



Corning Natural Gas Corporation

Scope of Work

For the Implementation of CIS Infinity

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Introduction

The project is defined as the provision of the CIS Infinity comprehensive customer information and billing software, by Harris' Advanced Utility Systems ("Advanced"), to Corning Natural Gas Corporation ("Corning Gas"), for its customer information system (CIS) replacement.

The project as outlined in this Scope of Work (SOW) encompasses all aspects of the CIS Infinity implementation, including but not limited to project management, data conversion, software control file configuration and training.

CIS Infinity will replace the current utility billing system in use by Corning Gas. CIS Infinity will be installed and configured to meet the customer information and billing needs identified by Corning Gas.

Corning Gas may assume the CIS functions of another utility in the future. Implementation services required to convert and configure this additional utility are not included in this Scope of Work. A separate Scope of Work will be provided should additional services be required by Corning Gas.

Background

Corning Gas has made the decision to replace its legacy customer information system. Corning Gas currently bills approximately 15,000 accounts monthly. The current utility billing system, Orcom, will be replaced with a new CIS that is consistent with existing and planned customer service business processes and technology.

Objectives

Corning Gas will replace its existing system with a customer-centric CIS product software solution. The solution will be functionally rich in the following areas:

- Account Management
- Billing Management
- Credit and Collection Management
- Customer Management
- Financial Management
- Meter Inventory
- Rates Management
- Service Address Management
- Service Order Management
- Usage Management

CIS Infinity is intended to address the following Corning Gas objectives:

- **To provide exceptional levels of customer service.** The need for Corning Gas to satisfy customers and provide exceptional levels of customer service is a primary objective and critical need of Corning Gas.
- **To provide for long-term stability of the customer information.** CIS Infinity will be stable and reliable with a product roadmap that shows future support and enhancements. CIS Infinity will be supported by Advanced, easily configurable and upgradeable, meeting Corning Gas's business needs for the foreseeable future.

- **To provide for integration across business systems.** CIS Infinity will interface with other applications, current and future, through standard integration techniques.
- **To provide for accommodating growth through technology.** CIS Infinity will be based on current technology.
- **To provide innovation and excellence.** CIS Infinity will provide a foundation to meet intermediate and longer-term needs for innovation and excellence in serving the customer and providing cost-effective, environmentally sound service.

Points of Contact

Primary Point of Contact (POC)

Name: Jerry Sleve
Title: Vice President - Administration & Corporate Secretary
Organization: Corning Natural Gas Corporation
Address: 330 W. William St., Corning, NY 14830
Phone: (607) 936-3755 x223
Email: jsleve@corninggas.com

Project Scope

The scope of this effort is to provide services to Corning Gas to assist in the transformation of the customer information system. In this regard, Advanced will provide the following services.

- Project Initiation and Management
- Installation of CIS Infinity
- Discovery Analysis
- Configuration and Conversion
- Core Team Training
- Interface and Modification Specification, Development and Delivery (exclusive of the non-CIS Infinity side of the interface)
- Software Testing
- End User Training
- Transition to Live
- Post Go Live Support

Definitions

Name	Definition
Customization	A change to the code base or a structural data model change.
Configuration	Changes to the software without source code or structural data model changes occurring.

Task 1 – Project Management

Advanced will assign a Project Manager (PM) for the management of this Scope of Work (SOW). The PM will meet with the Corning Gas Project Manager to discuss the SOW and define the steps to be taken to perform the work. The Corning Gas Project Manager will approve all deliverables and associated invoices for this task order as well as providing oversight and guidance to ensure that completion of this task order meets Corning Gas's goals and budget.

Subtask 1.1 - Project Planning

Project Planning will consist of developing project control policies and procedures in accordance with standard industry practices for project administration, execution, and tracking. Advanced will coordinate a joint effort with Corning Gas to complete the Project Planning. Project Planning will include the following:

Project Plan

Advanced will coordinate a joint effort with Corning Gas to supply a draft **Project Plan** the Friday prior to the Project Kick-off. A preliminary Project Plan based on this Scope of Work is included in Appendix A. Following Corning Gas approval, the Project Plan will be used as a baseline for control of the project. Based on Corning Gas approved changes, Advanced will be responsible for updates to the Project. The Project Plan will be one program control mechanism used to manage, track, and evaluate Advanced's performance. Advanced will identify all tasks, deliverables, and appropriate milestones where Corning Gas information/activity is required and where timeline dependencies for subsequent Advanced activities within the project plan exist. The milestones will be displayed in Microsoft Project 2010.

Advanced and Corning Gas Roles and Responsibilities

Advanced will coordinate a joint effort with Corning Gas to identify the Advanced and Corning Gas human resource needs and how they will be used to accomplish tasks. A preliminary Table of Responsibilities that identifies deliverables for which Advanced has responsibility and for which Corning Gas has responsibility is included in Appendix B.

Issues Management (CustomerWise)

During Project Initiation as described in Section 3.1, Advanced will provide an overview of CustomerWise, Advanced's online tool for documenting and tracking issues as part of the overall implementation. Each identified user will be enrolled in mycisinfinity.com, Advanced's on-line customer portal, which provides access to CustomerWise. Each identified user will be provided with a user name and password. During Core Team Training, Corning Gas will be trained on the use of CustomerWise. Project issues identified by Corning Gas will be logged in CustomerWise. Advanced project team members will also use CustomerWise to log any issues that they identify. The Advanced Project Manager will assign ownership, priority and due date for each issue and monitor the status of each issue through to resolution. Outstanding issues will be reviewed during the weekly and monthly project review meetings. Corning Gas is responsible for testing of fixes and for confirmation of issue closure.

Risk Management Plan

Advanced will coordinate a joint effort with Corning Gas to document how risks are systematically identified, analyzed and managed throughout the project. The Risk Management Plan will include descriptions of how the risks will be/were determined, including planning methodology, assumptions and decisions. A risk matrix will be used to identify probability-impact ranking. Each risk will have an appropriate strategy. This includes identifying who monitors and controls risk during the project.

Communication Plan

Advanced will coordinate a joint effort with Corning Gas to document how the project ensures timely and appropriate generation, collection, dissemination, storage, and disposition of project information. It includes descriptions of how communication requirements will be/were determined and met, including any assumptions. It will also define responsibilities for both internal and external communication. The Communication Plan will be composed of three components within the document, as shown below.

- 1) Project Communication Plan – Advanced will produce this document for Corning Gas. See Appendix C for a draft Project Communication Plan.
- 2) Corning Gas Employee Communication Plan – Corning Gas will produce this document
- 3) External Communication Plan –Corning Gas will produce this document

Change Order Plan

Advanced will coordinate a joint effort with Corning Gas to document a Change Order process. The Change Order Plan will identify how changes and their impact on the project will be identified, documented and communicated to Corning Gas. Appropriate sign-off channels will be developed for Change Order approval. A draft Change Order Plan is included in Appendix D.

