Global Services by Hyland

PROFESSIONAL SERVICES PROPOSAL

San Bernardino County on Behalf of Arrowhead Regional Medical Center

Healthcare OnBase Upgrade

Document Version: 4

Document Date: 09 May 2023

THIS PROPOSAL WILL EXPIRE **90** DAYS FROM THE ABOVE DATE UNLESS SIGNED BY BOTH PARTIES.

RFS# 47255943 (a Hyland internal request tracking number)
HSI#:39663 (Hyland internal Customer number)
Contract#: EU-39663-25612201 (Hyland internal contract number)

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INTRODUCTION

The purpose of this document ("Services Proposal") is to define the goals, scope, fees and other important details supporting the delivery of Professional Services for one or more projects defined in the Project Areas section.

PROPOSAL TERMS & USAGE

Hyland Software, Inc. ("Hyland") is pleased to provide the following estimate for professional services related to the use of the OnBase® software ("Software") for San Bernardino County on Behalf of Arrowhead Regional Medical Center ("Customer") as described in the Project Areas section of this document.

The content of this Services Proposal is subject to review and revision by both Hyland and Customer until fully executed by both parties.

Upon execution of this Services Proposal, the Hyland project manager or designated resource will contact Customer project team to discuss project logistics and potential start dates. At this time, Hyland resource availability will be reviewed and presented to Customer. Start times can vary based on existing work volumes. The project(s) will begin upon a mutually agreed upon date as soon as resource availability and Customer availability allow. Once the project start date has been determined, resources will be assigned and scheduled to begin delivery of the services described in this Services Proposal.

Services described in this Services Proposal will be provided in accordance with the terms of the applicable services contract between the parties within which this Services Proposal is incorporated. Such services contract may be a stand-alone services agreement or may be included within the agreement under which Customer licenses software from Hyland, such as a Master Software License, Services and Support Agreement, Hosting Agreement, Subscription Agreement or Framework Agreement. If such services contract provides that services will be provided under a Statement of Work, this Services Proposal shall be considered the Statement of Work. All terms of any purchase order or similar document provided by Customer including but not limited to any Customer pre-printed terms and any terms that are inconsistent or conflict with this Services Proposal shall be null and void.

Resources assigned to perform the Services may be employees or agents of Hyland Software, Inc. or its subsidiaries located in other countries, or may be employees or agents of a third-party subcontractor, and such resources may have access to customer data. Remote access to County data and systems from outside the continental United States is prohibited unless approved in writing in advance by the County's Chief Information Security Officer provided that Customer: 1. does not unreasonably withhold any such prior written approval; and 2. assumes the risk associated with any delay(s) associated with obtaining such prior written approval.

Executive Order N-6-22 Russia Sanctions

On March 4, 2022, Governor Gavin Newsom issued Executive Order N-6-22 (the "EO") regarding Economic Sanctions against Russia and Russian entities and individuals. "Economic Sanctions" refers to sanctions imposed by the U.S. government in response to Russia's actions in Ukraine (https://home.treasury.gov/policy-issues/financial-sanctions/sanctions-programs-and-country-information/ukraine-russia-related-sanctions), as well as any sanctions imposed under state law

(https://www.dgs.ca.gov/OLS/Ukraine-Russia). The EO directs state agencies and their contractors (including by agreement or receipt of a grant) to terminate contracts with, and to refrain from entering any new contracts with, individuals or entities that are determined to be a target of Economic Sanctions. Accordingly, subject to the Customer's prior prompt written notice to Hyland with sufficient particularity alleging breach of the Economic Sanctions under Executive Order N-6-22 and Hyland's response to the same as provided in the next sentence, , Customer's sole and exclusive remedy that shall be to terminate this Services Proposal. Hyland shall be provided advance written notice of such termination, allowing Hyland at least 30 calendar days to provide a written response. Termination of this Services Proposal shall be at the reasonable discretion of Customer.

