Infor (US) Consulting

Fixed Fee ~~Change Order~~

~~6~~Services Work Order

ERP Re-Start: CloudSuite Financials, Supply Chain, Human Resources and Payroll

Formulating Innovative Responsive Solutions Together!

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Infor Statement of Confidentiality and Intent

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Introduction

FIXED FEE

SERVICES WORK ORDER

This Fixed Fee Work Order ("Work Order" or "SWO") is subject to all terms and conditions of the Software Services Agreement between Infor (US), LLC ("Infor") and City of Fort Lauderdale ("Customer" or "CoFL") with an Effective Date of October 31, 2016 (the "Services Agreement"). All terms of the Services Agreement are incorporated herein by this reference. Capitalized terms not defined in this Work Order are defined in the Services Agreement. In the event of a conflict, the terms of this Work Order have control over the terms of the Services Agreement.

The rates specified in this Work Order are subject to increase if not signed by Customer on or before: **8/31/2021.**

Effective date of this Work Order:	Upon Signature
Work Order Number:	OP-04321096
Prepared By:	Helen Dawson
Project Name:	CloudSuite Financials, Supply Chain, GHR and Payroll Implementation

Project Overview

Customer intends to re-start the ERP Implementation project with the Infor products as listed in Section 1.0 Project Scope below.

Customer will use the delivered Implementation Accelerator (IA) content as the business process template. The details on the IA processes in scope and out of scope is attached as an exhibit to this SWO for reference. Any deviations from the scope as documented in this SWO will be addressed via the Project Change Control Procedure.

The City's legacy systems, FAMIS and Cyborg, and database(s) will be converted from the existing hardware and database(s) to Infor CloudSuite as:

- CloudSuite Financials and Supply Management (FSM) (multi-tenant)
- CloudSuite Global HR and Payroll (multi-tenant)

Infor CloudSuite **"Implementation Accelerators" or "IA"** is defined as business process templates that reflect leading business practices. A listing of the in-scope IA Business Processes is provided in **Exhibit 2: Implementation Accelerators in Scope.**

The Project will leverage the Infor Deployment Method (IDM) Impact Events approach, which supports the execution of IDM tasks and drives the Project forward by conducting highly visible, specific (impactful) activities. A description of the IDM Impact Events is provided in **Section 2.1: Infor Deployment Method for CloudSuite with Impact Events.**

1.0 Project Scope

The scope of this engagement is based on the final assessment report performed by Infor delivered May 16, 2021 , and collaboration with the City of Fort Lauderdale during the Restart Planning Phase (Task Order No. 08) and the key assumptions detailed in this Work Order.

1.1 Business Applications and Processes Scope

Implementation Accelerators are structured implementation approaches that include documented model business processes leveraging Infor's experience implementing similar industry customers ("IA Business Process(es)". The in-scope and out-of-scope IA Business Processes are identified in Exhibit 2of this Work Order. Each in scope IA Business Process is classified as Core, Differentiator, or Unique, as defined below.

- **"Core"** means those IA Business Processes classified as "Core" in the in-scope sections of this SWO. Core IA Business Processes will be implemented without changes, as specified in the IA Business Process documentation and templates. The scope of Infor Services for Core IA Business Processes is limited to testing and deployment only. Customer will adjust their internal workflow as needed to adopt the Core IA Business Process.
- **"Differentiator"** means those IA Business Processes classified as "Differentiator" in the in-scope sections of this SWO. Differentiator IA Business Processes require only minor adjustment to the IA Business Process. For IA Business Processes classified as "Differentiator," Infor Services scope includes minor adjustments to the preconfigured IA Business Process to conform to Customer-specific business requirements. Except for the minor adjustments, Customer will adjust their internal workflow as needed to adopt the Differentiator IA Business Processes.
- **"Unique"** means those IA Business Processes classified as "Unique" in the in-scope sections of this SWO. Unique IA Business Processes require Customer-specific solution(s) with either major adjustments to the preconfigured Core IA Business Process or the development of a new business process. For business processes identified herein as "Unique", Infor Services scope includes the identification, design, testing, and deployment of the Customer-specific unique business process.

The IA Business Processes identified as in scope for this Project are classified as follows:

Public Sector CSF/SCM

ENGAGE CoFL IA Process Adoption		
Core (adopt as delivered	Differentiator (minor changes likely)	Unique (full design needed)
89%	10%	1%

Public Sector HCM

ENGAGE CoFL IA Process Adoption		
Core (adopt as delivered	Differentiator (minor changes likely)	Unique (full design needed)
93%	5%	2%

The table below provides further definition of Infor scope by IA Business Process classification.

Business Process/ Deliverable	Responsible	IA Category		
		Core	Differentiator	Unique
IA Business Process Walkthrough (BRE-050)	Infor	Present Core IA Business Process.	Present Differentiator IA Business Process.	Present Unique IA Business Process.
	Customer	Approve delivered Core IA Business Process.	Identify client specific adjustments necessary to delivered Core IA Business Process.	Review requirements to identify gaps in delivered Core IA Business Process.
Structure Workshops and Base Application Setup (MCO-010A) (MCO-060)	Infor	Configure in accordance with delivered Core IA Business Process.	Configure with client specific adjustments to delivered Core IA Business Process.	Configure with major adjustments to delivered Core IA Business Process.
	Customer	Review delivered configurations.	Review client specific configuration adjustments necessary to delivered Core IA.	Review configurations to delivered Core IA.
Conference Room Pilot Preparation (MCO-040) (BRE-100)	Infor	Provide test scripts for delivered Core IA Business Process. Data validation and script validation.	Adjust test scripts for Differentiated Business Process.	Adjust/develop test scripts for Unique Business Process.
	Customer	Provide test data	Provide test data	Provide test data
Conference Room Pilot (MCO-050)	Infor	Infor leads validation of Core IA Business Process.	Infor leads validation of adjusted Differentiated	Infor leads validation of adjusted/new Unique Business Process.

Business Process/ Deliverable	**Responsible**	**IA Category**		
		Core	**Differentiator**	**Unique**
			Business Process.	
	Customer	Reviews and tests IA Core Business Process.	Reviews and tests adjusted Differentiated Business Process.	Reviews and tests adjusted/new Unique Business Process.
System Integration Test (TES-120)	Infor	Infor provides functional and technical support either onsite or remotely for all SIT activities including testing planning, test scripts, test execution and logging of test results.		
	Customer	Customer tests all processes to validate business processes conform to Customer requirements.		
User Acceptance Test (TES-150)	Infor	Infor provides functional and technical support either onsite or remotely for all UAT activities including testing planning, test scripts, test execution and logging of test results.		
	Customer	Customer tests all processes to validate business processes conform to Customer requirements.		

Business Applications and Processes Scope Assumptions and Obligations:

1. ~~Infor reserves reasonable discretion~~ Any changes to the ~~to classify~~classification of IA Business Processes in accordance with the above definitions will be mutually agreed upon between the City and Infor Project Managers and the Steering Committee. Any changes to the in-scope IA Business Processes, assumptions, or assigned classifications will be managed via the Project Change Control Process as defined in this Work Order.
2. Any adjustments to the preconfigured Core IA Business Processes ~~are subject to the exclusions and limitations stated herein and~~ will be made using Infor provided and approved tools.

1.1.1 CSF Project Scope

The scope of this engagement is based on the assessment performed by Infor, inputs from the Customer and the key assumptions detailed in this Work Order.

CloudSuite		**In Scope**
Business Process		
Record to Report	Global Ledger	Yes
	Global Ledger Allocations	Yes
	Close Management	No
	Reconciliation Management	Yes
Project Inception to Completion	Project Ledger	Yes
	Grant Accounting	Yes
	Project Invoicing and Revenue	Yes

CloudSuite		In Scope
Miscellaneous Billing to Collections	Accounts Receivable	Yes
	Item and Order Billing	Yes
Asset Creation to Period/Year End Close	Asset Accounting	Yes
Cash Forecasting to Period End Close	Cash Management	Yes
Source to Settle	Strategic Sourcing	Yes
	Contract Management	Yes
	Supplier Portal	Yes
	Requisitioning with Self-Service	Yes
	Payables	Yes
	Matching	Yes
	Purchasing	Yes
	Procurement Punchout	No
	EDI (inbound and outbound)	No
	Recall Management	No
	Procurement Cards	Yes
Plan to Inventory	Inventory Control	Yes
	Mobile Supply Chain Management- Par and Cycle Counting	Yes
	Mobile Supply Chain Management- Receiving and Delivery	Yes

1.1.2 HCM Project Scope

Business Process		
Attendance to Time Entry	Workforce Management	No
	Global HR- Absence Management	Yes
Compensation Planning to Payments	Compensation Management	Yes
Employee Administration to Benefits	Global HR	Yes
	Global HR- Benefits	Yes
	HRSD- Knowledgebase	No
	HRSD- Case Management	No
	HRSD- Total Rewards	No

Employee Development to Performance	Performance Management	Yes
	Goal Management	Yes
	Learning and Development	Yes
	Succession Management	Yes
	Global HR-Competencies	No
Health and Safety to Employee Relations	Global HR- Occupational Health	No
	Global HR- Employee Safety	No
	Global HR- Employee Relations	No
Payroll	Global HR Payroll	Yes
Recruit to Onboard	Global HR- Position Budgeting	Yes
	Talent Acquisition	No
	Global HR- Transition Management	No

1.1.3 Technology Tools Project Scope

Tools and Technology	Infor Process Automation	Yes
	Infor Ming.le Enterprise	Yes
	ION	Yes
	Spreadsheet Designer	Yes
Analytics and Reporting	Infor Business Intelligence (“BIRST)	Yes
	Infor Analytics	Yes

1.2 Organizational and Geographic Scope

All Project activities will be conducted either remotely or at the City of Fort Lauderdale sites.

Organizational and Geographic Scope Assumptions and Obligations:

1. Customer will coordinate and support communication with all Customer locations and/or business units as necessary for a successful project.
2. Project activities assigned to Infor personnel will be performed primarily remotely. Infor will have remote access to Customer’s network and systems as necessary to perform such Project activities. Infor will provide a ten-week advanced schedule identifying work location throughout the project. An exception to this, will be mutually agreeable by Infor and the Customer.
3. Project will be deployed in the US only and in English only.

1.3 Data Conversion Scope

“Data Conversion” means the efforts associated with the analysis, cleansing, transformation/mapping, loading, and reconciling of current or historical data from prior Infor or non-Infor systems into current/new

Infor systems), whether by manual or programmatic methods. The Data Conversion tasks identified below are in scope.

Additional detail on conversions and required historical data in scope is included in Exhibit 3 Technical Tracker.

Activity	Responsible	Assumption	Description
Map Chart of Accounts (COA) structure	Customer with Infor assistance	Infor mapping tools will be used subject to the following Data Migration Scope Assumptions and Obligations.	Customer, with Infor assistance, will map accounts and accounting units from the existing legacy COA to a newly created COA.
Data Cleansing	Customer	Infor will provide limited assistance.	Customer is responsible for all data cleanup necessary for the migration/conversion (date formats, missing nulls, etc.).
Convert historical data as per Exhibit 3.	Customer	Infor CloudSuite data conversion tools and templates will be used (ex., Spreadsheet Designer).	Historical data is converted into the new data base structure. New tables and fields are populated. Exhibit 3 provides details on data conversion and required historical data. Data beyond the years identified in Exhibit 3 will be archived. Data archiving is not in scope for this project.
Data validation and rationalization	Customer	Customer will be advised at the appropriate time in the Project plan to be able to make good decisions on the validation and rationalization of the migrated data.	All data fields will be reviewed by the appropriate qualified Customer business owner to ensure that data is accurate and meets the business requirements.
Test data within critical business processes	Customer	Customer business owners will be trained in the Infor application. Training is detailed in section 1.6 and 1.7.	Customer business owners will test the critical business processes. Conversion issues and resolution will be an Infor/Customer responsibility.

1.3.1 Data Conversion History

The Data Migrations/Conversions identified in **Exhibit 3** are within Scope.

Data Conversion Scope Assumptions and Obligations:

1. The data strategy will include review of any regulatory requirements related to data history retention identified by Customer in the Workshop.
2. Infor and City will establish a detail Data Migration/Conversion Plan to meet the eight (8) conversion cycles.
3. Customer is responsible for all data conversions a in addition to data cleansing, data validation, and data reconciliation. Infor will assist with data mapping, data validation, and data reconciliation. .Infor's assistance will be specific to Infor data structures and Infor data conversion tools.
4. Customer is responsible for manual data entry if necessary.
5. Infor is responsible for data uploads and for resolution of conversion/migration defects associated with configuration, setups and/or data uploads scripts.
6. There's eight (8) conversion phases:
    a. Four CFSM
        i. Conference Room Pilot (CRP) – a minimum of one month of data will be converted.
        ii. System Integration Test (SIT)
        iii. User Acceptance Test (UAT)
        iv. Infor Production (PROD)
    b. Four HCM/Payroll
        i. Conference Room Pilot (CRP) – a minimum of one month of data will be converted.
        ii. System Integration Test (SIT)
        iii. User Acceptance Test (UAT)
        iv. Infor Production (PROD)
7. Data Migration and Conversion must meet the specifications and user requirements.

