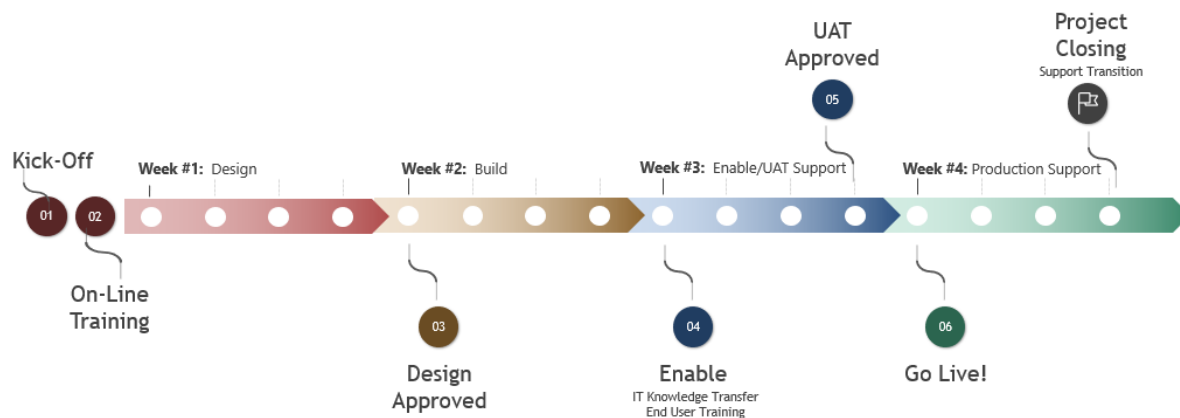


KnowledgeLake QuickStart Implementation

Engagement Objectives

Transition the existing on-prem KnowledgeLake solution functionality to the KL Cloud Platform.

Expected Project Timeline



The expected duration of the QuickStart Project is approximately **4-8 weeks**, based on the client's needs (UAT variance, etc.).

If additional work scope is added beyond the defined scope of the transition, a change request might be required for additional implementation time.

Project Administration

KnowledgeLake will manage scope and Deliverables defined within this Statement of Work.

KnowledgeLake project management duties include:

- All project success metrics and deliverables
- Facilitate kickoff meeting and status meetings will be held to communicate the status of the project, identify any obstacles or risk, and the plan to mitigate it
- Track customer and KnowledgeLake project deliverables
- Schedule design meetings and facilitate architecture review and acceptance
- Schedule KnowledgeLake professional services resources
- Facilitate Change Request Authorization process

Project Activities

Design

I. Project Analysis and Design

During the project analysis and design phase, KnowledgeLake consultants will meet with Client to perform analysis of the business requirements and design the solution. This includes the following:

- Understanding Client's content, business processes and SharePoint Online Taxonomy.
- Provide best practices advice on configuring the taxonomy for Document Management.
- Identify and design content types (document types) and help determine projected document counts.
- Design the Capture Process for the solution including the onboarding of content, indexing of content and storage of content into the client's SharePoint Online repository.
- Design the Search and Retrieval Process(es) for the solution.

KnowledgeLake will create the Functional Design document that describes exactly how the proposed solution will be implemented. Client is responsible for timely responses to KnowledgeLake requests for information needed to complete the analysis and design. Both Client and KnowledgeLake indicate their agreement with the functional design by signing the Functional Design document. This takes place before the project moves to the next phase.

In addition, out of scope items may be identified and KnowledgeLake will work with Client to determine if a Change Request should be submitted or if the items can be moved to a later phase of the project.