After execution, all changes to this Services Proposal will follow the Project Change Control Process. All changes must be made to this Services Proposal through an authorized Change Order unless otherwise agreed to in writing by both Hyland and Customer.

PROJECT AREAS

Hyland will provide the following Professional Services described within this Services Proposal:

Project 1 – Consulting: OnBase Upgrade & Hyperdrive Integration

Hyland will provide consulting services to Customer to determine cooperatively with Customer its business, technical and operational approach for the OnBase Upgrade and Epic Hyperdrive Integration. The consulting services contemplated under this contract may include the following areas based on Customer's needs:

1. Defining specific projects, timelines, and resource requirements related to the Customer's use of the Software or other related systems or processes;
2. Recommending approaches to business problems, and technical solutions, which may include development of documentation and other items related to the provision of these recommendations;
3. Providing guidance on best practices for use of the Software, technical architecture and design, system reviews, and assistance in troubleshooting issues in Customer's environments; and
4. Providing assistance or consulting on design, development, testing, documentation and/or go-live support around Customer's organizational initiatives.

Assumptions

This Services Proposal is based upon the below assumptions being true. If for some reason these assumptions prove not to be true, this could result in a scope change and may have an impact on the proposed cost and timeline to deliver.

1. Customer will provide reasonable notice as to when they would like to engage Hyland services. Ability to engage will be determined by Hyland's then current availability;
2. Hyland does not guarantee that resources will remain consistent throughout the duration of the project;
3. Duration of project will not exceed a period of Three (3) months following a mutually agreed upon project start date;
4. The consulting services may be requested by Customer for Hyland participation at various points within their project(s). The parties agree that participation does not guarantee the desired overall result or that it will adequately satisfy the Customer's need to perform detailed discovery or implementation for any of the requirements gathered;
5. Customer is responsible for the overall project approach, project management/prioritization, solution documentation, training, and deliverables for any part of this engagement;
6. Customer is responsible for providing detailed requirements for all solution enhancement/modification requests;
7. Customer is responsible for testing configuration completed by Hyland Services;
8. Customer is responsible for any implementation/configuration that cannot be completed within the timeframe allotted for the consulting; and
9. Customer understands that the time allotted for this engagement may not result in a completed solution. Should additional efforts be required, Customer may request such service under a future agreement.

Exclusions

The following items are considered out of scope for this engagement:

1. Requests for consulting that require a skillset not possessed by the Required Resources named in this Services Proposal;
2. Custom scripting or integrations; and
3. End user training.

Required Resources

Resources
Project Manager
Technical Consultant

For details about required resources, please review Appendix 1. For resource rates see Pricing.

Project 2 – OnBase Upgrade Activation Support

Scope

Hyland will provide professional services to Customer to assist during the OnBase Activation. Customer requesting Hyland's assistance as they upgrade the OnBase. Hyland services team will provide Activation support over the weekend to assist with issues and testing.
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Assumptions

This Services Proposal is based upon the below assumptions being true. If for some reason these assumptions prove not to be true, this could result in a scope change and may have an impact on the proposed cost and timeline to deliver.

1. Customer will provide reasonable notice as to when they would like to engage Hyland services. Ability to engage will be determined by Hyland's then current availability;
2. Hyland does not guarantee that resources will remain consistent throughout the duration of the project;
3. Customer is responsible for the overall project approach, project management/prioritization, solution documentation, training, and deliverables for any part of this engagement;
4. Customer is responsible for testing and configuration; and
5. Customer understands that the time allotted for this engagement may not result in a completed solution. Should additional efforts be required, Customer may request such service under a future agreement.

Exclusions

The following items are considered out of scope for this engagement:
1. In the event the Customer requests any additional services not defined in this proposal, Hyland and Customer will determine the scope of the Additional Services to be provided, and the terms and conditions (including fees to be paid) will be contracted for under a new proposal or an agreed upon change order.