Training Plan

Advanced will coordinate a joint effort with Corning Gas to document how users will be trained on the CIS Infinity product taking into consideration the software configuration completed as a result of the Functional Discovery Analysis. The Training Plan will include training matrices that outline what users (technical, core team, and end users) will learn in each class and will describe course material.

Subtask 1.1 - Deliverables

Subtask 1.1 Deliverables	<ul style="list-style-type: none"> • Advanced and Corning Gas Roles and Responsibilities • Risk Management Plan • Communication Plan • Change Order Plan • Training Plan
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Subtask 1.2 - Status Reports

Advanced will have weekly conferences, or as needed, with the Corning Gas team to discuss work in progress, issues, actions, etc. Advanced will provide a **Weekly Status Report** documenting these exchanges. The weekly conferences are not replacements for daily interchange but serve as a weekly summary/recap with the Corning Gas team and Advanced personnel involved in the task order.

Accompanying monthly invoices, Advanced will provide a summary of project progress, including significant issues resolved and significant issues raised.

Subtask 1.2 - Deliverables

Subtask 1.2 Deliverables	<ul style="list-style-type: none"> • Weekly Status Report • Monthly project progress summary with monthly invoice
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Subtask 1.3 – Quarterly Sponsor Review

Advanced will prepare a Quarterly Sponsor Review to be attended by project management and project sponsor staff from both Corning Gas and Advanced. The quarterly sponsor review meeting will review progress to date, future actions, and will validate, on a quarterly basis, that the go-live date is still achievable for both parties.

Subtask 1.3 - Deliverables

Subtask 1.3 Deliverables	<ul style="list-style-type: none">• Quarterly Sponsor Review
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Task 2 – CIS Infinity Interfaces and Software Enhancements

Advanced will configure CIS Infinity to interact with Corning Gas's identified external systems to support Corning Gas's CIS needs. All development work completed by Advanced will be communicated, in advance, to the Corning Gas Project Manager so that the Corning Gas Project Manager has visibility to all Advanced interface development work.

This task covers CIS Infinity interfaces with existing Corning Gas systems, and CIS Infinity modifications to meet Corning Gas's CIS needs.

Advanced will document the status of development, whether conducted by Corning Gas or Advanced, in the weekly status reports.

Subtask 2.1 - Interfaces

The following interfaces have been identified. Other interfaces may be identified during the Functional and Interface/Modification Discovery and Specification phases and will be fully analyzed and specified as a result. For budgeting purposes **120 hours** has been included in this Scope of Work for interfaces, modifications and custom reporting. In the event that additional hours are required, the jointly developed Change Order process as defined in Subtask 1.1 - Change Order Plan, will be followed. Any unused hours will be reallocated to other project tasks.

The following interfaces will be configured using CIS Infinity configuration. Specifications will not be produced for configurable interfaces. Advanced will produce a **Configuration Document** for the following interfaces.

CIS Infinity contains functionality to import and export information using configurable file formats defined using the Advanced Interface Manager (AIM). Information can be exported and imported on a scheduled basis using the Export/Import Processing Form. Advanced will configure most interfaces using the AIM.

1. Cayenta General Ledger and Accounts Payable Interface

Total Interface Hours: 40 Hours

Corning Gas requires an interface to export general ledger and accounts payable information from CIS Infinity to Cayenta Financials.

The General Ledger interface will export a text file containing summarized general ledger journal entries for updated billing, cash and cash adjustment batches from CIS Infinity to the Cayenta Financial General Ledger module.

CIS Infinity currently contains functionality to export general ledger journal entries using a configurable file format defined using the Advanced Interface Manager.

The Accounts Payable interface will export a text file containing customer refund information from CIS Infinity to the Cayenta Financial Accounts Payable module for the purpose of issuing refund checks to customers. The refund check transactions would be based on the existing refund transactions configured in CIS Infinity.

CIS Infinity currently contains functionality to export refund check information using a configurable file format defined using the Advanced Interface Manager.

2. Meter Reading Interface

Total Interface Hours: 36 Hours

Corning Gas requires an interface between CIS Infinity and their meter reading software. The interface will support the import/export of text files containing meter data reads and related information (e.g. historic meter consumption high/lows, trouble codes) to/from CIS Infinity for billing purposes. CIS Infinity currently supports the import/export of meter reads.

Subtask 2.2 – Software Enhancements

No modifications have been identified at this time. Modifications may be identified during the Functional and Interface/Modification Discovery and Specification phases and will be fully analyzed and specified as a result. For budgeting purposes **120** hours has been included in this Scope of Work for interfaces, modifications and custom reporting. In the event that additional hours are required, the jointly developed Change Order process as defined in Subtask 1.1 - Change Order Plan, will be followed. Any unused hours will be reallocated to other project tasks.

Exclusions

The following has been excluded from this Scope of Work, unless noted otherwise:

1. Rate Structural Changes

Advanced will provide normal rate updates throughout the course of the implementation at no extra charge providing the rate change occurs during the implementation timeframe. Advanced will not support a rate change that departs substantially from the current rate structures that are in force at the time of contract signing and/or as documented in the Functional Discovery document. Any substantial change in rates methodology and deployment will be considered out of scope and will be subject to a Change Order.

Task 3 - Implementation Approach

This task covers the implementation approach Advanced will take to replace Corning Gas's current CIS with Advanced's CIS Infinity software. Advanced will implement a phased approach in the lifecycle of this task order as described herein. Prior to starting each phase, Corning Gas will approve the work to be completed in each phase and approve progression to the next phase.

Subtask 3.1 - Phase 1 – Project Initiation

Subtask 3.1		
Start	End	Duration
2-Jan-13	1-Feb-13	5 weeks

The Advanced PM will work with the Corning Gas Project Manager and staff to organize project information for the joint preparation of the **Project Plan** (see Task1). The Advanced PM will be onsite to organize and present all of the information required to start the project and will, at a minimum, address the following areas:

- Project Plan
- Software Installation, Installation Training and Installation Report
- Training Course Syllabus for Core Team, Technical Team, and End User Training (part of the Training Plan)
- CustomerWise set-up and overview
- CIS Infinity Entity Relationship Diagram and Data Dictionary delivery
- Project Team Contact List which includes SharePoint groups and users that need access to CustomerWise
- Overview of the operations of CIS Infinity via WebEx or similar media
- Functional and Data Conversion Discovery agendas delivery and review

The Advanced PM is the primary PM. The Advanced PM will operate the daily activities of the project and work in conjunction with the Corning Gas's Project Manager and staff to ensure effective management of staff resourcing, forward planning initiatives and day to day project deliveries.