1.4 Reports, Interfaces, Conversions, Extensions/Enhancements, Forms, Workflows Scope (RICEFW)

The term RICEFW stands for: Reports, Interfaces, Conversions, Enhancements, Forms, Workflows.

Reports, Interfaces, Conversions, Extensions/Enhancements, Forms and Workflows in scope are identified in Exhibit 3. The table below indicates responsibilities for those RICE items in scope. Additional RICE items may be developed by the Customer. All Activity for these additional items will be responsibility of the customer.

Activity	Responsible	Assumption	Description
Define business requirements	Customer	Customer defines business requirements.	Customer analyzes and documents RICE object business requirement(s) with advice and support from Infor.
Functional specification requirements	Infor	Infor defines functional specification requirements. Infor will be primarily	Infor analyzes and documents functional specification requirements. Functional specifications are instructions on how the interface procedures will work; e.g., how often the

Activity	Responsible	Assumption	Description
		responsible for defining the functional specifications. Customer will assist with recommendations.	interface runs, where it places the data, etc. Customer reviews and approves specifications for functional completeness with advice and support from Infor.
Technical specification requirements	Infor	Infor defines technical specification requirements. Infor will be primarily responsible for defining the technical specifications. Customer will assist with making recommendations.	Infor analyzes and documents technical specification requirements. Technical specifications are instructions on how the interface procedures will be developed; e.g., how often the interface runs, development tools , mapping, unit testing, etc. Customer reviews and approves specifications for.technical completeness with advice and support from Infor. Customer and Infor will hold meetings with 3rd party vendors or consultants as required to finalize Interface specifications.
Develop unit test specification	Infor	Infor develops unit test specification.	Infor follows its testing criteria and develops a test specification to assess RICE object operability.
Develop and unit test	Infor	Infor follows developed unit test specification to test RICE object and document results and any subsequent changes in the final specification. Customer will assist with troubleshooting.	Infor develops RICE object and performs unit test to confirm operability.
Develop System Integration Test	Customer	Infor will provide Customer final specification of the	Customer develops RICE object SIT specification/script and performs testing to confirm

Activity	**Responsible**	**Assumption**	**Description**
(SIT) specification/script		RICE object following testing.	operability. Infor will provide IA scripts templates. Customer can build out additional SIT test scripts and scenarios for testing. Infor provides functional and technical support either onsite or remotely for all SIT activities including test planning, test scripts, test execution and logging of test results.
Functional Test	Customer	Customer will conduct functional testing based on Customers SIT test specification/script prior to User Acceptance Testing.	Customer has developed the SIT test specification/script and performs functional testing prior to User Acceptance Test. Customer reviews and validates the operability of the RICE object and provides approval sign-off.
User Acceptance Test (UAT)	Customer	Customer reviews execution of RICE object during UAT. Infor will assist in troubleshooting.	Customer reviews and validates the operability of the RICE object and provides final approval sign-off.
Defect and Issue Resolution	Infor/Customer	Customer and Infor analyze defect(s) and issue(s) through resolution.	Defect Lifecycle Management will be used during Unit Testing, System Integration Test (SIT), User Acceptance Test (UAT), and Parallel Test; Customer and Infor: 1. Identify Defect 2. Analyze Defect 3. Prioritize Defect 4. Assign Defect 5. Fix Defect 6. Retest Defect 7. Document Defect Resolution 8. Close Defect

1.4.1 Infor Analytics for CloudSuite Scope

Infor Analytics for CloudSuite (Infor Analytics) includes prebuilt dashboards with visualizations and reports for the in-scope Infor business application suites.

Infor will deliver the following:

Activity	Responsible	Assumption(s)	Description	Deliverable
Executive Alignment Workshop (as part of Impact Event: Project Launch Executive Alignment)	Infor	Duration: up to two (2) hours	Executive Alignment Workshop to identify: a) Analytical goals b) Areas of business focus c) Primary use cases for business areas and prioritization d) Critical Key Value Indicators (KVIs) and reporting attributes e) "Must haves" for Project	Executive Alignment output document
Analytics planning Meeting	Infor	Duration: up to two (2) hours	Introduce plan and schedule for in scope Infor Analytics. Participants: Key Customer stakeholders	Meeting recap email
Dashboard Roles Overview Session(s)	Infor	Duration: up to two (2) hours per business application suite (Finance, Supply Chain, HCM)	Session(s) topic(s):Overview of the pre-configured Ming.le security roles and related accessibility to dashboards including pre-configured data-level security. Participants: Key Customer stakeholders	Infor Analytics User Security document Session recordings
Data Loads and Validation (TST, TRN & PRD)	Infor	Up to eight (8) data loads from source (FSM, HCM) into Infor Analytics.	Initial and incremental data loads from the source data (FSM/HCM) into Infor Analytics concurrent with four (4) data migration passes (CRP, SIT, UAT and Go-Live). Pre-defined test scripts will be used to validate data accuracy.	Data replication step-by-step document Configured Infor Analytics Solution
Data Load Knowledge Transfer Session (KTS)	Infor	Duration: one (1) KTS up to three (3) hours	KTS topic: Customer walkthrough of the data load procedure Participants: Key Customer stakeholders	Session Recording

Activity	Responsible	Assumption(s)	Description	Deliverable
Prebuilt Content Overview Session(s)	Infor	Duration: up to two (2) hours per business application suite (Finance, Supply Chain, HCM)	Overview Session(s) topic(s): High-level walkthrough of Infor Analytics prebuilt, role-based dashboards and reports. Participants: Key Customer stakeholders	Session Recording
Dashboards & Visualizer Workshop(s)	Infor	Duration: up to six (6) hours per business application suite (Finance, Supply Chain, HCM)	Workshop(s) topic(s): How to create dashboards and reports with Customer data using Infor Analytics Dashboards and Visualizer. Participants: Key Customer stakeholders	Session Recording
Value-Based Design (VBD) Workshop(s)	Infor	Duration: up to four (4) hours per business application suite (Finance, Supply Chain, HCM)	Workshop topic(s): Prioritize business requirements and design Infor Analytics custom dashboards and reports. Participants: Key Customer stakeholders	Dashboard Wireframes & Mockups VBD Output Document
Analytics Knowledge Transfer Session(s)	Infor	Duration: up to two (2) hours per business application suite (Finance, Supply Chain, HCM)	Knowledge transfer session(s) topic(s): Show Customer how Infor built one (1) custom dashboard and two (2) reports (per business application suite) using the Infor Analytics Dashboards and Visualizer modules. Participants: Key Customer stakeholders	Session Recording

Infor Analytics Custom Use Case:

A single value use-case delivers custom BI content via an agile, sprint-based project management methodology. Each sprint is two (2) weeks in duration for a total of 8-10 weeks. This follows Birst's best practice implementation approach to deliver rapid business value stemming from key business stakeholder requirements.

The solution will be based on the Birst Software cloud platform and include data up to 12 tables from the Infor DataLake.

Discovery Sprint (Weeks 1-2):

The purpose of Discovery is to prepare the project team for a Birst implementation. During Discovery, the team will document and prioritize use cases, agree on high-level requirements, and plan scope for each development sprint.

- Conduct a Value Based Discovery Sprint, including a one-day Value-Based Design Workshop
- Analyze and document known source system tables and technical requirements
- Lead business requirements for Birst Software mockups
- Gather and document KVI's and business use cases
- Assemble a Priorities Matrix
- Perform Pick Chart assessment
    - Assign deliverables to each Sprint (maximum 3 sprints)
- Review Birst Software mockups with business users
- Create project backlog to include activities for construction & optimization sprints
- Daily stand-up meetings

The following deliverables will be produced as a result of the above activities:

- Business Priorities Matrix – Value Map and Value Plan
- Pick Chart results (if applicable)
- High-level requirements
- Scope plan

Construction Sprint #1 (Weeks 3-4):

- Establish a star-schema data model using Automated Data Refinement (ADR) capabilities
- Create up to 6 Extract, Transform & Load (ETL) scripts
- Acquire, load, and model up to 12 tables/files from the source system
- Demo activities completed in construction sprint #1 (sprint retrospective)
- Daily stand-up meetings

Construction Sprint #2 (Weeks 5-6):

- Build 3 dashboards
- Build 10 visualizations/reports
- Build 3 KPI visualizations
- Perform validation on dashboards and reports, up to 16 hours
- Implement visibility/functionality security for one (1) space group
- Implement column-level security based on one (1) dimension/column
- Implement row-level security based on one (1) dimension/column
- Demo activities completed in construction sprint #2 (sprint retrospective)
- Daily stand-up meetings

Construction Sprint #3 (Weeks 7-8, if required):

- Continuation of tasks and activities from Construction Sprint #2

Optimization Sprint (Weeks 9-10):

- Performance tuning using implementation best practices, up to 6 hours
- Deliver solution guide containing project artifacts, including data-model design
- Go-Live/Launch support, up to 16 hours

- Daily stand-up meetings

The project scope and related activities above will be methodically prioritized into each construction & optimization sprint based on requirements and findings during the discovery sprint. This will be known as the "project backlog".

Infor Analytics Scope Assumptions and Obligations:

- Infor Analytics customizations will be implemented within Infor's extensibility framework
- Data model extensions and dashboard/visualization/report customizations are based on the outcome of Value-Based Design sessions
- Infor Birst Enterprise license, included on the Infor Order Form is required for any Infor Analytics customizations that will include either non-CSF/GHR Infor data or non-Infor (3rd party) data.
- We expect that there could be approximately 6 ETL scripts required to be created by Infor and have based our estimate for this effort on that assumption.
- Data will be loaded into Birst via Infor's "BirstConnect" software and will be updated daily.

RICEFW Scope Assumptions and Obligations

1. Customer is responsible for ensuring that all Customer-owned development items are accurate and will be responsible for data validation efforts associated with all testing. Only Infor approved tools will be used for RICE development (e.g., Infor Process Automation, ION, Spreadsheet Designer, etc.).
2. RICE elements are categorized by Complexity. "Complexity" means the assumed Complexity of the RICE object as of the Work Order Date and is generally based on the highest category (Low to High) in which one of the assumptions of such category below applies. Infor reserves reasonable discretion to classify RICE elements in accordance with the below definitions. Any changes to the in-scope RICE elements, assumptions, or assigned category will be managed via the Project Change Control Process as defined in this Work Order.
3. Infor will conduct a Cloud Technology and Rice Tools Overview Structure Workshop during the Inception Phase of the Project as Impact Event: Foundation Training and Structure Workshops (MCO-010).
4. "Reports" mean the access to Infor and non-Infor Customer data for presentation, analysis, and distribution.
   a) Standard Reports will be used without configuration.
   b) Infor will conduct Reporting Structure Workshops during the Inception Phase of the Project as Impact Event: Foundation Training and Structure Workshops (MCO-010) and will conduct an Impact Event: Report Development Preparation Workshop (BRE-100) during the Elaboration Phase of the Project. Infor-delivered ("Standard") Reports and data access will be used in all cases where available. If a Standard Report or data access is not available, Report Complexity is defined as follows:
      i. Low: Changes are cosmetic or involve minimal enhancements to business logic. Functional requirements are simple and easy to understand. Downstream processes are not impacted.
      ii. Medium: Reports are analytical in nature using standard delivered cubes. Changes to or additions of complex business logic are required. Functional requirements are complicated and will require periodic clarification. Downstream processes may be affected and need to be tested in conjunction with the configuration.
      iii. High: The configuration involves multiple interrelated business processes and complex logic. Transactional reports that use relational database. Functional requirements are very complicated and will require clarification and refinement throughout the development process. A substantial number of objects are created.