Required Resources

Resource
Project Manager
Technical Consultant

For details about the required resources, please review Appendix 1. For information about the rate type, please review pricing.

Project 3 – Epic Hyperdrive Integration

Scope

1. Review Customer's current configuration and use of Software to create the Solution Assessment/Recommendations Document:
    A. Included in the assessment is a review of Customer's existing points of Epic integration and Epic-related workflows. This assessment will be used to validate that Customer's configuration is compatible with Epic Hyperdrive and outline the Software solution updates to support the Integration with Epic Hyperdrive.
2. Hyland will provide consulting hours for Epic Hyperdrive COM Wrapper integration if FHIR Integration is not available when the project is ready to commence;
    A. Once Customer, Hyland, and Epic are ready to move forward with FHIR Integration, the scope within this project area will be leveraged for FHIR integration components outlined below.
3. Hyland will install and configure one (1) Application Server per environment. Hyland will leverage existing hardware for Hyperdrive Integration build unless otherwise instructed by Customer;
4. Hyland will configure the following components as part of the Epic Hyperdrive Integration engagement;
    B. SMART on FHIR Authentication:
        i. Configure a secure authentication method between Epic and Customer's Software.
    C. Hyland IdP Configuration:
        i. Configure Hyland IdP Provider and Client to support Epic SMART on FHIR Authentication.
    D. Healthcare Web Viewer:
        i. Hyland will configure the new Healthcare Web Viewer to replace the legacy viewer.
    E. Front Office Scanning (FOS) or Scan Acquisition Server (SAS)
        i. Hyland will upgrade Customer's existing FOS or SAS client to support SMART on FHIR launch.
5. Provide support to Customer, as needed, during Customer's user testing; and
6. Provide support to Customer, as needed, during Customer's go-live week.

Assumptions

This project is based upon the below assumptions being true. If for some reason these assumptions prove to be false, this could result in a scope change and may have an impact on the proposed cost and timeline to deliver:

1. Version of Software in Customer non-production and production environments is Software EP5 release or later:
    A. In the event that the version of Software in Customer's non-production and production environments is older than the minimum version of Software EP5 release that fully supports Hyperdrive, Customer will need to upgrade to Software version EP5 or later; and
    B. In the event that Customer is already on a Software EP5 release version that does not fully support Hyperdrive integration, Hyland will provide the Professional Services necessary to perform an incremental upgrade to Software such that Software will be fully Hyperdrive compliant.

2. Customer is not using Signature Deficiencies for Epic;
3. For Epic Hyperdrive Integration:
    A. Should Customer's Software solution require customizations to standardized Hyland solutions, changes to the work effort and cost identified within this Services Proposal will follow the Project Change Control Process.
4. Professional Services described are limited to one (1) production copy of the Software and its corresponding non-production environment;
5. Upon execution of this Services Proposal by Customer and Hyland, Hyland shall send a Welcome email to Customer with a questionnaire for Customer completion. Customer is responsible for completing questionnaire and returning to Hyland before Hyland can assign project resources, discuss project start dates and kick-off the project defined within the contents of the executed Services Proposal;
6. Customer will provide one (1) business day notice if Professional Services are not required for a scheduled day. Hyland may bill Customer for Professional Services if prior notice is not provided; and
7. All Hyland Professional Services will be performed remotely.

Exclusions

The following items are considered out of scope for this engagement:

1. Upgrades or configuration updates to any solution(s) or product(s) that are not related to the Epic Hyperdrive integration; and
2. Installation or configuration of any Software modules, solutions, or integrations not identified in this Services Proposal.

Required Resources

Resources
Project Manager
Technical Consultant

For details about required resources, please review Appendix 1. For resource rates, see Pricing.

Document Deliverables

Document Deliverables
Project Plan
Project Status Report
Hyperdrive Solution Assessment/Recommendations

For details about the deliverables, please review Appendix 2.