Implement

II. KnowledgeLake Cloud Platform Configurations

The following items will be configured in 1 production environment:

1. KnowledgeLake Capture Services Configuration
 - a. Create KnowledgeLake capture processes, per the design
 - b. Configure KnowledgeLake scanning and indexing profiles, if needed
 - c. Configure Office add-ins if needed (on 1 workstation and train IT to setup the remaining workstations)
 - d. Configure data gateway for 1 line of business lookup
 - e. Configure content type behaviors and permissions for each content type. A transfer of information will be performed so Client may configure additional behaviors.
2. KnowledgeLake Content Services Configuration
 - a. Configure the Search module in the KnowledgeLake Platform

- b. Configure saved searches for the Client
- c. Setup up to refinable properties for grouping or filtering

Verify

III. User Acceptance Testing Support

Client is responsible for creating test plans and managing user acceptance testing. The success of this project is dependent upon Client allocating adequate resources to UAT. UAT is the time estimated for KnowledgeLake to support the UAT process.

1. Provide 1 session for end users and IT staff on using the KnowledgeLake Platform
2. Provide support to Client during the acceptance testing. Client will be responsible for creating and performing the acceptance test.
3. Provide resolution to any issues found during acceptance testing that fall within the accepted requirements of the system.

The time needed by KnowledgeLake to support Client during Acceptance Testing is based on assumption that Client will complete the Acceptance Testing within a **1 or 2-week** period.

Post-Production

IV. Knowledge Transfer (IT)

After the system is fully configured, KnowledgeLake will review the system configuration with your IT staff to ensure that the KnowledgeLake Platform is configured to your specifications and will:

1. Document all configurations in the Solution Configuration document.
2. Provide 1 knowledge transfer session (up to 2 hours) to review the configuration of the KnowledgeLake Platform.

V. Production Support and Project Closing

The estimate provided for the time needed to support Client during post-Production is based upon **1 hour/day** of support to Client for the first **5 days** of Production.

At the conclusion of this project, KnowledgeLake will issue a Project Acceptance Form. Client will acknowledge acceptance of this project and all deliverables, and closure of this project, by signing the Project Acceptance Form. If the Project Acceptance Form is not signed and no objection is communicated in writing by the Client within 10 business days of issuance of the Project Acceptance Form, this project and all deliverables will be deemed to be accepted, and the project closed.

The KnowledgeLake Professional Services staff involvement will end at the conclusion of this engagement and support responsibility will be transferred to KnowledgeLake's Technical Support group. The KnowledgeLake Project Manager will conduct a Project Transition meeting, with Client and with KnowledgeLake Support, to review Client's solution in the KnowledgeLake

Platform. A list of any open issues will be reviewed and responsibility for resolving those open issues will be identified. The Support group will provide support for standard products according to the KnowledgeLake Technical Support Policy, which will be reviewed during this transition meeting. At the conclusion of the T&M engagement, all communication should be immediately directed to Support at 888.898.0555 or online at <http://support.knowledgelake.com>.

Deliverables

The following table identifies the Deliverables that will complete in the Engagement.

Stage	Work Product\Deliverables
Design	Discovery and design Capture process functional design
Build	KnowledgeLake Platform Configuration
Verify	1 QA Testing and Remediation Cycle 1 End User Knowledge Transfer Workshop 1 Administrator Knowledge Transfer Workshop Update Solution Configuration Documentation for Production Release
Deploy	Production Support
Maintain	Support Transition

Travel

No travel is anticipated for this project.

General Assumptions

- KnowledgeLake will work with Client to plan the appropriate security model. The Client will configure security in the repository.
- Client will enable IT Admins with KnowledgeLake Administrator online training, so they can be trained to properly support the KnowledgeLake implementation.
- Office Add-Ins require the Office 365 cloud version. The Client security model must allow for URL add-ins to be supported. If an on-premise Exchange environment is being used, a change request might be required for additional hours to configure.
- Client is responsible to ensure the SharePoint online tenant is setup and operational prior to the engagement, as the existing taxonomy will be utilized.

For the avoidance of doubt, KnowledgeLake will not provide Technical Support and Updates for other KnowledgeLake Cloud products that have not been purchased. While optional, Technical Support and Updates for other KnowledgeLake Cloud products must be purchased separately.