5. “Interfaces” mean those objects that allow data to move either into or out of the installed applications, either in batch, real-time, or near-real time.
   a) Infor will conduct Impact Event: Technical Development Kick-off (IPM-120) during the Construction Phase of the Project.
   b) Interfaces are defined by the business processes they facilitate, the points during those processes where data is exchanged, the frequency in which data is exchanged, and the method by which the data is exchanged. Interface Complexity is defined as follows:
      i. Low: The interface uses a batch method with a one-to-one relationship the customer’s 3rd party applications and Infor tables. Field mapping is straight forward with little or no data translation or transformation required and limited to one table with a maximum of 20 fields. Standard Infor methods are available to facilitate the data import. No synchronization or validation tables are required.
      ii. Medium: The interface may involve the batch method with a one-to-many or many-to-one relationship between the legacy system and Infor tables. Synchronization is not required. Requires the use of FTP. Some complexities exist with respect to field mapping and data translation. Multiple cross-system validation tables are required. Medium complex interfaces: (a) have a maximum of two systems, three tables, and thirty fields; (b) utilize Simple Data Transformation, e.g., xml parsing; (c) have fixed length for all records; and (d) standard Infor objects are available to facilitate the data import with minimal programming required.
      iii. High: The interface method may be batch, real time, or near-real time. There is system interdependency and systems must be always in sync. High Complexity includes many-to-many relationships between the legacy system and Infor tables. Multiple cross-system validation tables are required. Other features of High Complexity are: (a) a maximum of three systems, five tables, and fifty fields; (b) requires very complex field mapping and data translation; (c) uses complex queries/conditions/calculations and/or data transformation;(d) contain files with varying lengths per record; and (e) standard Infor methods are not available to facilitate the data import-- requires complex programming, including any or all the following: use of web services, batch jobs, updates to Infor security.
   c) Customer will provide access to any environment, data, and systems to test interfaces for all Customer and third-party systems to which the Infor applications will be interfaced.
   d) Customer will co-ordinate with third party vendors to coordinate with testing schedule.
   e) Customer is responsible for data validation efforts associated with interface testing to ensure interfaced data, including any transformation, mapping, or aggregating logic, is performing correctly.
   f) Where necessary, Customer is responsible for building the non-Infor side of the interface.
   g) All data files for outbound and inbound interfaces with Infor applications will be in the specified Infor standard file formats.
   h) Infor will do the Sherpa Integration development. The City will be responsible for providing clean data and validating the integration.
6. “Customizations” mean any components deployed in the hosted environment for the Subscription Software other than the generally available Subscription Software or components that Customer may deploy via the standard user interface or tools included in the generally available Subscription Software. Customizations may include, without limitation, code, databases, or third-party extensions that are not included in the generally available Subscription Software. Customizations are disallowed in Infor CloudSuite and out of scope.
7. “Extensions” mean the development of new objects to extend Infor functionality using Infor-provided tools (e.g., Infor Process Automation will be used for Workflows and Configuration Console for Form modification and/or creation). Extension Complexity is defined as follows:

a) Low: Changes are cosmetic or involve minimal enhancements to presentation or business logic. Functional requirements are simple and easy to understand. Downstream processes are not impacted.
b) Medium: Changes to or additions of complex presentation or business logic are involved. Functional requirements are complicated and will require periodic clarification. Downstream processes may be affected and need to be tested in conjunction with the configuration.
c) High: The configuration involves multiple interrelated business processes and complex logic. Functional requirements are very complicated and will require clarification and refinement throughout the development process. A substantial number of objects are created.
    - Standard Forms and Workflows will be used without Configuration.

1.5 Organizational Change Management Scope

Organizational Change Management or “OCM” means the effort related to managing the organizational and people aspects of the Project related to changes in organizational structures, processes, systems, and culture; or changes from an existing state to a future state.

Infor’s proposal includes a eight (8) week OCM Blueprint designed to accelerate the plan to execute timeframe. This effort will establish a foundation for success for City of Fort Lauderdale’ change initiative by defining key organizational risks, challenges, and cultural barriers to integrate into an OCM Strategy, Approach, Key Messaging Framework and Case for Change.

Customer will provide a Change Management Lead to work in partnership with Infor’s OCM Lead for the duration of the OCM Blueprint.

The OCM tasks and work products identified below are within the Project scope.

Activity or Work Product	Description
Stakeholder Analysis	This work product outlines the overall Stakeholder Engagement approach, anchored in insights gathered through analysis, and details the activities and tasks necessary to optimize the adoption and minimize risks for each stakeholder group, as well as assign stakeholder activities to project resources. **Infor will lead this effort with contribution from Customer.**
Change Readiness & Risk Assessment	This work product identifies key organizational risks and challenges associated with the project. The assessment also provides mitigation plans. **Infor will lead this effort with contribution from Customer.**
Change Management Strategy & Approach	This work product documents the change management strategy (planning, engagement, communication, and training) and the corresponding program and roadmap for the project. It integrates the findings from the Change Readiness Risk Assessment into an overall change management program and roadmap. The Change Strategy will also outline risk mitigations for organizational issues and provide a recommended change management program. **Infor will lead this effort with contribution from Customer.**

Activity or Work Product	Description
Change Management Level of Effort Estimate	This work product outlines the Change Management Program work plan, to include Phase, Stages, and tasks mapped to responsible resources with effort. **Infor will lead this effort with contribution from Customer.**

OCM Scope Assumptions and Customer Obligations:

- Infor will provide a Change Management Lead to manage Infor change management responsibilities.
- Infor will lead, in partnership / collaboration with the Customer, the development and delivery of the work products and activities defined in the table above.
- The work associated with defined work products and related activities will start during the Inception Phase of the project.
- Customer will provide at least one Change Management Lead resource to serve in an advisory role into the business, participate in and lead review/sign-off of deliverables, and lead Customer change management and training responsibilities.
- Customer will provide sponsors and business area representatives to participate in leading change management activities for their respective areas, and to serve as a liaison and information provider to the change management program. This will serve to create a distributed change management model with the appropriate representation into the businesses.
- Customer will be responsible for all costs associated with the execution and distribution of communications such as Project website, printing, shipping, and multi-media components of communications.

1.6 Project Team Readiness: Structure Workshops Scope

Project Team Readiness: "Structure Workshops" mean Infor consultant-led discussions to prepare Project team members to participate in the Project. Structure Workshops are conducted during the Inception Phase of the Project as Impact Event: Foundation Training and Structure Workshops (MCO-010). Structure Workshops can include general overview sessions and structure sessions. Structure Workshops are not formal training and do not include training materials or require a training environment.

Structure Workshop	Duration (Days)	# of Attendees
Cloud Technology and RICE Tools Overview Workshop	Up to 3	Up to 14
Data Reporting , Dashboard and Visualizer Overview	Up to 3	Up to 14
Application Security	Up to 3	Up to 14

1.7 Project Team Readiness: Project Team Training Scope

Project Team Readiness: "Project Team Training" means Infor-led instruction to prepare Project team members to participate in the Project. Project Team Training begins in the Inception Phase and concludes in the Elaboration Phase of the Project. Project Team Training is related to Impact Events: Foundation Training and Structure Workshops (MCO-010) and Project Team Training (TRN-030). Infor Project Team Training may include Private Training Workshops, Public or Private Education events, and Self-Directed Learning. The following sections outline the in-scope Project Team Training. The following table lists formal in scope Infor Education events. Materials from Self-Directed Leaning will support consultant-led ad-hoc workshops for topics that don't require formal training given previous experience of City project team members. These workshops can have up to 14 attendees.

Course Title	Standard Duration (Days)	Proposed Delivery Mode	Number Attendees
CloudSuite Financials & Supply Management: Applications Foundation	5	Public Sector Private Education Event	14
CloudSuite Financials: Configuring and Administering Global Ledger	3	Public Sector Private Education Event	14
CloudSuite Financials: Administering Project Ledger	1	Self-directed Learning Materials to support Ad-hoc Workshops	1
CloudSuite Financials: Configuring and Administering Project Invoicing and Revenue	2	Public Education Event	2
CloudSuite Financials: Configuring and Administering Global Ledger Allocations	1	Self-directed Learning Materials to support Ad-hoc Workshops	1
CloudSuite Financials: Configuring and Administering Payables	4	Public Education Event	2
CloudSuite Financials: Configuring and Administering Matching	3	Public Education Event	2
CloudSuite Financials: Configuring and Administering Receivables	3	Public Education Event	2
CloudSuite Financials: Configuring and Administering Billing	1	Public Education Event	2
CloudSuite Financials: Configuring and Administering Asset Accounting	2	Public Education Event	2
CloudSuite Financials: Configuring and Administering Cash Management	3	Public Education Event	2
CloudSuite Financials: Configuring and Administering Grant Accounting	3	Public Education Event	2
CloudSuite Financials: Configuring and Administering Close Management	1	Public Education Event	2
CloudSuite Financials: Configuring and Administering Reconciliation Management	1	Public Education Event	2
CloudSuite Supply Management: Configuring and Administering Purchasing	3	Public Education Event	2
CloudSuite Supply Management: Configuring and Administering Inventory Control	3	Public Education Event	2
CloudSuite Supply Management: Configuring and Administering Requisitioning	2	Public Education Event	2
CloudSuite Supply Management: Configuring and Administering Contract Management	4	Public Education Event	2
CloudSuite Supply Management: Configuring and Administering Strategic Sourcing and Supplier Portal	3	Public Education Event	2
Global HR: v11 Foundation	2	Self-directed Learning Materials to support Ad-hoc Workshops	1
Global HR: v11 Configuring and Administering Global HR	3	Public Sector Private Education Event	14
CloudSuite Healthcare: Setting up Master Data for Compensation Planning to Payments	3	Public Sector Private Education Event	14
Global HR: v11 Configuring and Administering Absence Management and Time Entry	4	Self-directed Learning Materials to support Ad-hoc Workshops	1
Global HR: v11 Designing Reports	1	Public Education Event	2

Course Title	Standard Duration (Days)	Proposed Delivery Mode	Number Attendees
Talent Management: v11 Configuring and Administering Transition Management	2	Public Education Event	2
Talent Management: v11 Configuring and Administering Goal and Performance Management	2	Public Education Event	2
Talent Management: v11 Configuring and Administering Compensation Management	3	Public Education Event	2
Talent Management: v11 Configuring and Administering Learning & Development	2	Public Education Event	2
Talent Management: v11 Configuring and Administering Succession Management	2	Public Education Event	2
Birst: Foundations - For Administrator	2	Public Education Event	2
Birst: Foundations - For Business User	2	Public Sector Private Education Event	14
Infor OS: Foundation	5	Public Education Event	2
Infor OS: Administering Homepages	1	Public Education Event	2
Lawson Technology: v11 Administering Landmark Foundation for the Cloud	4	Public Education Event	2
Lawson Technology: v11 Designing and Administering Processes Using Infor Process Automation for the Cloud	4	Public Education Event	2
Lawson Technology: v11 Designing and Administering Configuration Console	5	Public Education Event	2
Lawson Technology: Configuring and Administering Infor Security for the Cloud	2	Public Education Event	2
Lawson Technology: v11 Administering Landmark Security for the Cloud	3	Public Education Event	2
Lawson Technology: v11 Using Spreadsheet Designer for Microsoft Excel	1	Self-directed Learning Materials to support Ad-hoc Workshops	1
CloudSuite Healthcare: IA Processes Overview for Financials and Supply Management	1 hour	eLearning	unlimited
CloudSuite Financials & Supply Management: Navigation Overview	1/2 hour	eLearning	unlimited
CloudSuite Financials: Financials Overview	1/2 hour	eLearning	unlimited
Infor OS: Foundation Overview	1 hour	eLearning	unlimited
CloudSuite Financials: Global Ledger Overview	1/2 hour	eLearning	unlimited
CloudSuite Financials & Supply Management: Introduction to Birst	3/4 hour	eLearning	unlimited
CloudSuite Financials & Supply Management: Using Birst Reporting and Analytics CE	1/2 hour	eLearning	unlimited

*See Exhibit 1: Infor Education Terminology

Infor Project Team Training Scope Assumptions and Obligations:

1. The Project Team Training plan will be finalized during the Inception Phase of the Project.
2. Customer will provide participants of Customer-site Infor Private Education events with meeting/training accommodations and facilities including a computer workstation for every attendee, a computer workstation for the instructor, internet access on all workstations for access to Infor training environment or Customer environment (as applicable), printer access from each workstation, white board and flipchart with markers, and a computer projector.
3. Private Training Workshops are not formal training and may not include materials or training environment.
4. All Infor Public Education training events are delivered either at an Infor Public Training Center or virtually via the Infor Online Training Center.

5. Customer is responsible for travel and living expenses to attend Infor Public Education training events.
6. Customer will provide attendees of Infor virtual Public Education training events with computer workstations with internet access and either headsets or a private room during class time.
7. The Infor Education Public Training Schedule is updated and published each month, https://www.infor.com/resources/infor-education-public-training-schedule. If Customer requires a delivery date outside the published Infor Education Public Training Schedule, the following alternatives may be available via the Project Change Control Process in this SWO:
   a) Replacing an Infor Education public course with the corresponding Self-directed Learning offering.
   b) Replacing an Infor Education public course with an Infor Education private training event.
   c) Per option a: replace with corresponding SDL; there is no increase to fee. Per option b: replace with private course; the price for a private course is $3,000/day. A change order may be required if the proposed training plan varies.
8. Any changes to the Infor Project Team Training plan will be addressed via the Project Change Control Process.
9. FSM training will occur first with HCM training occurring later as part of the phased approach. A detailed training plan will be developed early in the project.