KEY ASSUMPTIONS

The following are key assumptions that impact the success of the solution, and are applicable to all Project Areas within this Services Proposal:

1. Hyland Cloud Platform Engineering (CPE) will provision and maintain the Software non-production and production environments required for the solution(s) within the primary Hyland CPE data center hosting the solution, in accordance with the terms of the current Master Software License, Services and Support Agreement, Hosting Agreement or Subscription Agreement in place between Hyland and Customer;
2. Upon execution of this Services Proposal by Customer and Hyland, Hyland shall send a Welcome email to Customer with a questionnaire for Customer completion. Customer is responsible for completing questionnaire and returning to Hyland before Hyland can assign project resources, discuss project start dates and kick-off the project defined within the contents of the executed Services Proposal;
3. Professional Services will be delivered utilizing Hyland's standard implementation methodology;
4. Professional Services will be provided remotely from Hyland offices:
   A. When providing remote services, Hyland and Customer will discuss generally acceptable working hours and take into consideration time zone differences. Issues deemed as non-critical will only be addressed during normal business hours.
5. Each project is intended to be implemented in a timeframe of contiguous weeks:
   A. Scheduling delays that impact the project timeline will result in changes to project costs. If delays are introduced, a change order may be required and/or resources may be reassigned.
6. Each deliverable created will use Hyland's standard deliverable templates. Customer requested changes to deliverable templates may increase project costs or introduce timeline delays; and
7. If necessary, after execution, this Services Proposal or corresponding agreement can be adjusted in scope, or a new agreement issued, following the Project Change Control Process.

CUSTOMER OBLIGATIONS

To facilitate Hyland's execution of the Professional Services, Customer agrees, at a minimum, to the following obligations. The parties acknowledge and agree that failure to meet the responsibilities noted will likely affect project duration, cost and/or quality in the execution and completion of Professional Services.

Project Personnel

1. Customer will assign a project sponsor, who will be actively involved in the project(s) and is the final escalation point for all issues and decisions:
   A. The project sponsor will also ensure that the appropriate Customer personnel are assigned and made available to execute the project(s) successfully.
2. Customer will assign a project manager, who will act as a single point of contact for the Hyland project team and whose responsibilities include, but are not limited to, the following:
   A. Managing all customer obligations as defined within this Services Proposal; and
   B. Coordinating all key departmental decision makers, technical experts, subject matter experts, end user representatives, third party software application resources and project sponsorship.
3. Customer will designate a Software administrator who will undergo any applicable Software training recommended in order to participate actively throughout the project(s) and support all Software environments and solutions:
   A. Software training course(s) (if recommended) are provided separately from this Services Proposal by the Hyland Account Manager.
4. Customer will engage the appropriate business process owners to the project(s), as well as subject matter experts, who are thoroughly knowledgeable about the current business practices in their respective areas and who are capable of performing their assigned project roles:
   A. Business process owners and subject matter experts will be required to attend and contribute to all project meetings to which they have been invited for the duration of the project(s).
5. Customer will provide vendor resources, interface specialists, technical experts and/or subject matter experts deemed necessary for third party system(s) with which Software will integrate or from which content will be migrated;
6. Customer will make reasonable efforts to maintain consistent resources throughout the project(s):
   A. Any anticipated changes to the core team must be communicated in writing within five (5) business days;
   B. If the change is due to illness or termination of the core team member, the change must be communicated as soon as possible.

Project Management

1. Customer will review all deliverables in accordance to the agreed upon plan. Failure to respond where needed within the designated timelines may result in project delays, loss of resources and incorporation of the Project Change Control Process;
2. Customer will execute timely decision-making, completion of all deliverables and action items and resolution of issues throughout the course of the project(s); and

3. Customer will arrange for physical workspace and tools (work desks, networked computers, meeting rooms, training rooms, conference phones, whiteboards, etc.) for duration of the project(s) to accommodate scheduled onsite and/or remote activities as dictated by Customer's reasonable security measures.

