminology, and the overall user experience. We have developed a series of videos that get users familiar with iGovServices and establish a baseline of understanding. These videos range from how to set up revenue types, to how to process billing, to how to process payments, and much more. User will be expected to complete our self-paced training.

User Configuration with iGov Staff

After users have a baseline understanding of iGovServices, we meet to begin going through all the setup items. We first begin with users and security. Then we move into establishing items that will be used in billing, recording of payment, balancing, integrating into the General Ledger, integrating with the mortgage companies, along with rate tables, notifications, and much more. This lays the foundation for everything to come. Ensuring we have the proper setup and the team fully understands how the system is built from the ground up allows for long-term success and proper maintenance.

Workflow Learning

These workflow learning sessions are designed to use and build off of everything from the user configuration. We now walk through the entire process together not only to familiarize users with the overall process, but to also ensure that that we have not missed anything in the setup. This testing encompasses everything required to complete the cycle from start to finish. From creating a new record, to applying charges, creating and printing bills, applying payments, balancing, along with delinquent processing, and anything else required to successfully complete the process. If adjustments are necessary, they are identified and made during this stage of the project.

Data Conversion Planning

iGovServices prides itself in making it easy. This also applies to the conversion of data. Our Excel-based templates allow users to import data not only to test, but also for the final conversion. From customer records, to history, to open balances, users control all the imports. Data conversion can be done on various levels and for various periods of time. During this phase of the project, we look at what information we can get from your current system, the formatting of the data and the level of detail that will be converted.

Custom

During this phase of the project, we handle all of the custom elements from new data fields required for tracking and reporting, to letters and forms, as well as reports. If necessary, we discuss new features that the customer would like added to the solution.

Integrations

Integration is no longer a nice thing to have, but now a requirement for a successful implementation. The iGovServices team has integrated with all of the key systems from POS, to Credit Card, Mortgage Companies, Lockbox, GIS, Document Management, and many more. We first identify all the required integrations, we then obtain the source file, review how it will be mapped into iGovServices, and determine if modifications need to be made. We test sample files to ensure proper mapping, we then review the process and train the team on the process.

Data Conversion Sample Data

Once we agree on what level of conversion is going to be completed, we will format the existing data in the Excel templates and to test the conversion. Testing a sample of the conversion will identify any issues with either the layout or the mapping. This will allow the training to continue and build off of what was already covered in the previous training sessions.

Workflow Testing

With the first round of sample data in the system, we are now able to test the entire workflow on a larger scale. You may remember from above that we went the through the workflow by making entries to manually process everything. This time, with more data in the system, we will again go through the process to ensure that we have a larger sample to test, along with reinforcing the steps performed as we went through the Workflow Learning phase above. We now together again walk through the entire process not only to re-familiarize users with the overall process, but to also ensure that that we have not missed anything in the setup. This testing again encompasses everything required to complete the cycle from start to finish. From creating a new record, applying charges, creating and printing bills, applying payments, balancing, along with delinquent processing, and anything else required to successfully complete the process. If adjustments are necessary, they are identified and made during this stage of the project.

Punch List

At this point we have covered all the items to successfully process through iGovServices. We will be down to punch list items or final items to be completed prior to go live.

Workflow Approval

Having gone through the workflow now twice (once for learning, once for testing), and having completed the punch list, we move to the final workflow review where we confirm again everything is working as expected, open items have been resolved, and the process is now accepted by the customer. We now together again walk through the entire process not only to re-familiarize users with the overall process, but to also ensure that that we have not missed anything in the setup. This testing again encompasses everything required to complete the cycle from start to finish. From creating a new record, applying charges, creating and printing bills, applying payments, balancing, along with delinquent processing, and anything else required to successfully complete the process. In the end, the customer accepts the workflow as completed and acceptable.

Go-Live Staging

Formal training is now scheduled and completed with the team. We again review the entire workflow again and train the team, followed by a Q&A session. Once the team is comfortable, we clear all the sample data that was imported, entered, and processed. The final data conversion is completed and run the data validation process. The team is now live on iGovServices! We schedule an end of first week check-in with the team to answer any questions or address any concerns now that they have been on the system in a live environment for several days.

Go-Live Staging

Formal training is now scheduled and completed with the team. We again review the entire workflow again and train the team, followed by a Q&A session. Once the team is comfortable, we clear all the sample data that was imported, entered, and processed. The final data conversion is completed and run the data validation process. The team is now live on iGovServices! We schedule an end of first week check-in with the team to answer any questions or address any concerns now that they have been on the system in a live environment for several days.

Transition to Support

Shortly after Go-Live, the Project Manager will coordinate a call to formally transition the customer to the iGovServices Support team. During the call, the customer will be introduced to key iGovServices Support personnel as well as review the various options available to contact iGovServices Support should the customer need assistance with the product moving forward. This signifies the completion of the implementation project.

Kick Off Meeting

- Powerpoint to Lead thru Kickoff
- introduce everyone
- Discuss with client Objectives for project outcome
- Go over Kickoff Meeting Items to be discussed
- Request Customer submit all contacts involved in project (name, email, phone, role)
- Request Customer submit All Key Dates in their process per module
- Send Customer Contact Role and Info Request List and Key Dates Document
- Received Completed Contact List/Key Dates Document
- Discuss the standard project sequence of events per module
- Desired go live date per module
- Information needed for any customization 4
- How we handle Change requests
- Any obstacles to know about (vacation, etc)?
- Confirm Customer understands the project and at the end will transition to support