1.8 End User Training (EUT) Scope

"End User Training (EUT) Scope" means the efforts related to designing, developing, and delivering training to end-users or those impacted by changes from the Project. Infor will conduct an Impact Event *End User Training Strategy Workshop* TRN-040 during the Inception Phase of the Project. Impact Event *End User Training* (TRN-060) is conducted during the Transition Phase of the Project. Infor EUT Services include:

- End User Training Blueprint

Infor will provide an EUT Principal consultant to lead the End User Training Blueprint This effort establishes the foundation required to deliver a successful end-user training program.

The EUT tasks and work products identified below are within the project scope.

Activity or Work Product	Description
Training Needs Assessment	This work product provides an assessment of the targeted users, learning culture, existing learning practices, learning infrastructure, and impacted business processes and systems. It also identifies training requirements, risks and internal capabilities. This assessment is a key input to formulate an overall Training Strategy. **Infor will lead this effort with contribution from Customer.**
End User Training Strategy	This work products provides the approach and plan for the end user training program to include the training program's organizational model, timelines, goals/objectives, measurement model and critical success factors. This also includes development process, training technology/tools, training environment approach, delivery methods, assessment/evaluation approach, deployment approach, and sustainment model. **Infor will lead this effort with contribution from Customer.**

Activity or Work Product	Description
End User Course Catalog	This EUT Course Catalog provides a description for each in-scope end user course. For each course this includes a description, course objectives, high level topics, course duration, delivery method, and target participant groups. Additionally, the work product will provide a user procedure inventory matrix outlining in-scope procedural user documentation that will need to be developed to support the end user community. **Infor will lead this effort with contribution from Customer.**
End User Training Level of Effort Estimate	This work product outlines the EUT Program work plan, to include Phase, Stages, and tasks mapped to responsible resources with estimated level of effort. **Infor will lead this effort with contribution from Customer.**

EUT Scope Assumptions and Customer Obligations

1. Infor will lead Customer through the EUT Blueprint activities, work products and deliverables. The work associated with defined work products and related activities will start during the Elaboration Phases of the project.
2. Customer will provide a Training Lead to work in partnership with Infor's EUT Lead for the duration of the EUT Blueprint to serve in an advisory role, engage business participation, lead review/sign-off of deliverables, and lead Customer End User Training responsibilities and decisions.
3. Customer is responsible for development and delivery of all end-user training.
4. Customer is responsible for all Training Delivery logistics. This is to include, but not limited to, enrolling and scheduling of trainees and trainers, printing, and shipping of course materials, and obtainment and preparation of training facilities.
5. Customer will make available to Infor access to all relevant, applicable Infor internal systems (as they become identified as necessary through the process where applicable).
6. Customer will ensure work effort is allocated and sufficient time is dedicated to collaborative sessions, input, research, and response by key corporate and operational Leadership, Subject Matter Experts, and other key stakeholders as required for critical path UAP Jumpstart items.
7. Customer will provide Infor resources appropriate workspace, if applicable.

1.9 Technical Infrastructure and Security Scope

Infor Technical Lead Services are included in this SWO to coordinate and oversee Project-related technical plans, activities, and resources as directed by the Infor Project Manager. The Infor Technical Lead will assist the Infor Project Manager in completion of Infor-responsible technical tasks in accordance with the Project Schedule.

1.9.1 Technical Infrastructure Scope

1.9.1.1 Customer-specific System Administration

Infor will complete Customer-specific system administration tasks to provide an environment for the functional Project team to perform their activities. Tasks include, but are not limited to the following:

1. Verify Simple Mail Transfer Protocol (SMTP) and Security File Transfer Protocol (SFTP)
2. Create Customer-specific parameters for in scope business applications

3. Create initial setup for Business Object Documents (BODs) and Infor Message Service (IMS)
4. Establish Infor Document Management (IDM) metadata

Technical Infrastructure Scope Assumptions and Obligations:

1. System technology related fees and activities including software provisioning and tenant support during the Project are addressed in the Subscription License and Services Agreement and are not included in the scope of this Work Order.
2. Three multi-tenant instances (environments) are in scope for CloudSuite multi-tenant business applications (1 PROD, 2 NON-PROD).
3. Customer will provide all required hardware not provided by Infor (e.g., printers, scanners, handheld devices, servers, etc.) and is responsible for ensuring that hardware procurement is completed in accordance with the Project schedule to prevent delays in the Project.

1.9.2 Security Scope

"Security" means the use of software, hardware, and procedural methods to protect applications from external threats and enforce internal data access policies.

1.9.2.1 Cloud Security/Identity Management

Infor will deliver the following:

- Security planning pertaining to the integration with a Customer-owned Identity Provider (IdP) and the use of Certificate Authority (CA)-signed certificates.
- Security-Integration of certified Identity Provider (IdP) with cloud IdP and Infor Federation OS Services (IFS). Includes the following:
    - Configuration of claims provider trust.
    - Configuration of relying party trust.
- User Provisioning
    - Set General Admin and Security settings.

1.9.2.2 User Security

Infor will conduct Impact Event: Functional Security Overview Workshop (MCO-080) during the Elaboration Phase of the Project. Infor will configure a standard set of security roles. Such security roles will be used in all cases and will not vary for different parts of the organization. For example, a user given a security role will have the same access in all areas of the organization as defined by the business process / security role. Customer is responsible for all aspects of Security Administration after receiving required training, during the Project and post Go-Live, including but not limited to i.) the implementation of security and deployment of the delivered security roles, and ii.) any subsequent additions, changes, and/or removal of users. Any additional assistance required by Infor will be managed via the Project Change Control Process.

Security Scope Assumptions and Obligations:

1. Customer has completed or will complete security training as detailed in this SWO. The following 2 courses are found in Section 1.7 of this SWO: Lawson Technology: v11 Administering Landmark Security for the Cloud, and Lawson Technology: Configuring and Administering Infor Security for the Cloud

2. Customer is responsible for ensuring that all security designs and implementation meet or exceed Customer's security, regulatory, and audit requirements.
3. Customer will use Infor supported software for identity management and authentication.
4. Single Sign-on (SSO) is limited to Infor applications through Ming.le platform.
5. All security roles will be addressed as part of this project.
6. Security and administration of user IDs will be a Customer responsibility for all relevant users.

1.10 Go-Live Support Scope

"Go-Live Support" means the work required to complete the cutover, Go-Live, and post Go-Live tasks. "Go-Live" means the first-time Customer uses the Subscription Software to process data in Customer's live production environment.

Go-Live Support Scope Assumptions and Obligations:

1. Infor will conduct Impact Events: Cutover Preparation Workshop (TRS-060) and Go-Live Readiness Review (IPM-135) during the Transition Phase of the Project prior to Go-Live.
2. Infor assumes there will be two Go-Live events.
3. Infor will provide Go-Live support for up to six (6) week for each suite. Customer will provide the front-line support. All end user and operational issues will be addressed by Customer and Infor will provide assistance for critical and/or escalated issues. Infor will assist when issues need to be escalated for resolution.
4. If Customer is not ready to Go-Live upon completion of the Services described in this Work Order, additional Services and training may be required ("Additional Work"). Additional Work will be addressed via the Project Change Control Process.
5. Infor will conduct Impact Events: Optimize Kick-off (IPM-120), Services to Support Handover (SUS-040), and Project Close Workshop (IPM-160) during the Optimize Phase and develop a joint post Go-Live support resource plan.

2.0 Project Approach

2.1 Infor Deployment Method for CloudSuite with Impact Events

The Infor Deployment Method for CloudSuite ("IDM") will be used as the overall governing methodology for all Project related work subject to the Implementation Accelerators. IDM is comprised of five phases: Inception, Elaboration, Construction, Transition, and Optimize and provides methods, tools, and templates that will enable the Project team to plan, track, and report on the Project deliverables as defined in this Work Order.

"Impact Events" are essential Project activities that enable the Project team to monitor progress and contribute to Project quality through the systematic completion of these activities during the Project.

Impact Events are a key aspect of IDM and are listed below by IDM Project phase in the approximate order of delivery. The Infor Project Manager is responsible for the scheduling and delivery of the Impact Events along with the remaining work necessary to complete a specified IDM task, unless otherwise noted in applicable scope sections and related assumptions.

Phase End Milestones

Each phase of Infor Deployment Method ends when the milestone objectives have been met. The following table outlines the criteria by which each milestone is measured as being complete.

IDM Phase	Milestone	Criteria
Inception	Lifecycle Objectives (LO)	• Major stakeholders agree on the scope of the proposed system • Business and system objectives are confirmed • Project scope and boundaries are defined • Project risk is identified, and mitigation and contingency plans are in place • The cost, work effort and duration of the remaining project phases is clearly defined • Baseline system architecture is defined
Elaboration	Lifecycle Architecture (LA)	• System architecture is stable and been validated • Key configuration decisions have been • Requirements have been identified and prioritized • A prototype has been created and validated to meet the in-scope business requirements
Construction	Initial Operational Capability (IOC)	• Business processes have been validated against the new system • Unit, integration, system and systems integration tests are complete • System is ready for acceptance testing and deployment.
Transition	System in Production (SP)	• Production processing has commenced and has been validated • Production support infrastructure has been validated
Production	Sign-Off (SO)	• Critical operational issues closed • Future enhancements documented • Project signed off

Impact Events by IDM Project Phase				
Inception	**Elaboration**	**Construction**	**Transition**	**Optimize**
Customer Welcome Meeting (IPM-035)	Elaboration Kick-off (IPM-120)	Construction Kick-off (IPM-120)	Transition Kick-off (IPM-120)	Optimize Kick-off (IPM-120)

Impact Events by IDM Project Phase				
Inception	**Elaboration**	**Construction**	**Transition**	**Optimize**
Scope Confirmation Workshop (SCP-030)	Project Team Training (TRN-030)	Technical Development Kick-off (IPM-120)	User Acceptance Test Preparation Workshop (TES-130)	Services to Support Handover (SUS-040)
Implementation Planning Workshop (SCH-040)	Data Conversion Preparation Workshop (DCO-020)	Test Script Preparation Workshop (TES-090)	User Acceptance Test (TES-130)	Project Close Workshop (IPM-160)
Project Team Introductions (HRM-050)	Report Development Preparation Workshop (BRE-100)	Data Validation Preparation Workshop (DCO-070)	Cutover Preparation Workshop (TRS-060)	
Project Kick-off (OCH-050)	Functional Security Overview Workshop (MCO-080)	System Integration Test Preparation Workshop (TES-120)	Go-Live Readiness Review (IPM-135)	
Foundation Training and Structure Workshops (MCO-010)	Conference Room Pilot Preparation Workshop (MCO-040)	System Integration Test (TES-120)	End User Training (TRN-060)	
End User Training Strategy Workshop (TRN-040)	Conference Room Pilot (MCO-050)			

2.2 Project Governance

Project governance is a key element of effective project management. The following governance processes and assumptions shall apply for this Project:

1. **Project Management Plan:** A Project Management Plan ("PMP") will be developed collaboratively by the Infor and Customer Project Managers. It will be agreed upon in writing by the parties and maintained and updated weekly or as otherwise necessary, and mutually agreed upon in writing throughout the course of the Project. The PMP will govern how the Project will be run in terms of the

project management controls and processes. The PMP consists of the following subsidiary management plans:

a) SCP-040 Scope Management Plan
b) SCH-030 Schedule Management Plan
c) CST-030 Cost & Financial Management Plan
d) COM-010 Communications Management Plan
e) RSK-020 Risk Management Plan
f) ISS-010 Issue Management Plan
g) STK-030 Stakeholder Management Plan
h) IPM-080 Project Document Management & Version Control Plan

Responsibility for each PMP subsidiary management plan is detailed in **Section 2.4 Project Deliverables and Activities**.