Software Installation, Access, Integrations and Deployment

1. Customer will ensure all hardware is in place and made ready as dictated by the implementation schedule. This includes full, independent access to all environments in which Hyland is required to work including environments required for migrations or integrations,
    A. Local and remote VPN access must be provided to applicable Hyland resources through the use of dedicated user account(s) with appropriate privileges to the Software and/or relevant third-party applications;
    B. If direct independent access is not provided, it may result in additional project hours and/or increased project timeline; and
    C. Access must be provided prior to Hyland's arrival at Customer facilities and/or project discovery sessions.
2. Customer will have at least one (1) non-production Software environment for installation and deployment;
3. Customer will provide all necessary components including, but not limited to, power, lighting, network connections/rights and environmental controls deemed necessary for the proper functioning of and access to the system;
4. Customer will manage third party application setup (i.e. installation, configuration), testing, training and go-live support related to integration(s) with Software;
5. Customer will package and deploy all Software clients, unless otherwise defined within this Services Proposal; and
6. Customer will deploy all supporting Software client hardware (e.g. scanner, signature device) and related third party software (e.g. drivers, licenses) required for the Software solution.

Testing/Training

1. Customer will manage the deployment of Software testing/training workstation(s) (e.g. PC and scanner) including the installation of all necessary software/clients, unless otherwise defined within this Services Proposal;
2. Customer will prepare and supply the necessary testing/training resources including, but not limited to, the following:
    A. Sample, production-like, content;
    B. Electronic feeds; and
    C. Paper documents.
3. Customer will secure training room(s) ensuring that all resources participating will have the proper workstations and materials, as set forth by the Hyland project team:
    A. If these provisions are not met, Hyland has the right to cancel and reschedule training.
4. Customer will create, maintain and execute test plans and cases, as well as track and report testing results during the testing cycle(s); and
5. Customer will train additional end users on the use of the Software.

PROJECT CHANGE CONTROL PROCESS

Requested changes to this Services Proposal will be managed using the Project Change Control Process outlined below.

If any party believes that a change to this Services Proposal is warranted, the party shall issue a Change Request in writing. The Hyland and Customer project teams will review the Change Request, determine the impact and attempt to agree to the change(s). Once the change(s) are agreed upon, Hyland will provide a formal Change Order to Customer outlining the change in Professional Services, the impact on hours, resources, timeline and/or cost.

Customer and Hyland will fully execute each mutually agreed upon Change Order prior to the requested changes taking effect. Customer and Hyland acknowledge that this may affect Professional Services, timelines and deliverables, and therefore will make reasonable efforts to execute any changes to this Services Proposal with enough lead-time to minimize the influence on the project. No Change Order is binding upon the parties until it is executed by both Customer and Hyland.

PRICING

Customer acknowledges that the Professional Services pricing is based solely on the information provided to Hyland and referenced in the above Project Areas.

Time and Materials Projects

Project	Work Hours	Totals (USD)
Project 1 –Consulting: OnBase Upgrade & Epic Hyperdrive Integration	100	$25,000.00
Total	**100**	**$25,000.00**

Resource	Standard Hourly Rate	After-Hours Hourly Rate
Advanced Capture Consultant	$250.00	$375.00
Business Consultant	$250.00	$375.00
Conversion Consultant	$300.00	$450.00
Database Engineer	$300.00	$450.00
Enterprise Solutions Consultant	$250.00	$375.00
Implementation Engineer	$250.00	$375.00
Infrastructure Analyst	$300.00	$450.00
Integration Engineer/Custom Solution Consulting	$250.00	$375.00
Principal Consultant	$300.00	$450.00
Program Manager	$300.00	$450.00
Project Manager	$250.00	$375.00
Solution Architect	$300.00	$450.00
Technical Consultant	$250.00	$375.00