Subtask 3.1 – Deliverables

Subtask 3.1 Deliverables	<ul style="list-style-type: none"> • Conduct Project Kickoff Meeting • Initial Project Plan • Software Installation, Installation Training and Installation Report • Training Course Syllabus • CustomerWise Overview • Data Dictionary • Entity Relationship Diagram • Project Team Contact List
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	<ul style="list-style-type: none"> • System Overview • Functional and Data Conversion Discovery agendas delivery and review
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Subtask 3.2 - Phase 2 –Functional and Data Conversion Discovery Analysis

Subtask 3.2 ¹		
<i>Start</i>	<i>End</i>	<i>Duration</i>
4-Jan-13	31-May-13	21 weeks

The purpose of the Functional and Data Conversion Discovery Analysis phase is to gather detailed business rules and operational information from Corning Gas and to provide a starting point for CIS Infinity system configuration. This analysis will provide an association between Corning Gas’s business practices and the required CIS Infinity configuration.

The Functional and Data Conversion Discovery Analysis phase will be led by Advanced and broken out into functional and data conversion workshops. The workshops review the functional and data conversion areas of the system and are the basis for how Advanced will configure, and convert all of the required business functions, business logic and data in the system.

Prior to the start of the Functional and Data Conversion Discovery Analysis phase, Corning Gas will gather the following information in preparation for the sessions, if documentation is available:

- All rate tariffs and system generated fees
- Chart of Accounts for GL/AP interfacing
- Meter Reading process flow, vendor and file layout
- All required service orders to be created in CIS Infinity
- File layouts for all required interfaces
- Sample of bill prints, notices, door hangers and letters
- All payment types received and any associated payments information
- Process flows of penalties, collections, disconnections, bankruptcy and write offs
- Process flows of move in, move out process
- Process flow of billing process
- Month End and Year End Report Requirements
- List of current software/human process pain points in the legacy software

Subtask 3.2.1 - Functional Discovery Analysis Workshops

Advanced will conduct **Functional Discovery Analysis Workshops**. These workshops will be led by Advanced to appropriately review and confirm all required information for these areas. Advanced will identify necessary Corning Gas staff needed to attend these workshops two weeks in advance.

¹ Due to the intense nature of these sessions, logical breaks are planned to allow time for Corning Gas staff to focus on their core duties. All sessions are not held continuously.

Advanced will create a **Functional Discovery Document** that will include, at a minimum, the following areas:

1. Foundation

Review of all of the basic system set up areas and logical business rules including but not limited to account types, services, account number structure and customer number structure.

2. Customer Account Inquiry

Review of addresses and phone numbers, lookups and address and occupancy types.

3. Meters and Meter Inventory

Review of meter types, meter inventory process and controls, manufacturers, units and other pertinent meter information.

4. Billing

Review of the entire meter reading to billing process with a review of all processing and exceptions reporting.

5. Bill Print

Review of all bill print types and notices and review of how the bill printing and bill re-print functions are handled through to the mailing process.

6. Rates

Review of the rate tariff and functional requirements for setting up rates, seasonal rates, temporary rates, proration, taxes and any rate rebates or discounts.

7. Cashiering

Review of all payment types, interfaces, ACH, endorsements, receipts and unapplied payments processing.

8. Collections

Review of all collections procedures, payment arrangements, exemptions, penalties, notices, disconnections, agency, add to tax/liens, tax certification, bankruptcy and write-off processes including all applicable fees.

9. Move in Move Out

Review of the process flow and all applicable setups, fees and follow up processes with the move in move out process.

10. Customer Service

Review of functions within the software such as new service creation, donation plans, discounts and special service offerings/community service functions.

11. Accounting

Review of GL Setup and chart of accounts for GL/AP and refunds processing.

12. Service Orders

Review of requirements for full service order processing and follow up actions control.

13. General

Review of other functions within the system that address miscellaneous concerns, user defined fields and additional control forms.

14. Reporting

Review of reporting requirements to establish expectations on what reports will be required within CIS Infinity and in what type of preferred format. The discussion will include searches, querying, and a review of CIS Infinity's canned reports. At the conclusion of this discussion Advanced will outline all the required base reports (auditor's, rates, revenue, cash, and others as needed) in a **Reporting Matrix**.

Subtask 3.2.1 – Deliverables

Subtask 3.2.1 Deliverables	<ul style="list-style-type: none"> • Functional Discovery Workshop • Functional Discovery Document
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Subtask 3.2.2 - Data Conversion Analysis Workshop

In addition to Functional Discovery Analysis Workshops, Advanced will conduct a remote or onsite **Data Conversion Discovery Analysis Workshop**. From this workshop Advanced will produce a **Data Conversion Plan**. The data conversion analysis workshop will be led by Advanced to appropriately review and confirm all required information for these areas. Advanced will identify the Corning Gas staff needed to attend these workshops two weeks in advance.

Advanced will work with Corning Gas to determine how to convert the existing legacy data into CIS Infinity. A full explanation of the process and definition of standard data validation parameters, as well as any site-specific data validation parameters will be reviewed and adopted. Data validation criteria and a data map are presented and reviewed jointly by Advanced and Corning Gas. The **Data Conversion Plan** will include the data mapping document and data validation parameters.

Subtask 3.2.2 – Deliverables

Subtask 3.2.2 Deliverables	<ul style="list-style-type: none"> • Data Conversion Workshop • Data Conversion Plan
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Subtask 3.3 – Phase 3 - Interface/Modification Discovery & Specification

Subtask 3.3		
<i>Start</i>	<i>End</i>	<i>Duration</i>
17-Jan-13	19-Jun-13	6 weeks

Advanced will conduct a remote or onsite **Interface/Modification Discovery Analysis Workshop**. Advanced will provide an agenda and identify necessary Corning Gas staff needed to attend this workshop two weeks in advance. Advanced will review with Corning Gas all interfaces and modifications identified in Task 2, to be programmed in CIS Infinity. Advanced will review the specification process and map out the timeline required to complete the specifications, coding, Q/A, deployment, and testing. Below are the minimum topics that will be covered:

- Data source(s) identification; obtain data dictionaries, table relationships, etc.
- Method of moving the data between databases, including the format the data might be in, during the move (e.g., XML, ASCII, staging tables, DTS, etc.)
- Direction of dataflow and frequency of data exchange
- Data validation efforts needed, if any
- Error handling
- Document data mapping from one database to another

- Requirements analysis

Advanced will produce a **Functional Specification Document** and **Technical Specification Document** for review and acceptance by Corning Gas.