2. **Project Sponsorship and Executive Involvement:** Customer will assign an Executive Sponsor and will designate a joint Steering Committee for the Project. The role of the Customer Executive Sponsor and Steering Committee will be to set the goals and scope of the Project, and to provide over-arching Project leadership and decision-making, including:
   a) Assume ultimate responsibility for the Customer Project team's success.
   b) Communicate Project directives and objectives.
   c) Provide timely and effective resolution to issues escalated by the Project team.
   d) Designate and assure commitment of resources throughout the Project to ensure Project success.
   e) Determine Project priorities and approve all changes to Project scope.
   f) Provide final review and approval of Project deliverables and milestones.
   g) Monitor Project quality and integrity with respect to business goals.
   h) Provide positive leadership and ongoing support to all Project team members.
   i) Identify and communicate any issues of concern throughout the course of the Project.
   j) Participate in monthly Steering Committee meetings.
   k) Be available to the Project to resolve issues that the Project management team cannot resolve in a timely manner.
   l) The Infor Practice Director and Infor Project Manager are members of the joint Steering Committee.
3. **Monthly Steering Committee Reports and Meetings:** Steering Committee meetings comprised of Infor and Customer senior management will occur on mutually agreeable schedule, which may be on a monthly basis and/or upon request by Infor within two (2) weeks of notice to review the status of the Project and provide escalation and decision-making. A Steering Committee Status Report may outline high level Project progress, health, status, risks, issues, and decisions and barriers requiring the attention of the Steering Committee.
4. **Weekly Status Reports and Meetings:** Status reports will be issued, and status meetings will occur on a mutually agreeable interval, which may be weekly. Additional meetings will occur as mutually agreed between the Infor Project Director and/or Project Manager, Customer Project Manager, and key Project participants. The status report and associated meeting will focus on overall Project status and deliverables, issues/at risk items, key decisions, Project plan review/updates, escalations, and overall Project status as compared to plan.
5. **Project Issue Escalations:** From time-to-time, issues that are negatively impacting Project progress will arise that require urgent Customer attention. The Infor Project Manager and Customer Project Manager will act as the points of escalation in these circumstances, and will expect the following turnaround times from Infor and Customer's respective Project teams:
   a) Urgent questions/requests where Project progress is being negatively impacted, but is not halted -- 2 business days.
   b) Critical questions/requests where Project progress is blocked -- 1 business day.

6. **Project Change Control Process (in Scope Management Plan):** Deviations that arise during the proposed Project will be managed using the "Project Change Control Process" defined below. Changes could include, but are not limited to, changes in costs, schedule/timeline, scope, and deliverables. The Project Change Control Process will be invoked before any unplanned or out of scope work is executed or any work is completed outside Customer's regular business hours. Any additional effort/costs because of such work would be subject to the following Project Change Control Process:

    If either party believes that a change to this Work Order is necessary, such party shall issue to the other party a written change request ("Change Request"). In the case of a Customer-initiated Change Request, Infor will evaluate the feasibility of the Change Request as soon as practical following receipt and determine the impact to the Project cost and timelines. If Resources Roles are not included in the Service Fees as specified in this SWO and are requested by Customer, the rate for those Resource Roles will be established at that time based on Infor's then current rates.

    Infor shall provide Customer a written statement ("Change Response") describing in detail:

    1) Any additional Services to be performed because of the Change Request.
    2) The estimated cost associated with such additional Services.
    3) Any other information relating to the Change Request that may reasonably be requested by Customer.

    Customer shall respond promptly to any Infor-initiated Change Request. If Customer approves an Infor-initiated Change Request or a Change Response, with such approval to be in writing, such Change Request or Change Response shall be deemed to be a "Change Order". Any duly executed Change Order shall be attached to this Work Order. The Infor effort required to prepare and process the Change Order will not be billed to Customer.

    The Infor Project Manager and the Customer Project Manager shall administer any approved Change Order. The estimated Project schedule shall be adjusted accordingly for each Change Order. If Customer rejects an Infor-initiated Change Request, or any Change Response, Infor and Customer shall proceed to fulfill their obligations as originally agreed under this Work Order.

Project Governance Assumptions and Obligations:

1. Infor and Customer will jointly manage the Project.
2. Customer will assign a Project Manager who will act as the primary point of contact during the Project. The Customer Project Manager will have appropriate decision-making authority and be responsible for all Customer resources and Customer-owned Project deliverables, including Project plan maintenance.
3. Infor will provide a Project Manager who will oversee all Infor-related Project management functions and activities, including Project plan maintenance and budget control. The Infor Project Manager will be responsible for all Infor activities, resources, and resource planning and all Infor-owned Project deliverables.
4. The Customer Program Director will serve as an escalation point for the Customer Project Manager and will provide overall Project governance across the Customer management team, Customer business owners, and other Project stakeholders.
5. Customer Project Manager will coordinate all deliverables for which Customer is responsible as well as communication with Customer employees and other Customer Project stakeholders and provide a central communication channel for the Project with the Infor Project Manager.
6. Infor may conduct onsite quality assurance reviews over the course of the Project. Customer will be invited to participate in the reviews if they are conducted. Infor will provide a verbal debrief to Customer after each review.

2.3 Testing Scope

IDM testing encompasses a key set of testing activities that spans across multiple IDM phases. The testing requirements during each IDM test are critical since each IDM test is the culmination and acceptance of many predecessor activities.

Test-related activities for each IDM test include the following:

- Mutually developed and agreed upon Test Plan
- Editing of test scripts
- Execution of test scenarios/scripts
- Triage and documentation of test results
- Test Issue Resolution
- Test sign-off

The following describes how IDM testing will be approached for this Project, along with test-related roles and responsibilities:

1. Conference Room Pilot - Infor Led:
   a) "Conference Room Pilot" or "CRP" means testing the Infor software components of an individual business process in an isolated manner. The CRP is intended to:
      i. Provide users with an early insight into how the new system will function.
      ii. Provide an opportunity for users to confirm that their requirements (or the requirements of the group they represent) will be satisfied by the new system, or to identify gaps that can subsequently be analyzed.
      iii. Provide the Project team with a formal checkpoint that the progressive configuration of the new system is on track and highlights any significant issues that need corrective action.
      iv. A minimum of one month of current Financial data will be converted for this testing. A subset of HCM data will be converted for HCM testing as well. A minimum of one month of current HR and Payroll data will be converted for the HCM/Payroll CRP.

   b) Conference Room Pilot Entry & Exit Criteria
      i. Entry Criteria
         i. CRP Environment complete
         ii. Data Actions Labs complete
         iii. Project Team Training conducted according to the project plan.
         iv. Conference Room Pilot Scripts complete
      ii. Exit Criteria –
         i. Execution of the Conference Room Pilot Scripts (either with or without defects) according to the City approved Test Plan.
         ii. All CRP results, defects, gaps, and/or changes are documented according to the City approved Test Plan.
         iii. Conversion validation is complete according to City approved Test Plan.
         iv. Test Cycle Signed off
      iii.

   c) Number of Iterations: One

2. Unit Testing:
   a) Description/Purpose: Unit testing validates individual units or components of custom code. Regardless of the system, units are generally considered to be the smallest parts of an application that can be tested for their functionality. Unit testing validates that the individual custom components are fit-for-use and function correctly to meet the relevant technical specifications.

b) Roles and Responsibilities, Unit Testing is assumed to be performed by the same individuals responsible for development, unless stated otherwise.

c) Number of Iterations: One

3. System Integration Testing – Infor/Customer Led:
   a) "System Integration Test" or "SIT" means testing the Infor software components within the context of the other systems with which the Infor software components will interact. The Infor software components will need to interface with other Customer systems, some of which may be other Infor components or Customer legacy applications. During System Integration Testing, Customer validates that the interactions and interfaces between Infor and non-Infor software components and systems function as required.
   b) System Integration Testing – focus on testing end to end processes within modules incorporating RICEFW items.
      a. End-to-End Business Scenarios
      b. In-Scope Development Objects
      c. Converted Data
      d. Security Role Testing
      e. Vendor Integration Testing (as applicable)
   c) During System Integration Testing, both positive and negative testing should be performed for all critical functionalities.
      a. Positive Testing – validates that the system functions correctly by entering a value that is correct and verifies that the data/view return is what is expected.
      b. Negative Testing – validates that the test fails by inputting a value that is (purposely) incorrect and verifies that the component or test case fails, to verify that the online application is operating correctly.
   d) System Integration Testing scenarios will be created jointly by Infor and CoFL.
   e) Defects will be tracked using the defect management process/log facilitated by Infor's and City's Project Manager.
   f) Defect Management
   g) To enter and exit each phase of testing review and validation, specific criterion must be met. The following outlines the criteria for entry and exit for user acceptance testing.

      System Integration Testing Entry & Exit Criteria.
      a. Entry Criteria
         i. System Integration Test Plan has been created and validated by the respective SME Lead, including resource assignment and test dates.
         ii. The approved test scripts for SIT have been created.
         iii. SIT Environment is built, accessible, and ready.
         iv. All the data conversions needed for SIT are completed and validated by CoFL.
         v. RICEFW objects have been migrated to the SIT instance.
         vi. Testing Management Process in place and deployed.
      b. Exit Criteria
         i. Execution of the System Integration Test Cases (either with or without defects) according to the City approved Test Plan.
         ii. Defects are resolved according to the City approved Test Plan.
         iii. All Critical and High severity defects are documented, resolved, and retested.
         iv. All Medium severity defects are documented, resolved, and retested; OR a workaround plan is in place to handle the defect.
         v. All Low severity defects are documented.
         vi. Conversion validation is complete with 90% pass rate (assuming any data clean-up activities identified from the conversion validation during the prior cycles are executed, if applicable)
         vii. Integration testing with other systems and vendors is completed according to the City approved Test Plan.

viii. Test Cycle Signed off

h) Number of Test Iterations: One (1)

4. User Acceptance Testing: - Customer Led:
   a) "User Acceptance Test" or "UAT" means end-to-end testing of the Infor and non-Infor software components and systems, including security, reports, extensions, and interfaces to third party systems. User Acceptance Test is performed by end-users to confirm the system is ready for deployment into production. User Acceptance Test should only be performed after the predecessor testing tasks have been completed, functionality has been validated, and required business processes have been validated by Customer.
   b) User Acceptance Testing – focus on testing end to end processes within modules incorporating RICEFW items.
      a. End-to-End Business Scenarios
      b. In-Scope Development Objects
      c. Converted Data
      d. Security Role Testing
      e. Vendor Integration Testing (as applicable)
   c) During User Acceptance Testing both positive and negative testing should be performed for all critical functionalities.
      a. Positive Testing – validates that the system functions correctly by entering a value that is correct and verifies that the data/view return is what is expected.
      b. Negative Testing – validates that the test fails by inputting a value that is (purposely) incorrect and verifies that the component or test case fails, to verify that the online application is operating correctly.
   d) User Acceptance Testing scenarios will be created jointly by Infor and CoFL.
   e) Defects will be tracked using the defect management process/log facilitated by Infor's and City's Project Manager.
   f) Defect Management
   g) To enter and exit each phase of testing review and validation, specific criteria must be met. The following outlines the criteria for entry and exit for user acceptance testing.

      User Acceptance Testing Entry & Exit Criteria.

      a. Entry Criteria
         i. The User Acceptance Test plan has been created and validated by the respective SME Leads, including resource assignment and test dates.
         ii. SIT Exit Criteria has been met.
         iii. The approved test scripts for UAT have been created.
         iv. UAT Environment is built, accessible, and ready.
         v. All the data conversions needed for UAT are completed and validated by CoFL.
         vi. RICEFW objects have been migrated to the UAT instance.
         vii. Testing Management Process in place and deployed.
         viii. Functionality has been unit tested and defects resolution plan documented from the prior test phases.
      b. Exit Criteria
         i. Execution of the UAT Cases (either with or without defects)according to the City approved Test Plan.
         ii. Defects are resolvedaccording to the City approved Test Plan..
            1. All Critical and High severity defects are documented, and have a resolution plan.
            2. All Medium severity defects are documented, according to the City approved Test Plan All Low severity defects are documented according to the City approved Test Plan .
         iii. Test Cycle Signed off

iv. Internal and external interface testing is completed according to the City approved Test Plan .
v. Security is tested and plan exists to correct needed configuration changes prior to go-live.

h) Number of Test Iterations: One (1)

5. Payroll Parallel Testing

Payroll Parallel testing focuses on testing end to end processes within modules incorporating RICEFW items. Multiple Payroll passes will be mutually agreed upon by the City and Infor, there will be a minimum of two passes each with entrance and exit criteria according to the mutually agreed upon Test Plan.

a) During this payroll parallel, City will use the data converted for User Acceptance Testing. City will test the end-to-end payroll process including testing ACH file third party vendors, Interfaces to third party vendors, and printing checks. Processing Payroll should include employees eligible for payroll processing based on the pay period selected by the City.
    a) End-to-End Payroll Processing, including importing time from Kronos and integrating payroll files to ACH (Bank) and third-party vendors.
    b) Integration/Interface Testing should achieve specific payroll function to an appropriate degree of risk.
b) City will coordinate aligning active employees and current assignment in the CloudSuite testing system with the production system against which the parallel test will be executed.
c) City will test two (2) biweekly payroll cycles and City SME Lead is responsible to identify which payroll periods to test. City must prepare and coordinate data to support parallel payroll cycles.
d) City will capture time records and related manual adjustments for the pay period on in scope for the parallel test. City will additionally capture deduction inputs and employee transactions (e.g. status and/or FTE changes) that may impact payroll calculations and apply these to the test system to support the parallel.
e) City will coordinate required data copies to prepare for and compare to for parallel testing.
f) City will lead and Infor will support the payroll process for employees and pay period in scope for the parallel.
g) City will lead and Infor will support the reconciliation of deductions and gross to net calculations.
h) City will lead and Infor will support the reconciliation of absence management balances.
i) City will lead and Infor will support identifying, documenting, and resolving defects/issues based on priority and criteria identified
j) To enter and exit each phase of testing review and validation, specific criteria must be met. The following outlines the criteria for entry and exit for payroll parallel testing.