Pricing Assumptions

The pricing was created using the following assumptions:

1. The above pricing includes estimated Professional Services fees anticipated to complete the project(s) successfully;
2. Travel expenses are not included in this Services Proposal and will be charged separately as incurred by Hyland resources;
3. The time and materials estimate(s) provided to complete the Professional Services are provided for convenience only and are an approximation of the anticipated amount of fees needed to complete such Professional Services. Customer will be invoiced monthly based on the amount of time actually required to complete such Professional Services and the applicable hourly fees; and
4. Any additional Professional Services requested of Hyland resources in alignment to this Services Proposal, which have been facilitated by the Project Change Control Process, will be charged at the then current standard Hyland resource rates.

Fixed Fee Projects

Project	Billing Type	Totals (USD)
Project 2 – OnBase Upgrade Activation Support	Fixed Fee	$6,000.00
Project 3 – Epic Hyperdrive Integration	Fixed Fee	$38,750.00
Total		**$44,750.00**

Payment Milestones			
The costs for the above project(s) represent fixed price Professional Services. Payment milestones for the engagement(s) will be invoiced as listed below.			
Milestone	**Description**	**% of Total**	**Amount**
Project 2- OnBase Upgrade Activation Support			
1	Execution of this Services Proposal	100%	$6,000.00
	Total	**100%**	**$6,000.00**

Payment Milestones			
The costs for the above project(s) represent fixed price Professional Services. Payment milestones for the engagement(s) will be invoiced as listed below.			
Milestone	**Description**	**% of Total**	**Amount**
Project 3 – Epic Hyperdrive Integration			
1	Execution of this Services Proposal	100%	$38,750.00
	Total	**100%**	**$38,750.00**

Pricing Assumptions

The pricing was created using the following assumptions:

1. The above cost includes Professional Services fees anticipated to complete the project(s) successfully;
2. All Professional Services will be provided remotely from Hyland; and
3. The fixed fee was determined based on information provided to Hyland by Customer and assumptions developed by the parties based upon that information. In the event that (a) any such information is inaccurate or necessary information was not provided to Hyland, (b) Customer fails to fulfill its obligations during this Contract, or (c) reasonably unforeseen technical or system limitations exist or arise, and any of such causes materially and adversely affect the performance of the Professional Services, this fixed fee shall be adjusted equitably to reflect the impacts of such circumstances following the Project Change Control Process.
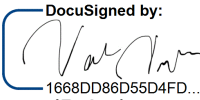
After-Hours Support

1. After-hours or weekend support will be made available for this project.
   A. After Hours shall be defined as after normal business hours of 8 a.m. to 5 p.m. local time, Monday through Friday not including observed national holidays;
   B. Weekend Support shall be defined as 8 a.m. to 5 p.m. local time, Saturday and Sunday or observed national holidays.
   C. A maximum of eight (8) hours per resource, per shift, with a rest period of eight (8) hours rest between each engagement.
   D. All After Hours work is billed at time and a half (1.5 x bill rate).

SIGNATURES

San Bernardino County on Behalf of Arrowhead Regional Medical Center

By:

Name: (Print)

Title:

Date:

Hyland Software, Inc.

By:

DocuSigned by:

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Name: (Print)

Title:

Date:

Purchase Order #: _____
(Invoices issued hereunder may not reflect a PO number if this field is not completed)

APPENDIX 1 – RESOURCE DESCRIPTIONS

The following table provides an overview of the Hyland Global Services resource types and their corresponding responsibilities.