Each specification will outline the following:

- Document Overview
- Revision History
- Functional/Technical (as appropriate) Summary
- Process Overview
- Functional/Technical (as appropriate) Enhancement
- Impact to System Operation
- Questions

Advanced will conduct a review of the documentation with Corning Gas remotely to make any changes to the specifications.

Subtask 3.3 – Deliverables

Subtask 3.3 Deliverables	<ul style="list-style-type: none"> • Interface and Modification Discovery Agenda • Interface/Modification Discovery Workshop • Functional Specification Document • Technical Specification Document
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Subtask 3.4 - Phase 4 – Initial Configuration and Conversion

Subtask 3.4		
<i>Start</i>	<i>End</i>	<i>Duration</i>
18-Mar-13	7-Aug-13	20 weeks

Corning Gas will provide a data extract to Advanced that will be loaded into a development database located at Advanced’s office. Advanced will convert Corning Gas’s data so that it can be loaded into CIS Infinity. Configuration and conversion are tightly integrated in CIS Infinity. Advanced will create validated mapping that ties an existing customer’s rate or rates to their account. Advanced will develop a conversion routine to reflect the requirements of Corning Gas.

A **Configuration Checklist** will be prepared by Advanced documenting configured CIS Infinity user-owned control forms as well as the validated rate mapping. Corning Gas configured interfaces through AIM will also be completed during this phase. These items are not considered core interfaces or modifications as they are configured rather than programmed into the system. All AIM interfaces will be listed on the Configuration Checklist.

Advanced’s Conversion Specialist will prepare the data conversion to load onsite and deliver a completed **Initial Data Conversion Load** with all of the data validation parameters.

Advanced will install the Initial Data Conversion Load at Corning Gas and conduct a series of rollouts to ensure the data conversion and configuration is correct. Advanced will produce generic **Conversion and Configuration Functional Test Scripts** to confirm the look and feel of the data and generic **Conversion and Configuration System Test Scripts** for manual meter reading, billing and cash to ensure system functions are operating. Corning Gas will provide results (pass/fail) from testing. Any deficiencies found during this rollout process will be documented by Corning Gas in CustomerWise and provided to Advanced. Advanced is responsible for fully testing and correcting any deficiencies found during each rollout.

The final build released during the Configuration and Conversion Phase will be the baseline for system testing. Advanced will maintain baseline control and data validation for all build releases. This includes any development work Corning Gas requires due to testing.

Subtask 3.4 – Deliverables

Subtask 3.4 Deliverables	<ul style="list-style-type: none"> • Configuration Checklist • Initial Data Conversion Load • Conversion and Configuration Functional Test Scripts • Conversion and Configuration System Test Scripts • Data Validation Parameters • Onsite Rollout
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Subtask 3.5 - Phase 5 - Core Team Training

Subtask 3.5		
<i>Start</i>	<i>End</i>	<i>Duration</i>
25-Apr-13	27-May-13	5 weeks

Corning Gas core functional and core technical teams will be trained by Advanced to use CIS Infinity prior to starting system testing. CIS Infinity Core Team Training covers all of the major system components and will use Corning Gas data and Corning Gas system configuration. A full training syllabus is provided in the Training Plan.

Training will show all aspects of CIS Infinity functions to introduce Corning Gas to alternative methods to operate the CIS system and to document and change some of the system processes performed within Corning Gas legacy system. Each training module will include Corning Gas subject matter experts to ensure that business objectives as reflected in CIS Infinity are met. Training will accommodate up to 8 participants.

During training sessions, Corning Gas and Advanced will document any process gaps, system bugs, set up and conversion issues and process flow deficiencies and input these into CustomerWise. Advanced will assist Corning Gas with this process to ensure all items are documented through CustomerWise. Deficiencies can be entered into CustomerWise by Corning Gas testers or Advanced testers, users who are given access to the system, and other personnel who may be involved during the Software Testing phase.

The Advanced PM will be proactive in the resolution of items logged in CustomerWise so as not to interrupt the continuity of testing. The Advanced PM will provide responses including analysis and level of effort to fix deficiencies. The Advanced PM or designee will document (in detail) any known work-around solutions and communicate these to the Corning Gas Project Manager.

Advanced is responsible for fully testing and correcting any deficiencies found during training. New builds that result from training deficiencies will be data validated by Advanced.

Subtask 3.5 – Deliverables

Subtask 3.5 Deliverables	<ul style="list-style-type: none"> • CustomerWise Training for software issue entry and tracking • Training Documentation • Completion of onsite Instructor-Led Core Team Training
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Subtask 3.6 – Phase 6 - Reports Development and Delivery

Subtask 3.6		
<i>Start</i>	<i>End</i>	<i>Duration</i>
31-May-13	3-Jun-13	1 week

Reports identified as required in the Discovery process will be documented by Advanced in a **Functional Reports Matrix** that compares the CIS Infinity Report to the existing required legacy report. In many cases, the existing legacy report may already be configured as a standard report in CIS. If this condition exists, Advanced will match the report names to each other in the report matrix. Any required reports that do not have a standard report match will need to be developed as a modified standard report or a custom report. Custom report development is not included in this Scope of Work. Bill prints and notices are part of the standard delivery in our system and are not matched up on the reporting matrix. These items are identified as deliverables as part of the configuration process. Month-end and Year-end report requirements are included in this report matrix. This section relates only to reports driven out of CIS Infinity and does not cover reports required from 3rd party vendors' software.

Subtask 3.6 – Deliverables

Subtask 3.6 Deliverables	<ul style="list-style-type: none"> • Functional Report Matrix • Month-End Reports matching • Year-End Reports matching • Other Required Reports
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Subtask 3.7 – Phase 7 - Interface/Modification Delivery

Subtask 3.7		
<i>Start</i>	<i>End</i>	<i>Duration</i>
3-Jun-13	4-Jun-13	1 week

Once the interface/modifications developed by Advanced are successfully compiled, Corning Gas will be notified that the interfaces/modifications build is ready to be released and applied to the Corning Gas test environment. Advanced will roll out the modifications into Corning Gas test environment remotely. Advanced will ensure that all Advanced development work is QA'd and passes regression testing and

does not interrupt any business processes within the billing system or introduce adverse effects on functionality.

Subtask 3.7 – Deliverables

Subtask 3.7 Deliverables	<ul style="list-style-type: none"> • Deployment and Rollout of Modifications and Interfaces
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Subtask 3.8 - Phase 8 - Software Testing

Subtask 3.8		
Start	End	Duration
11-Mar-13	16-Aug-13	23 weeks ²

Advanced will support all software testing through a combination of onsite support, remote support and WebEx online support. Each test cycle will have validated testing criteria which determine if the testing phase is complete and the system is ready for the next cycle of testing. Each of these pass/fail criteria items will be agreed upon by both parties and adopted by the Corning Gas Project Manager and documented in the test plans.