    Payroll Parallel Testing Entry & Exit Criteria.

    a. Entry Criteria
        i. Execution of the Payroll UAT Cases (either with or without defects) according to the City approved Test Plan
        ii. Parallel Payroll Test Plan documented to address requirements 5a – 5i above.
    b. Exit Criteria – Go/No Go
        i. Integration/Interfaces inbound and outbound are operating as designed and developed.
        ii. Kronos Time Record Import according to th.e City approved Test Plan.
        iii. Calculate Overtime according to the City approved Test Plan.
        iv. Payroll Register – End to end Payroll. (Taxes, Earnings, Deduction, ER/EE Contributions, Garnishment calculations, and fees, etc.) according to the City approved Test Plan.
        v. Payment Register according to the City approved Test Plan.

vi. Pre-note, Create and Transmit the ACH Files (Third Party Vendors) according to the City approved Test Plan.

vii. Payroll Taxes – balances year-to-date according to the City approved Test Plan.

viii. General Ledger Accuracy, Posting and Validation according to the City approved Test Plan.

ix. Payroll Parallel defects are documented and have a resolution plan according to the City approved Test Plan.
    1. All Critical and High severity defects during Payroll Parallel result in additional testing and "no go" decision. Defects must be documented, have a resolution plan before a go decision is reached according to the City approved Test Plan.
    2. All Medium/Low severity defects are documented, have a resolution plan; OR a workaround plan according to the City approved Test Plan.

c. Payroll Parallel Assumptions
    i. Assumption is Payroll Parallel will take place post User Acceptance Testing.
    ii. Assumption is two bi-weekly payrolls will be processed end to end.

Finance Parallel Testing

a) Finance Parallel Testing is out of scope.

Testing Scope Assumptions and Obligations:

1. Infor will provide knowledge transfer to develop the overall test strategy and plans.
2. Infor will conduct test preparation workshops prior to each testing cycle to describe the testing process, including roles and responsibilities, acceptance criteria, documentation requirements, and issue resolution (refer to Impact Events by IDM Phase).
3. Infor and Customer will jointly develop, and Customer will maintain the test script log.
4. Customer Project team is responsible for validating the existing standard IA test scripts and creation of additional test scripts as necessary.
5. Customer Project team is responsible for reviewing the results from the executed test scripts and validation of acceptance criteria.
6. Customer and Infor will jointly document issues.
7. City is responsible for submitting Product support tickets if a problem is product related and coordinating resolution with Infor Support. Infor's Customer Success Manager will coordinate status updates and escalations if required. Infor's project team will participate in support calls as required.

2.4 Project Deliverables and Activities

Throughout the course of the Project, many deliverables will be created, and activities performed.

The Project Deliverables/Activities listed below by IDM Project Phase are included in the Project scope:

Project Deliverable/ Activity	Project Deliverable/ Activity Definition	Project Deliverable/ Activity Prerequisites	Primary Responsible Party (Owner)	Assist	Document Controlling Deliverable Completion
Inception Phase Overview The Inception Phase is characterized by the Project Team finalizing the Project schedule and plan and Customer receiving foundational education on the in-scope business and technical applications and the Implementation Accelerator Business Processes.					
Project Management Plan	Scope Management Plan Documents how the Project scope will be defined, executed, controlled, accepted, and closed.	Signed SWO	Infor	Customer	Scope Management Plan (SCP-040)
Project Management Plan (.mpp format)	Schedule Management Plan Plans the Project schedule throughout the Project.	Signed SWO	Infor	Customer	Schedule Management Plan (SCH-040)
Project Management Plan	Cost & Financial Management Plan Documents how Project cost and financial management will be performed, controlled, and closed.	Signed SWO	Infor	Customer	Cost & Financial Management Plan (CST-030)
Project Management Plan	Communications Management Plan Documents how the Project will approach, perform, and control Project	Signed SWO	Customer	Infor	Communications Management Plan (COM-010)

Project Deliverable/ Activity	Project Deliverable/ Activity Definition	Project Deliverable/ Activity Prerequisites	Primary Responsible Party (Owner)	Assist	Document Controlling Deliverable Completion
	communications based on the information needs and requirements of Customer, Project team members, and Project stakeholders.				
Project Management Plan	Risk Management Plan Documents how the Project will identify, assess, manage, and control Project risks.	Signed SWO	Customer	Infor	Risk Management Plan (RSK-020)
Project Management Plan	Issue Management Plan Documents how the Project will identify, assess, manage, and control Project issues.	Signed SWO	Customer	Infor	Issue Management Plan (ISS-010)
Project Management Plan	Stakeholder Management Plan Documents how the Project will approach, manage, and control stakeholder engagement throughout the Project based on stakeholder interest and potential impact on Project success.	Signed SWO	Customer	Infor	Stakeholder Management Plan (STK-030)
Project Management Plan	Project Document Management & Version Control Plan Documents how the Project will manage, version, and store the various documents that will be created by the Project.	Signed SWO	Customer	Infor	Project Document Management & Version Control Plan (IPM-080)

Project Deliverable/ Activity	Project Deliverable/ Activity Definition	Project Deliverable/ Activity Prerequisites	Primary Responsible Party (Owner)	Assist	Document Controlling Deliverable Completion
IA Process Walk-through	Review of in scope IA Business Processes performed during Engage phase for Customer acceptance.	Future State Process Model (BRE-050)	Infor	Customer	Future State Process Model (BRE-050)
Integration Strategy and Review	Review of Customer integration requirements.	Signed SWO	Infor	Customer	Integration Strategy and Governance (TAR-030)
Infor Foundation Training and Structure Workshops	Infor to provide Project Team Foundation Training and Structure Workshops as per Section 1.6 of the Work Order.	Schedule Management Plan (SCH-040)	Infor	Customer	Workshop Status Report (TRN-030B)
End User Training Plan	Plan for development of End User training materials and delivery of training to prepare the End Users to manage their respective functions in the Infor system. As per End User Training Scope defined in Section 1.8 of the Work Order.	Schedule Management Plan (SCH-040)	Refer to Section 1.8	Refer to Section 1.8	End User Training Plan (TRN-040)
Elaboration Phase Overview The Elaboration Phase is characterized by completion of Project Team Training, completion of the future state design using the IA Business Processes, conducting an initial Gap Analysis, completion of the first data Conversion, and establishing and validating the base application setup and future state process by conducting the Conference Room Pilot.					
Infor Project Team Training	Infor to provide Project Team Education as per Section 1.7 of the Work Order.	Schedule Management Plan (SCH-040)	Infor	Customer	Education Status Report (TRN-030B)

Project Deliverable/ Activity	Project Deliverable/ Activity Definition	Project Deliverable/ Activity Prerequisites	Primary Responsible Party (Owner)	Assist	Document Controlling Deliverable Completion
Business Blueprint: initial	This work Project activity reviews the in-scope IA Business Processes, captures the software and technology-related design scope, and describes the future business process and the organizational areas most affected by the solution.	Schedule Management Plan (SCH-040)	Infor	Customer	Business Blueprint: initial (BRE-140A)
Gap Analysis	Customer and Infor will jointly review the initial Business Blueprint to determine any gaps between delivered IA Business Processes and Customer requirements and develop a prioritized list of gaps.	Business Blueprint (BRE-140A)	Infor	Customer	MoSCoW Traceability Matrix (BRE-100)
Integration Requirements Definition: Functional and Technical Specifications	Definition of the functional and technical requirements for all scoped interfaces. Responsibility for deliverable is based on the interfaces scope of work per Section 1.4 of the SWO.	Integration Requirements (TAR-030)	Refer to Section 1.4	Refer to Section 1.4	Integration Specifications (TAR-040)
Base application setup	Infor to provide Implementation Accelerator templates and assist with mapping where applicable (e.g., CSF). Setup document will address only the required configuration	Business Blueprint (BRE-140A)	Infor	Customer	Business Data Definitions (MCO-060)

Project Deliverable/ Activity	Project Deliverable/ Activity Definition	Project Deliverable/ Activity Prerequisites	Primary Responsible Party (Owner)	Assist	Document Controlling Deliverable Completion
	for the Conversion tool.				
Conference Room Pilot (CRP) Preparation Workshop	Infor leads development of the CRP Plan. Infor to deliver initial IA test cases. Specific test cases are developed and refined by Customer and used to support the CRP.	Business Blueprint (BRE-140A) Business Data Definitions (MCO-060)	Infor	Customer	CRP Plan (MCO-040C)
Conference Room Pilot (CRP)	CRP will be performed according to the scope defined in the CRP Plan. Test cases are completed to record results of CRP. Application configuration issues are identified and addressed.	CRP Plan (MCO-040C)	Infor	Customer	CRP Report (MCO-050B)
Business Blueprint: updated	This work product updates the software and technology-related design scope, the future business process, and the organizational areas most affected by the solution.	Business Blueprint (BRE-140A) Business Data Definitions (MCO-060)	Infor	Customer	Business Blueprint: updated (BRE-140A)
Construction Phase Overview The Construction Phase is characterized by the Project team use of the confirmed business processes from the CRP and the Gap Analysis to configure the system and conduct the System Integration Test in preparation for Go-Live.					
Data Conversion Pass #1	Migrate business applications, subledger master data, and historical transactions.	CRP Report (MCO-050B)	Infor	Customer	Record Count Report: Data Conversion Pass #2

Project Deliverable/ Activity	Project Deliverable/ Activity Definition	Project Deliverable/ Activity Prerequisites	Primary Responsible Party (Owner)	Assist	Document Controlling Deliverable Completion
	At the completion of each Conversion pass, there may be outstanding items to resolve that will be documented and corrected in the next Conversion pass.				
Gap Analysis	Customer and Infor will jointly review the CRP results to determine any gaps between delivered business processes and Customer requirements.	CRP Report (MCO-050B)	Infor	Customer	MoSCoW Traceability Matrix (BRE-100)
Application Setup	Application setup based upon the CRP results and Gap Analysis.	Business Blueprint (BRE-140A)	Customer	Infor	Application Setup Information (MCO-070)
RICE Development	Interfaces and other RICE objects required for Go-Live developed by Project team per Section 1.4 of the SWO.	Integration Specifications (TAR-040) MoSCoW Traceability Matrix (BRE-100)	Refer to Section 1.4	Refer to Section 1.4	Unit Test Report
Functional Security Setup	Customer to create functional security matrix and assign roles and classes to users.	Application Setup Information (MCO-060) MoSCoW Traceability Matrix (BRE-100)	Customer	Infor	Functional Security Setup Information (MCO-080)
System Integrated Test (SIT) Plan and Test Scripts	Customer to create the SIT Plan & SIT scripts based upon the Test Plan in Section 2.3 of the Work Order. Customer will leverage the CRP	Record Count Report: Data Conversion Pass #2 Unit Test Report	Customer	Infor	System Integration Test Plan (TES-040)

Project Deliverable/ Activity	Project Deliverable/ Activity Definition	Project Deliverable/ Activity Prerequisites	Primary Responsible Party (Owner)	Assist	Document Controlling Deliverable Completion
	scripts and expand as needed to include RICE.	Functional Security Setup Information (MCO-080)			System Integration Test Scripts (TES-110)
SIT Report	Customer and Infor will jointly review SIT Report to determine any discrepancies in business process design.Customer will be responsible for any manual entry for data correction.	System Integration Test Plan (TES-040) System Integration Test Scripts (TES-110)	Infor	Customer	SIT Report (TES-120A)
Transition Phase The Transition Phase is characterized by completion of final data Conversions, User Acceptance Testing, End User Training, and conducting production readiness assessment, and Go-Live.					
Data Conversion Pass #2	Migrate business applications, subledger master data, and historical transactions.	SIT Report (TES-120A)	Infor	Customer	Record Count Report: Data Conversion Pass #3
User Acceptance Test (UAT) preparation	Customer to create the UAT Plan & UAT scripts with Infor assistance. Note: Customer will leverage the CRP and SIT scripts and expand as needed to include RICE and security.	Record Count Report: Data Conversion Pass #3	Customer	Infor	User Acceptance Test Plan (TES-050)
UAT Report	Customer and Infor will jointly review UAT Report to determine any discrepancies in business process design. Customer will be responsible for	UAT Plan (TES-050)	Customer	Infor	User Acceptance Test Status Report (TES-150B)