Resource Type	Responsibilities
Advanced Capture Consultant	Provides expertise on capture solutions.
Documents business process requirements, configures capture solutions to meet requirements, provides administrative training and train the trainer courses, migrates solutions to additional environments and provides user testing issue resolution and go-live support.	
Business Consultant	Provides expertise on Workflow and Case Management solutions.
Documents business process requirements, configures solutions to meet requirements, provides administrative training and train the trainer courses, migrates solutions to additional environments and provides user testing issue resolution and go-live support.	
Conversion Consultant	Provides expertise on the conversion process.
Drives conversations with Customer on best practices and ultimately assists in defining the conversion process to be utilized to meet Customer conversion requirements.	
Database Engineer	Provides expertise related to the Software database.
Makes recommendations on best practices, maintenance plans and disaster recovery considerations.	
Enterprise Solutions Consultant	Provides long-term business and strategy planning, analysis, discovery and coaching to support business transformation with Customer's Software solution.
Develops strategies analysis, coaching and recommendations based on Customer needs resulting from information assessments and change management efforts.	
Implementation Engineer	Provides hands-on development related to the implementation of the Software.
Responsible for leading in all phases of the design, test, and implementation process. This position is a hands-on development role responsible for helping to modify project scope, identify and troubleshoot problems, assess modifications needed, and determine the success of implementations after the project is complete.	
Infrastructure Analyst / Solution Architect	Provides consulting on the initial setup or review of hardware infrastructure impacting the Software solution.
Drives conversations with Customer technical teams focusing on the network, server, database, and storage level of the Software solution as well as reviews integration components that may affect overall performance.	
Integration Engineer / Custom Solution Consulting	Provides expertise on integrations and API development.
Supports and mentors Customer on the creation of web service integrations. Develops custom scripts and pre- and post-processors within Software to meet specialized Customer needs. Documents business requirements, develops solutions to meet requirements, provides administrative training and train the trainer courses, migrates solutions to additional environments and provides user testing issue resolution and go-live support.	
Principal Consultant	Provides deep Software expertise to advise Hyland and Customer implementation teams on best practices throughout an engagement.
Guides discovery sessions and takes technical ownership of solution requirements and design.	

Program Manager	Establishes relationships with key stakeholders to regularly examine business needs against Customer's vision, strategies and goals.
Focuses on managing and optimizing Hyland project resources to minimize resource rotation. Develops metrics and reports regularly on steady state solutions and in-flight projects, assuring delivery of desired business value. Provides a single point of focus for all escalations.	
Project Manager	Provides project management expertise and is the initial point of project escalation.
Manages project initiation, develops the project charter and plan, and coordinates schedules and resources. Tracks burn down rates, project/solution issues, scope creep and impact, generating change orders as needed.	
Technical Consultant	Provides expertise on Software installation and module configuration.
Documents business requirements, installs and configures solutions to meet requirements, provides administrative training and train the trainer courses, migrates solutions to additional environments and provides user testing issue resolution and go-live support.	

APPENDIX 2 – DOCUMENT DELIVERABLE DESCRIPTIONS

The following table provides an overview of the Hyland project document deliverables. Please reference the specific Project Areas for a listing of the applicable deliverables.

Deliverable	Description
Project Plan	Defines the projected schedule of project events from initiation through closure.
Delivered within the initiation/discovery phase and updated throughout the project.	
Includes the activities, deliverables, assignments and dates required to complete the project.	
Project Status Report	Provides an overview of project health and important related details.
Delivered after initiation and then regularly throughout the project in a frequency to be determined by the Hyland and Customer Project Managers (e.g., bi-weekly).	
Includes details about the project health, financials (budgeted vs. actuals), critical action items, upcoming key activities, outstanding deliverables, change requests and notable issues/risks.	
Each updated report requires a shared review with Customer and Customer verification for accuracy.	
Hyperdrive Solution Assessment/Recommendations	Used to validate that the existing configuration is compatible with Epic Hyperdrive and outlines the Software solution updates to support the integration with Epic Hyperdrive.
Review of Customer's existing points of Epic integration and Epic-related workflows.	
Composed as a result of the Epic integration review.	
Provides a summary of considerations for Hyperdrive integration implementation.	

*** END OF DOCUMENT ***