The Advanced PM will provide Corning Gas with generic test scripts. Customization of test scripts to match Corning Gas's specific business scenarios is the responsibility of Corning Gas. From the test scripts Corning Gas will create a **Functional Test Plan**, **ITC Plan** (Integration Testing Cycle), and **User Acceptance Test (UAT) Plan**.

At the start of each test cycle, a full data conversion using a fresh data extract plus all balancing metrics, to be supplied by Corning Gas, will be performed to exercise the data conversion process and to update any required data fixes that are found by testing or where data changes are required to accommodate changes in system configuration.

Deficiencies found during the Software Testing Phase will be entered into CustomerWise for the correction of configuration, data conversion and/or system deficiencies. Deficiencies can be entered into CustomerWise by Corning Gas or Advanced testers, users who are given access to the system, and other personnel who may be involved during the Software Testing Phase. CustomerWise maintains a history of analysis and problem resolution.

CustomerWise will be managed and maintained by the Advanced PM and will be reviewed in accordance with the Issue Management process with both Advanced and Corning Gas staff to ensure the issues are being actively worked and tested. The Advanced PM will be proactive in the resolution of items logged in CustomerWise so that they will be resolved as soon as possible. The Advanced PM will provide responses including analysis and level of effort to fix. The Advanced PM or designate will document (in detail) any known work around solutions and communicate it to the Corning Gas Project Manager. New builds, as a result from software testing deficiencies, will be data validated and redlined against the baseline build and maintained by Advanced.

Advanced will provide a technical point of contact during all testing activities. For any deficiencies without resolutions, Advanced will provide responses that include justification and mitigation plans.

The software testing phase is split into the following three test cycles:

1. Functional Testing

² Functional Testing = 1 months
 Integrated Testing Cycle = 3 months
 User Acceptance Testing = 1 month

Functional testing will utilize testing scripts to confirm that the data conversion and basic functions in the system are working as expected. Individual accounts will be reviewed and will run through a full meter to cash process. In the review of these individual accounts, Corning Gas will be tasked with testing each rate element in the system and completing a rates testing matrix to confirm that the billing process works prior to starting a cycle billing process. This rate testing will be done against a series of baseline accounts and will look at each rate scenario and all of the associated proration activities that can affect a rate calculation.

Functional Testing is modular and does not test the system end-to-end.

Subtask 3.8.1 – Functional Testing Deliverables

Subtask 3.8.1 Deliverables	<ul style="list-style-type: none"> • Functional Test Data Conversion Load • Functional Test Plan Outline • Rates Testing Matrix • Functional Test Plan acceptance criteria • Functional Test Plan Completion sign off
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2. Integrated Testing Cycle (ITC)

ITC will utilize generic testing scripts and system scenarios to confirm that the data conversion and system processes are functioning as expected.

- ITC is intended to exercise full scale testing of the system for meter reading, bill calculation, bill print, cash collections and collections processing. This test will use the converted data and any configuration changes that have been made to the system. This will also involve testing the customer service functions within the system for items such as Move In and Move Out and service order processing.
- As with the expectations of Functional Testing, ITC will have mutually agreed-upon performance and accuracy metrics and criteria to ensure the system is matching the expected results. These performance and accuracy metrics will be presented for approval to Corning Gas Project Manager for adoption prior to starting User Acceptance Testing. ITC will incorporate testing of interfaces with its modifications.

Subtask 3.8.2 – Integration Testing Deliverables

Subtask 3.8.2 Deliverables	<ul style="list-style-type: none"> • ITC Data Conversion Load • ITC Test Plan Outline • ITC Acceptance Criteria • ITC Plan Completion and Signoff
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3. User Acceptance Testing (UAT)

The final phase of testing is UAT and starts with a code freeze. Only critical path items will be altered during this phase as agreed upon by both parties after analyzing the risk of introducing these changes. Once complete, the UAT constitutes acceptance of the system as ready for Go Live. In combination with staff training readiness and organization readiness, the UAT and its acceptance help to drive the Go/No Go criteria that lock down the live date of the software.

Advanced will coordinate with Corning Gas to select the integration test scripts that will be used during UAT.

Subtask 3.8.3 – User Acceptance Testing Deliverables

Subtask 3.8.3 Deliverables	<ul style="list-style-type: none"> • UAT Data Conversion Load • UAT Test Plan Outline • UAT Acceptance Criteria • UAT Plan Completion and Sign Off
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The Advanced PM will work with Corning Gas to ensure that test results for each testing phase provide evidence that CIS Infinity capabilities have been properly integrated and tested in Corning Gas’s test environment. Advanced will work with Corning Gas to support performance tests.

Subtask 3.9 - Phase 9 - End User Training

Subtask 3.9		
<i>Start</i>	<i>End</i>	<i>Duration</i>
9-Aug-13	16-Aug-13	1 week

Advanced will provide CIS Infinity End User training to Corning Gas to secure a working knowledge of CIS Infinity using acceptable adult learning principles. As part of the Training Plan, Advanced will work with Corning Gas to jointly create the appropriate Training Matrices (part of the Training Plan) that will identify classes and the Advanced and Corning Gas staff attendance needs.

Each End User training session will have an attendance sheet that matches the End User training schedule. Once each session is complete, Corning Gas will sign-off on a **Training Session Sign-off Form** signifying that the training session has been completed.

Subtask 3.9 – Deliverables

Subtask 3.9 Deliverables	<ul style="list-style-type: none"> • Completion of onsite Instructor Led End User Training • Training Session Sign-off
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Subtask 3.10 - Phase 10 - Go/No Go Criteria

Subtask 3.10		
<i>Start</i>	<i>End</i>	<i>Duration</i>
16-Aug-13	19-Aug-13	1 week

Advanced will initiate a process of gauging system readiness that will be measured using jointly-defined Go/No Go Criteria by Advanced and Corning Gas to determine if CIS Infinity is prepared for use in a production environment. The criteria will be agreed to by Corning Gas Project Manager and documented by Advanced in the **Go/No Go Criteria List**.