Project Deliverable/ Activity	Project Deliverable/ Activity Definition	Project Deliverable/ Activity Prerequisites	Primary Responsible Party (Owner)	Assist	Document Controlling Deliverable Completion
	any manual entry for data correction.				
Go / No Go	Customer and Infor will jointly review and reach the decision of whether to proceed with next step leading to Go-live.	Go / No Go Decision Checklist	Customer	Infor	Go / No Go Decision Checklist
Solution Training for End Users (Development and Delivery)	Development of End User training materials and delivery of training to prepare the End Users to manage their respective functions in the Infor system. As per End User Training Scope defined in Section 1.8 of the Work Order.	End User Training Plan	Refer to Section 1.8	Refer to Section 1.8	End User documentation, training materials and delivery (roster of attendees)
Data Conversion #3, Mock Go-Live	Migrate business applications, subledger master data and transactions to evaluate readiness and overall timing.	UAT Report	Infor	Customer	Record Count Report-Data Conversion Pass #3
Cutover Preparation	Finalize plan and schedule for cutover.	UAT Report	Infor	Customer	Verify Production Readiness Report (TRS-060)
Cloud Readiness Review and Report	Verify production readiness by completing a Cloud Readiness Review and subsequent Report.	UAT Report	Infor	Customer	Cloud Readiness Review Report (IPM-135B)

Data Conversion Pass #4, final data Conversion and Cutover/Go-Live	Migrate business applications, subledger master data, and transactions.	Cloud Readiness Review Report	Infor	Customer	Record Count Report-Data Conversion Pass #4

Project Deliverable/ Activity	Project Deliverable/ Activity Definition	Project Deliverable/ Activity Prerequisites	Primary Responsible Party (Owner)	Assist	Document Controlling Deliverable Completion
Optimize Phase Overview The Optimization Phase is the period immediately after Go-Live where the Infor and Customer Project teams support the end-users as they assume full ownership of the system, plan for the future, and close the Project.					
Post Live Support	Post Go-live support completed as per Section 1.10 of the Work Order.	Production Pass #4, final data Conversion and Cutover/Go-Live	Customer	Infor	Project Close-out (IPM-160A)

Deliverable Acceptance:

Upon completion or delivery of any deliverable or activity set forth in the field titled "Document Controlling Deliverable Completion" in the table above, Customer has five (5) business days ("Acceptance Period") to give Infor written notice specifying any deficiencies of such deliverable or activity against the description for such deliverable or activity specified in this Work Order in detail. The five (5) business days ("Acceptance Period") is effective the day following that Infor delivers any deliverable acceptance form. Deficiencies must be substantive in nature relating to a significant potential business impact that could be caused by implementing the deliverable without a cure. Documentation related items such as: Font style, spacing, headings, page numbers, and table of contents are not considered deficiencies. If provided such notice, Infor shall use reasonable efforts to promptly cure any agreed deficiencies. After completing such cure, Infor shall resubmit the deliverable or perform the activity for Customer review as set forth above (with a new 3-day Acceptance Period beginning). Customer's acceptance shall be in writing; however, if Customer fails to provide written notice of any deficiencies (or written acceptance) within the Acceptance Period, as provided above, such deliverable or activity shall be deemed conclusively accepted at the end of the Acceptance Period.

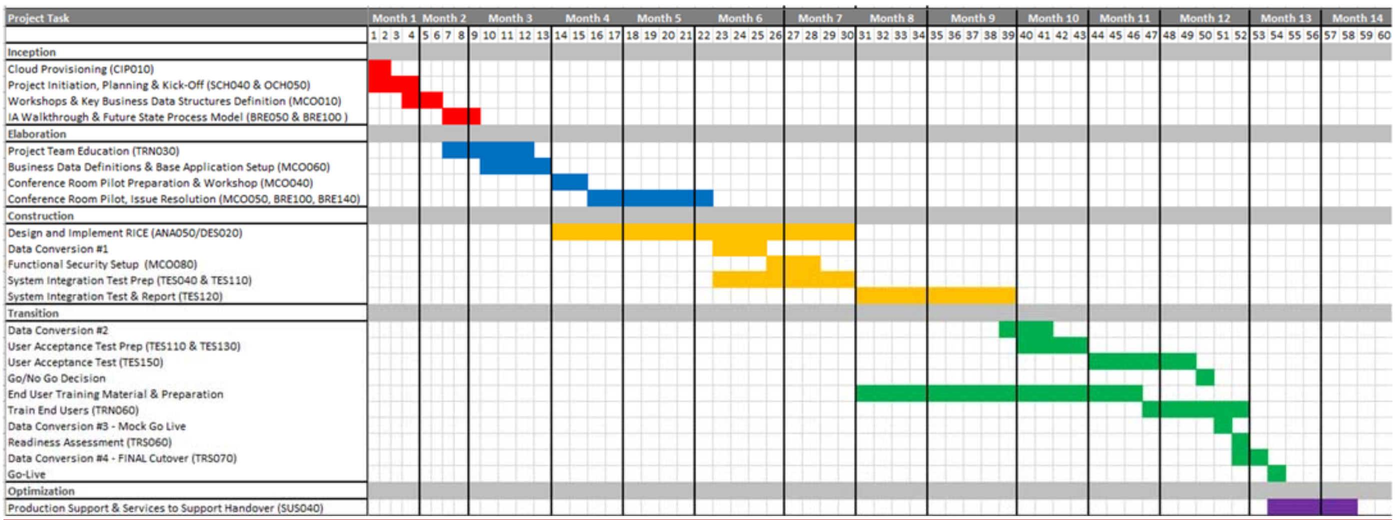
3.0 Project Schedule and Timeline

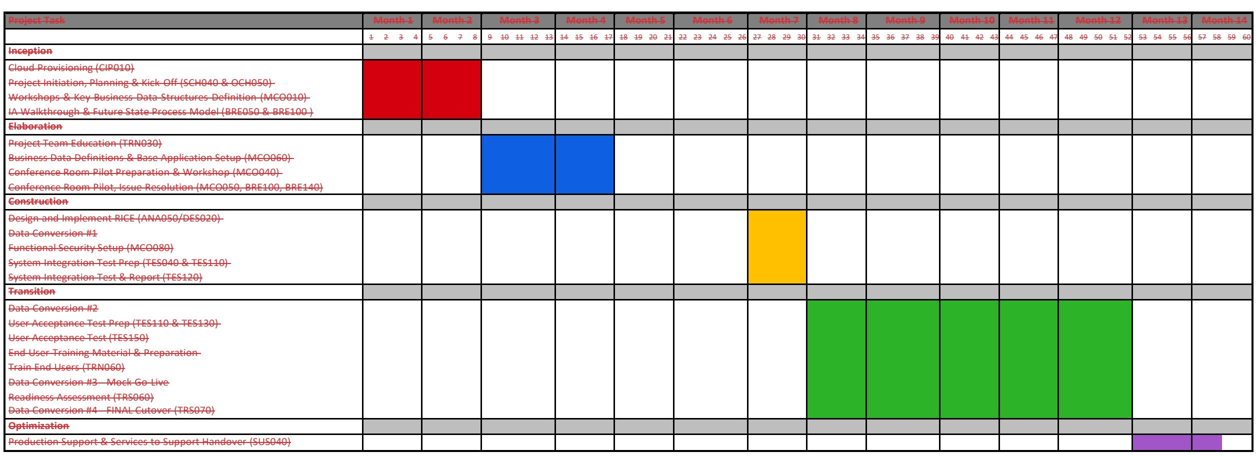
Project duration is estimated at 18 months not including post production support. This Work Order assumes a Project start date to be mutually agreed upon by both parties. Any delay of the start date will impact the availability of Project resources, the final production Go-Live date, and will necessitate further discussion to agree on the Project timeline.

Project Timeline

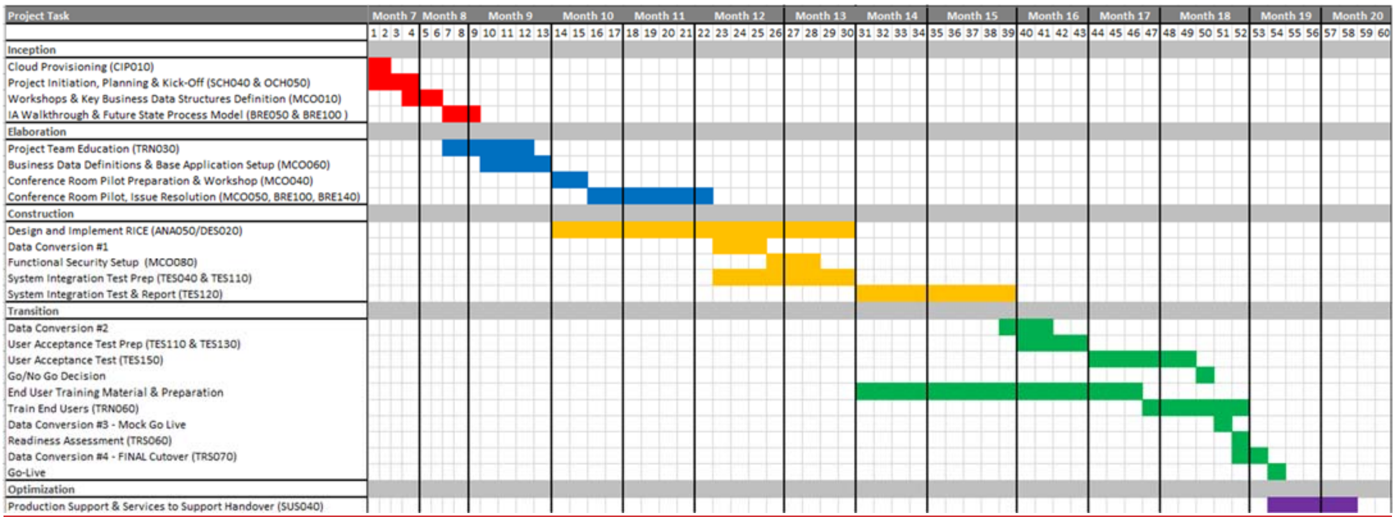
The graphics below depicts the high level project schedule.

Finance and Supply Chain Management (Proposed Timeline)





Human Capital Management (HCM) Proposed Timeline


Project Task
Month 7
Month 8
Month 9
Month 10
Month 11
Month 12
Month 13
Month 14
Month 15
Month 16
Month 17
Month 18
Month 19
Month 20
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60
Inception
Cloud Provisioning (CIP010)
Project Initiation, Planning & Kick-Off (SCH040 & OCH050)
Workshops & Key Business Data Structures Definition (MCO010)
IA Walkthrough & Future State Process Model (BRE050 & BRE100)
Elaboration
Project Team Education (TRN030)
Business Data Definitions & Base Application Setup (MCO060)
Conference Room Pilot Preparation & Workshop (MCO040)
Conference Room Pilot, Issue Resolution (MCO050, BRE100, BRE140)
Construction
Design and Implement RICE (ANA050/DES020)
Data Conversion #1
Functional Security Setup (MCO080)
System Integration Test Prep (TES040 & TES110)
System Integration Test & Report (TES120)
Transition
Data Conversion #2
User Acceptance Test Prep (TES110 & TES130)
User Acceptance Test (TES150)
Go/No Go Decision
End User Training Material & Preparation
Train End Users (TRN060)
Data Conversion #3 - Mock Go Live
Readiness Assessment (TRS060)
Data Conversion #4 - FINAL Cutover (TRS070)
Go-Live
Optimization
Production Support & Services to Support Handover (SUS040)

PHASED GO-LIVE PROJECT TIMELINE

- 18-Month Phased Go-Live
- FSM: Assumes 9/6/2021 Project Start for FSM
- HCM: Assumes 3/7/2022 Project Start for HCM

Project Schedule and Timeline Assumptions and Obligations:

1. After Project initiation, Customer and Infor will meet and finalize activities required to accomplish the objectives of the Project and develop a Project plan, schedule, and timeline. It is possible the proposed Project scope, schedule, and timeline may change and require a Project Change Order.

4.0 Project Roles and Responsibilities

4.1 Client Staffing

Customer will provide the necessary resources to complete the assigned activities which will include, at a minimum, providing the following Customer Project Role(s) as detailed in the table below.

A delay in Customer actions (e.g., availability of subject matter experts, executive sponsorship, key decisions, development, Conversion, timely execution of tasks, etc.), may impact execution of Project tasks by Infor and will be addressed via the Project Change Control Process. Customer Project Role(s) FTE requirement is based on the Project duration as defined in this SWO.