The following will be part of the process:

- Review system readiness
- Review staff readiness
- Review organization readiness

Subtask 3.10 – Deliverables

Subtask 3.10 Deliverables	<ul style="list-style-type: none"> • Go/No Go Criteria List • Review, Sign-off and Authorization • Final Release Data Conversion Load
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Subtask 3.11 - Phase 11 - Transition to Live

Subtask 3.11		
<i>Start</i>	<i>End</i>	<i>Duration</i>
27-Aug-13	11-Sep-13	2 weeks

The Advanced PM will develop a **Cutover Plan** that details the steps and responsibilities for Advanced and Corning Gas to transition CIS Infinity to Corning Gas production (live) environment. The **Cutover Plan** will include but not be limited to the following items:

- Full emergency contact information
- Detailed steps and communications of when data extract is obtained and data conversion is returned.
- Ordered steps for ensuring balancing of the system
- Delineate whether a test system is refreshed at the same time as production for any required process testing
- Post-cutover test plan and checklist
- Criteria that determine when the system will be turned over to end user staff
- A embedded communication plan
- Agreement with Advanced staff to defer application of updating functions until system processing is in balance

- A formal release that documents that the system has been handed to Corning Gas in full balance

The transition to live will have a new data conversion in which the data validation parameters, bill codes, rate mapping and transaction codes will all be approved by Corning Gas and the Advanced PM.

The cutover to live will occur over a weekend and will be coordinated by the Advanced PM and Corning Gas staff.

Subtask 3.11 – Deliverables

Subtask 3.11 Deliverables	<ul style="list-style-type: none"> • Cutover Plan • AR Balancing Sign Off • Bill Code Sign Off • Transaction Code Sign Off • Data Conversion Validation Parameters sign off
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Subtask 3.12 - Phase 12 - Post Go Live

Subtask 3.12		
<i>Start</i>	<i>End</i>	<i>Duration</i>
11-Sep-13	25-Sep-13	2 week

Advanced will assist Corning Gas throughout the post live implementation phase to identify and respond to any needs and concerns. During the Post Go Live period, Advanced will supply, as per the agreement, a combination of onsite, remote, and WebEx online support to ensure a smooth transition to support. During this phase of the project, the following items will be supplied to Corning Gas:

- Weekly PM and technical staff meetings to review all high-priority items.
- Combination of onsite and remote customer support.
- Full transition to support Audit (internal to Advanced).
- Introduction and transition to Support.

Throughout the Post Go Live period, the Advanced PM will continue to act as primary resource for all issues. Upon completion of the Post live support period, Corning Gas will transition to the Advanced's Customer Service and Support Department as per the Support and Maintenance agreement.

Subtask 3.12 – Deliverables

Subtask 3.12 Deliverables	<ul style="list-style-type: none"> • Completion of Post Go Live Support
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Implementation Services Fees & Payment Milestones

Implementation Services Fees

	Description	Quantity	Cost
Implementation Services Fees	Project Management	500	\$75,000
	Configuration	1000	\$150,000
	Data Conversion	500	\$75,000
	Interfaces & Modifications	120	\$18,000
	Training	400	\$60,000
	Post Live Support	80	\$12,000
	Total Implementation Services Fees	2600	\$390,000
Estimated Travel Expenses	Invoiced monthly as incurred. In the event that Corning Gas requests additional travel or expenses exceed estimate the jointly developed Change Order process as defined in Subtask 1.1 - Change Order Plan, will be followed.		\$75,000
Total One Time Fees			\$465,000

Implementation Services Fees – Invoice Milestones

Corning Gas will be invoiced monthly for services milestones completed during the month. The milestones are as follows:	SOW Task #	Milestone	Milestone Amount	Estimated Month of Completion
1	1	Project Management Month 1	\$5,800	Jan-13
2	1	Project Management Month 2	\$5,800	Feb-13
3	1	Project Management Month 3	\$5,800	Mar-13
4	1	Project Management Month 4	\$5,800	Apr-13
5	1	Project Management Month 5	\$5,800	May-13
6	1	Project Management Month 6	\$5,800	Jun-13
7	1	Project Management Month 7	\$5,800	Jul-13
8	1	Project Management Month 8	\$5,800	Aug-13
9	1	Project Management Month 9	\$5,900	Sep-13
10	3.1	Project Initiation - setup & installation	\$9,200	Jan-13
11	3.1	Project Initiation - overview training	\$4,800	Feb-13
12	3.2.1	Functional Discovery Week 1	\$9,600	Feb-13
13	3.2.1	Functional Discovery Week 2	\$9,600	Feb-13
14	3.2.1	Functional Discovery Week 3 & Start functional testing	\$19,500	Feb-13
15	3.2.1 & 3.4	Functional Discovery Week 4 and Start Configuration & conversion	\$48,600	Mar-13
16	3.2.2	Data Conversion Discovery	\$18,450	Apr-13
17	3.3 & 3.4	Interface and Mod Specifications Delivery & Interface configuration	\$21,000	May-13
18	3.4	Completing Initial Conversion	\$16,500	Apr-13
19	3.4	Initial Configuration Load	\$16,500	Apr-13
20	3.4	Finalizing Configuration Updates	\$14,100	Aug-13
21	3.5	Core Team Training Week 1	\$4,800	May-13
22	3.5	Core Team Training Week 2	\$4,800	May-13
23	3.5	Core Team Training Week 3	\$4,800	May-13
24	3.5	Core Team Training Week 4	\$4,800	May-13
25	3.5	Core Team Training Week 5	\$6,000	May-13
26	3.7 & 3.8.1 & 3.4	Functional Testing with Interface changes with Configuration & Conversion updates	\$22,950	Jun-13
27	3.8.2 & 3.4	ITC Data Testing & Configuration Updates	\$22,500	Jun-13
28	3.8.2 & 3.4	ITC Data Testing & Configuration Updates	\$15,150	Jul-13
29	3.8.3	Start UAT Testing	\$15,000	Jul-13
30	3.8.3	Completing UAT Testing	\$7,500	Aug-13
31	3.9	End User Training	\$5,550	Aug-13
32	3.11	Go Live	\$24,000	Sep-13
33	3.12	Post Go Live	\$12,000	Sep-13
Total			\$390,000	

Appendix A – Preliminary Project Plan based on this Scope of Work



Corning Project
schedule 05-03-12.pc

Appendix B – Table of Responsibilities for Deliverables

Del #	Task Per SOW	Subtask Per SOW	Name	Deliverable Description/Definition	Deliverable Owner
1	1		Initial Draft Project Plan	Draft Project Plan to be delivered by Advanced.	Advanced
2	1		Updated Monthly Project Plan	Project Plan updates are performed throughout the month and published monthly. The plan is updated for refinements to tasks, percent complete and milestone completions inclusive of resource updates and timeframe updates. Both parties will commit to staffing and resources to meet a rolling 3-month window.	Advanced
3	1		Monthly Invoice Review & Approval	Review and approval of invoices for payment on a timely basis.	Corning Gas
4	1		Risk Management Plan	Jointly developed plan that defines how project risks will be logged, prioritized, assigned and managed to closure using a jointly agreed resolution strategy. Risk Log will be reviewed at weekly and monthly project status meetings.	Advanced
5	1		Project Communication Plan	Jointly developed plan that defines the Project Strategy for communicating internally within the Project Team.	Advanced
6	1		Employee and External Communication Plan	Corning Gas owned plan that defines the strategy for communicating with employees and externally.	Corning Gas
7	1		Change Order Plan	Jointly developed plan that defines how changes to project scope will be logged, approved, and managed as agreed to by both parties.	Advanced
8	1		Training Plan	Jointly developed plan that defines Corning Gas resources to be trained, the courses to be delivered, materials, locations, facilities and other resources.	Advanced
9	1		Weekly Status Meetings & Report	Weekly meeting and report for Advanced and Corning Gas Project core team members to discuss work in progress, issues, risks, actions, near-term planned activities and associated resource commitments.	Advanced
10	1		Monthly Project Progress Summary & Invoice	Monthly meeting of Advanced and Corning Gas Project Managers and other team members, as required, to review completed milestones, upcoming activities for the following month, project completion %, risks, and budget.	Advanced
11	1		Quarterly Sponsor Meeting	Meeting attended by Advanced and Corning Gas Project Manager and Project Sponsors to review project status.	Advanced
12	3	3.1	Hardware ready for Software Installation	Application and database server are on Corning Gas network and the operating system and database software have been loaded.	Corning Gas
13	3	3.1	Project Kick-Off Meeting Conducted	On-Site kick-off meeting held with the project team.	Advanced
14	3	3.1	Software Installation	All Software covered under this Statement of Work will be installed.	Advanced
15	3	3.1	Installation Training	Installation training for technical personnel.	Advanced
16	3	3.1	Desktop Client Installation	Corning Gas to install client on remaining desktops.	Corning Gas
17	3	3.1	Installation Sign-off	Sign-off of that all installation activities are complete.	Advanced
18	3	3.1	CustomerWise Overview and Set up and	Advanced will provide Corning Gas with an overview of CustomerWise, the online tool for documenting and tracking issues as part of the overall implementation. Corning Gas users will be provided with user ids and passwords which also provide access to the Software Entity relationship diagrams and the Data Dictionary.	Advanced
19	3	3.1	Training Courses Syllabus	Document that outlines the duration, prerequisites and topics to be covered during the Advanced	Advanced

Del #	Task Per SOW	Subtask Per SOW	Name	Deliverable Description/Definition	Deliverable Owner
				delivered standard training courses.	
20	3	3.1	Project Team Contact List	Project listing of all Advanced and Corning Gas project team members' contact information.	Advanced
21	3	3.1	System Overview Training	System overview training for core project team members.	Advanced
22	3	3.1	Functional and Data Conversion Discovery Workshop Agendas	Documents that outline the business and conversion processes to be discussed during the Functional and Data Conversion Discovery Workshops.	Advanced
23	3	3.2	Data Requirements for Functional Workshops	Corning Gas to provide business process documentation as identified in Subtask 3.2.	Corning Gas
24	3	3.2.1	Functional Discovery Analysis Workshop Conducted	Sessions that will assist Advanced in learning how Corning Gas conducts business as well as educating Corning Gas about the features and limitations of the Software. Advanced will lead the sessions with Corning Gas business process experts participating.	Advanced
25	3	3.2.1	Functional Discovery Document	Document that captures all learning and understanding gained in the Functional Discovery Analysis Workshops. Document will serve as a template for configuring the Software. Corning Gas will review and approve the document.	Advanced
26	3	3.2.2	Legacy System Conversion Information	Corning Gas to provide Advanced with key information to assist Advanced in developing the conversion programs and activities. Legacy CIS table layouts, ERDs (if available), screen shots, baseline accounts etc. to be provided by Corning Gas.	Corning Gas
27	3	3.2.2	Data Conversion Discovery Analysis Workshop Conducted	Sessions that will assist Advanced in determining the best approach to converting legacy data. Advanced will lead these sessions with Corning Gas technical and conversion/legacy data experts participating.	Advanced
28	3	3.2.2	Data Conversion Plan	Jointly developed plan that defines detailed processes and tools that will be utilized for the conversion and includes data mapping, legacy data quality assessment, data cleansing, technical design, development and testing. It will also define timing for when data cleansing will be complete as well as defining the amount of historical data that will be converted. The Plan will also identify data conversion validation parameters that define how the source and target data will be reviewed and validated as being correctly extracted.	Advanced
29	3	3.3	Interface/Modification Discovery Workshop Agendas	Documents that outlines the items to be discussed during the Interface/Modification Discovery Workshop.	Advanced
30	3	3.3	Interfaces/Modification Workshop Conducted	Session that will aid Advanced in understanding modification requirements and the third party systems' interfacing capabilities to determine the best approach for interfacing with the identified third party systems.	Advanced
31	3	3.3	Functional Specification for Interfaces/Modifications	Functional requirement specifications for modifications and interfaces identified in Task 2.1 of this Statement of Work.	Advanced
32	3	3.3	Technical Specification for Interfaces/Modifications	Technical Specifications for interfaces/modifications identified in Task 2.1 of this Statement of Work.	Advanced
33	3	3.4	Data Cleansing and Initial Data Extract from Legacy CIS	Corning Gas to perform data cleansing activities as identified during the Technical/Data Conversion Discovery Workshop. Corning Gas to provide an initial extract of Legacy CIS data in the agreed upon format to Advanced. Data extract from the legacy system will be repeated for each test conversion. Advanced will support Corning Gas where required.	Corning Gas

Del #	Task Per SOW	Subtask Per SOW	Name	Deliverable Description/Definition	Deliverable Owner
34	3	3.4	Configuration Checklist	Document that identifies Corning Gas owned Control forms that have been configured by Advanced, rate mappings and listing of all configuration type interfaces.	Advanced
35	3	3.4	Initial Data Conversion Load	Loading of initial conversion by Advanced on Corning Gas's system.	Advanced
36	3	3.4	Data Validation Parameters Audit	Report that documents the results of the agreed upon conversion validation parameters for both the source and target data.	Advanced
37	3	3.4	Initial System Configuration	Configuration of the control forms and rates by Advanced utilizing the approved Functional Discovery Document.	Advanced
38	3	3.4	Functional Test Scripts	Generic functional test script provided by Advanced to Corning Gas to test data conversion and individual functions/processes in the systems (i.e. not end to end testing).	Advanced
39	3	3.5	Training Workbooks	Standard Training Workbooks that will be used to facilitate Core Team and End User training execution for each training course identified in the Training Plan.	Advanced
40	3	3.5	Core Team Training	Execution and completion of Core Team training per the Training Plan. Training will include CustomerWise training.	Advanced
41	3	3.6	Functional Reports Matrix & Reports Matching	Document that lists all standard reports provided by Advanced and designates reports that are required by Corning Gas. Advanced will provide functional knowledge related to the standard reports and the knowledge of the underlying database that will be required to create the new reports.	Advanced
42	3	3.6	Custom Reports Specification	Each custom developed report will contain a Report Specification. The Report Specification will have two primary sections 1) Functional Design and 2) Technical Designs. The Report Specifications will at a minimum contain: Key Elements of the deliverable will be: Report Name, General Description, Description of the Departments that use the report, Report Owner, Data Fields and Descriptions Needed For the Report, Mathematical Calculations for the Report, Sorting, Filtering, Security and any other items deemed necessary by Corning Gas.	Advanced
43	3	3.7	Interface Configuration and Testing	Configuration and testing of configuration type interfaces that have been identified in Task 2.1 of this Statement of Work.	Advanced
44	3	3.7	Code, test and rollout of Interfaces/Modifications	Code Modifications and Interfaces as described in Task 2.1 of this Statement of Work. Advanced developed interfaces will be tested by Advanced before integrating into Corning Gas environment.	Advanced
45	3	3.8	Legacy Data Refreshes	Corning Gas to provide Advanced an extract of Legacy CIS data in the agreed upon format throughout the testing phases (Functional, ITC1, ITC2, UAT), as required. Five data refreshes are anticipated throughout the project, which include the data refresh prior to Go Live. AUS will support Corning Gas where required.	Corning Gas
46	3	3.8.1	Functional Test Data Conversion Data Load & Validation	Loading of conversion data by Advanced on Corning Gas's system. Includes audit report that documents the results of the agreed upon conversion validation parameters for both the source and target data.	Advanced
47	3	3.8.1	Functional Test Plan	Defines the success criteria, goals, objectives, and scope of Functional Testing, inclusive of resources roles, and responsibilities, test environment/instance management. This document outlines the plan for Functional testing, specific scripts and expected	Advanced

Del #	Task Per SOW	Subtask Per SOW	Name	Deliverable Description/Definition	Deliverable Owner
				results and Includes agreed upon pass/fail acceptance criteria.	
48	3	3.8.1	Rates Testing Matrix	Advanced will furnish a document outlining all necessary rates and rate scenario's to be tested. Corning Gas is responsible for testing and confirming all rates and rate scenarios are accurate and reflect the billing requirements of Corning Gas.	Advanced
49	3	3.8.1	Functional Test Scripts Execution	Corning Gas to conduct testing as outlined in the Functional Test Plan, document test results (pass/fail) and log any issues in CustomerWise for resolution by Advanced.	Corning Gas
50	3	3.8.1	Functional Test Plan Completion Sign-off	Completion of the Functional Test Plan to Corning Gas's satisfaction.	Advanced
51	3	3.8.1	Integration Test Scripts	Generic Integration Test scripts provided by Advanced. Scripts are design to test end to end system functions.	Advanced
52	3	3.8.2	Integration Test Data Conversion Data Load & Validation	Loading of conversion data by Advanced on Corning Gas's system. Includes audit report that documents the results the agreed upon conversion validation parameters for both the source and target data.	Advanced
53	3	3.8.2	Integration Test Plan	Defines the success criteria, goals, objectives, and scope of Integrated Testing, inclusive of resources roles, and responsibilities, test environment/instance management. Defines the integration test scenarios that will be tested during integration testing including input data and expected outputs. The integration testing scenarios will include, Base Functionality, System Operation Requirements, Reporting, and Modifications, Interfaces and data conversion. The expected results will model multiple months of data entry and include daily cycles, monthly cycles and quarterly closeouts to model production processing. The Test Plan Includes agreed upon pass/fail acceptance criteria.	Advanced
54	3	3.8.2	Integration Test Scripts Execution	Corning Gas to conduct testing as outlined in the Integration Test Plan, document test results (pass/fail) and log any issues in CustomerWise for resolution by Advanced.	Corning Gas
55	3	3.8.2	User Acceptance Test Scripts	Generic User Acceptance test scripts provided by Advanced.	Advanced
56	3	3.8.2	Integration Test Plan Completion Sign-off	Completion of the Integration Test Plan to Corning Gas's satisfaction.	Advanced
57	3	3.8.3	User Acceptance Test Data Conversion Data Load & Validation	Loading of conversion data by Advanced on Corning Gas's system. Includes audit report that documents the results of the agreed upon conversion validation parameters for both the source and target data.	Advanced
58	3	3.8.3	User Acceptance Test Plan	Defines the acceptance test plan and scenarios that will be used during User Acceptance testing including input data, converted data and expected outputs. Defines the User Acceptance test scenarios that will be tested during User Acceptance testing including input data and expected outputs and agreed upon pass/fail acceptance criteria.	Advanced
59	3	3.8.3	User Acceptance Test Scripts Execution	Corning Gas to conduct testing as outlined in the User Acceptance Test Plan, document test results (pass/fail) and log any issues in CustomerWise for resolution by Advanced.	Corning Gas
60	3	3.8.3	User Acceptance Test Plan Completion Sign-off	Completion of the User Acceptance Test Plan to Corning Gas's satisfaction.	Advanced
61	3	3.9	End User Training & Sign off	Execution and completion of End-User training per the Training Plan.	Advanced
62	3	3.10	Go/No Go Criteria Document	Criteria that will be adhered to enable cutover to Production to proceed. It includes metrics to evaluate	Advanced

Del #	Task Per SOW	Subtask Per SOW	Name	Deliverable Description/Definition	Deliverable Owner
				project management readiness, business solution testing readiness, business readiness, IT infrastructure readiness and reorganization/people readiness.	
63	3	3.10	Go / No Go Decision Document approved for Go Live	Defines the outcomes of application readiness based on the defined Go/No Go Criteria document and Cutover Plan defined. The result will be a decision to Go-live or to identify issues that will need to be resolved prior to Go-Live or can be deferred to post go-live. The decision to transition to Go Live will be approved when the items defined in the Cut-Over and readiness assessment has been successfully achieved and there are no significant agreed upon issues that will impact transition to Production.	Advanced
64	3	3.11	Cutover Plan	Defines steps and responsibilities of Advanced and Corning Gas during transition to Production. Includes steps to achieve system balance and includes a conversion cutover plan.	Advanced
65	3	3.11	Go Live	System is operating and being used. Balancing of legacy and Advanced CIS has been validated and signed-off by Corning Gas.	Advanced
66	3	3.12	Completion of Post Live Support	Conclusion of Post live support period.	Advanced
67	3	3.12	Production Support Meeting	Hand-off from the on-site post Go-Live support to the standard remote support. A report that defines status of the system is will be included in the hand-off process.	Advanced

Appendix C – Draft Communication Plan



Communication
Plan-Template.docx

Appendix D – Draft Change Order Plan



Change Control
Procedure Draft.docx