	Process/Application	FTE		Process/Application	FTE
1	HR SME	0.5	20	Cash Management SME	0.5
2	Position Budgeting SME	0.5	21	Grant Management & Projects SME	0.5
3	Talent Acquisition & Employee Relations SME	0.25	22	Billing SME	0.5
4	Benefits SME	1	23	Asset Management SME	0.5
5	Learning Management SME	0.5	24	Procurement - Matching SME	0.5
6	Performance Management SME	0.25	25	P-Cards SME	0.25
7	Compensation Management SME	0.25	26	Security	0.5
8	Requisition & Self-Service SME	0.5	27	System Support	5
9	Succession Management SME	0.1	28	Project Sponsor	0.25
10	Payroll SME	1	29	Project Manager	1
11	Absence Management SME	0.5	30	Finance SME Lead	0.5
12	Purchasing SME	0.5	31	HR SME Lead	0.5
13	Contract Management SME	1	32	Benefits SME Lead	0.5
14	Inventory & Mobile Supply Chain SME	0.25	33	Payroll SME Lead	0.5
15	Strategic Sourcing SME	0.25	34	Technical Lead	1
16	Supplier Portal SME	0.25	35	OCM Lead	0.5
17	General Ledger and Fund Accounting SME	.5	36	Training Lead	0.5
18	Accounts Payables SME	0.25	37	Learning and Development	1.0
19	Accounts Receivables SME	0.25			

Project Roles and Responsibilities Assumptions and Obligations:

1. Customer acknowledges that all Project timelines are subject to timely provision of resources and performance of obligations.
2. Customer will provide Infor resources after-hours access to the Customer Project site, if jointly deemed necessary.
3. Infor Project Team members: Infor will assign to the Project highly experienced consulting team with senior level experience and knowledge of the Infor CloudSuite and Government Operation.

4. The Project Team, including Infor and Customer team members, will be co-located at a single Customer location for all onsite Project work as deemed necessary by the Infor Project Manager. Customer will provide office facilities to all Project team members assigned to the Project team for any onsite work. This includes, but is not limited to, office space, work desks, networked computers, secured filing cabinets if required, team meeting rooms, networked printers, photocopier, telephones, stationery, whiteboards, and internet and remote VPN connections to facilitate the effectiveness of the Project team.
5. Customer Project Team members: Customer will assign to the Project highly experienced representatives from all the areas in scope for the duration of the Project, to ensure all Customer Project activities are completed within the established Project timeline. These individuals will be qualified to define requirements for their respective disciplines and will be empowered to make process and policy decisions, including deliverable signoffs, and will engage other Customer subject matter experts as needed.
6. Customer Subject Matter experts ("SME(s)"): In addition to Customer Project Team members, Customer SMEs will be required from affected areas of the business to participate in business process requirements reviews and design workshops. Customer will ensure these resources are identified in advance and are readily available to participate in meetings workshops and test events as defined in the Project work plan to keep the Project on schedule.
7. Infor's staffing requirements will be determined solely by Infor. Infor may also, at its sole discretion use subcontractors in performing services under this Work Order.
8. If Customer decides to assign non-Customer personnel to the Project team, Infor will assume that these team members represent Customer and will be empowered to make decisions for Customer. However, all such non-Customer personnel must, prior to obtaining access to the Subscription Software, have executed a non-disclosure agreement that protects Infor's confidential information (including to the Subscription Software) to the same extent as Customer is bound to Infor for such confidential information. Customer is responsible for any breach of such confidentiality agreement by such non-Customer personnel as if Customer committed such breach.
9. Customer will assign full time technical resources to the Project, while the Infor Technical Project Management resource will serve as an advisor for all technical activities in this Project. This should allow the Infor Technical Resource to transfer knowledge and ownership of technical tasks to the Customer technical team, which should result in decreased Infor involvement over time.
10. Customer will coordinate facilities and availability of Customer resources for all required testing of the Subscription Software prior to deployment.
11. Logging incidents with Infor Support is the responsibility of Customer, and therefore, the effort associated with these activities has not been included in Infor's estimates and scope of work.

4.2 Infor Staffing

Infor Roles and Responsibilities

Project Director – Responsibilities:

- Overall executive visionary for Project success
- Primary escalation point for Customer
- Client satisfaction
- Quality assurance of both Infor & Customer assigned tasks
- Infor resource management
- Detail planning, scheduling deployment & technical resources assigned to the project
- Interfaces with Customer managers & project executives

Project Manager (On-shore)– Responsibilities:

- Primary contact point for CoFL
- Client satisfaction
- Quality assurance of both Infor & CoFL assigned tasks
- Infor resource management and financials.
- Detail planning, scheduling and analysis
- Manages the Infor application & technical resources assigned to the project
- Interfaces with CoFL managers & project executive
- Shared responsibility with Delivery Director

Project Administrator (Off-shore)– Responsibilities:

- Infor resource management
- Resource management and assistance with offshore Infor personnel

Application Leads – Responsibilities:

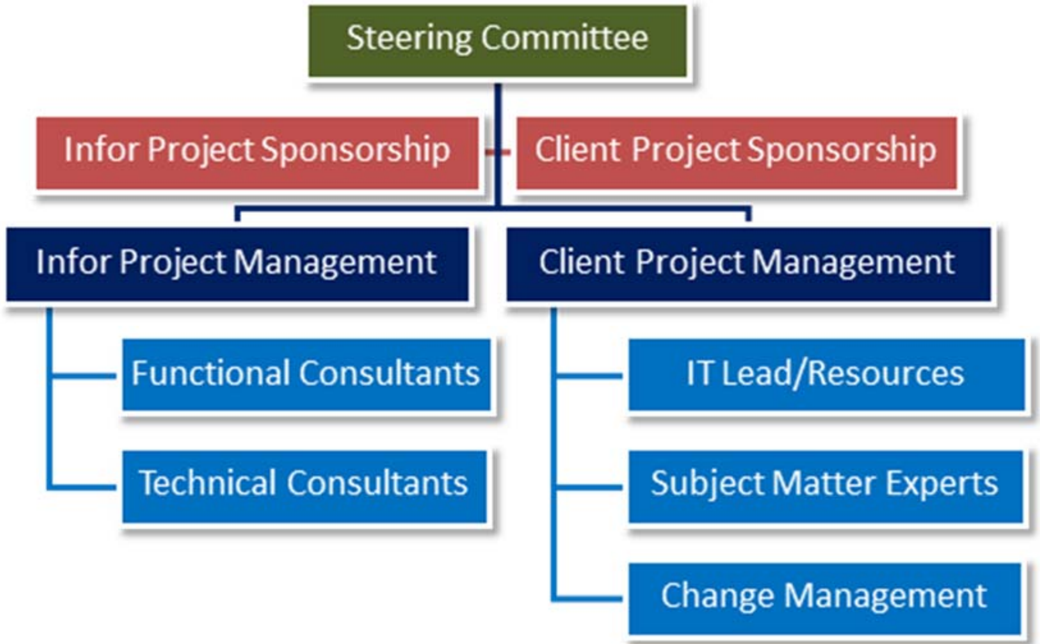
- Assist Project Managers with specific implementation project deliverables
- Provide application specific education
- Acts as SME in functional design sessions
- Identifies and addresses complex business requirements
- Determines the functional fit and gaps of complex business requirements relative to Infor's core product functionality
- Conducts functional design reviews and provides feedback/recommendations on the appropriate approach
- Ensures requirements are translated into clear specifications for development
- Lead over all Infor application business analysts and configuration consultants

Technical Leads – Responsibilities:

- Technical knowledge of application architecture
- Provide conceptual designs for in-scope configuration extensions
- Consult with Customer on systems integration of Infor applications to other systems
- Assist Project Managers with specific technical implementation Project deliverables
- Lead over all Infor technical consultants supporting the Project

Infor leverages the diverse and complementary skill sets of our global infrastructure through our Global Delivery System (GDS) which delivers high-value functional, project management, and technical services through an offshore model. Our GDS team will participate in multiple ways throughout this project.

The below graphic outlines Infor roles.



5.0 General Project Assumptions and Obligations

1. Installation of subscription software needed to support this project will be performed by Infor's Cloud Operations team. These installation activities are out of scope for work to be performed by Infor Consulting Services on this project.
2. Subscription Software referenced herein is subject to the terms of the Subscription License and Services Agreement and nothing herein shall serve to modify such terms or expand the scope of the Subscription Software granted thereunder.
3. Customer has and will have an Infor Subscription License and Services Agreement for the duration of the Project for all in scope components referenced in this document.
4. Customer acknowledges that any delays or changes caused by Customer, Customer's employees, equipment, contractors, or vendors may require an extension in the Project schedule and cause an increase in the fees required under this Work Order, including without limitation, delays or changes due to the following: (a) change to or deficiency in the information which Customer has supplied to Infor; (b) failure by Customer to perform any of its respective responsibilities in a timely manner including the supply to Infor of resources and information; or (c) an unanticipated event that changes the service needs or requirements of Customer. Changes required to this Work Order due to any of the foregoing events will be handled via the Project Change Control Process.
5. Customer warrants that it has the legal right to use all third party products that will be used by the Project team, and to permit Infor to use those third party products to the extent necessary to provide services, and that all support/maintenance agreements for those products are in good standing.
6. Infor assumes that for the duration of the Project, Customer will be active on Infor Support for all Infor software components being implementedCustomer will provide Infor team member's access to any Customer software required to perform Infor's work on the Project at no additional cost to Infor. The following language is in scope for the project: : English.

7. Infor will adhere to the Customer’s hours of operation for the project: 8:00 AM – 5:00 PM ET.
8. Right to Audit Clause

Exhibit 1: Infor Education Terminology

Term	Description
Public Education Event	Public instructor-led training is priced on a per person per day basis. Delivery is at an Infor facility or virtually. Price includes instructor, materials, and training environment. Courses include hands-on exercises and checks for understanding.
Private Education Event	Private Training Events are the same instructor-led courses offered in the Infor Public Education Schedule. Private Events can be delivered either at Customer sites or virtually. Private instructor-led training is offered at a daily rate based on number of attendees. Price includes instructor time, materials, and training environment.
Self-directed Learning	Infor converts many instructor-led courses into the Self-directed delivery mode. Self-directed Learning (SDL) courses are priced on a per person per day basis. Price includes materials, training environment, and access to Instructor via social collaboration. Campus Plus Memberships do not include training environments and an additional fee for training environments will be required to access training environments in SDL courses. In select cases, materials from Self-Directed Leaning will support consultant-led ad-hoc workshops for topics that don't require formal training given previous experience of City project team members.
Private Training Workshop	Private Training Workshops are informal training events and might not include formal materials or training environment. Any hands-on exercises are done using the client's test/training environment. Preparation time may be added to configure the environment in advance of the training event. Private Training Workshops are priced on an hourly basis.
Infor Campus	Is a shopping portal for Infor Education offerings. In this portal, Customers register and pay for training, view public training schedule, access online learning, download course agendas, access Education blogs, assign training and track status.
Infor Campus Plus Membership	Membership is purchased at the time of software purchase and requires a separate agreement between the parties. Members receive: • Access to training workbooks, eLearning, and Instructor office hours at no additional fee for members • Access to content only available to members, such as the user task simulations • Lab-on-demand fees apply to members: $100 per person per course
Infor Education Credits	Payment Method: Infor Education Credits are a payment option that allows Customers to pre-pay for eligible Infor Education services (i.e., Infor Education TechED; Infor Campus public scheduled courses and virtual instructor-led courses; eLearning courses, self-directed learning, and onsite / private instructor-led training) and gain an additional uplift of varying percentage based on the amount of purchase. This helps Customers extend their training investment; for example, a Customer purchasing $25,000 in training with Infor Education Credits gets 5% extension of their investment to a total value of $26,250.

Exhibit 2: Implementation Accelerators Scope

Level 1	Level 2	Level 3	Process Category	Primary Module
Project Creation to Maintenance	Grant Creation to Close	Setting up Grants	Differentiator	Grant Accounting
		Expensing Grants	Differentiator	Grant Accounting
		Maintaining Grants	Differentiator	Grant Accounting
		Closing out Grants	Differentiator	Grant Accounting
		Reporting to Grantors	Unique	Grant Accounting
		Labor Distribution Setup and Maintenance	Unique	Grant Accounting
		Effort Certification	Unique	Grant Accounting
		Labor Cost Transfers	Unique	Grant Accounting
		Payroll Process Update for Grants	Unique	Grant Accounting
Record to Report	Journal Entry to Post	Record or Maintain Journal Entry	Core	Global Ledger
		Approve or Reject	Core	Global Ledger
		Release Journal Entry	Core	Global Ledger
		Post Journal Entry	Core	Global Ledger
		Update Cubes	Core	Global Ledger
		Account Analysis	Core	Global Ledger
		Business Intelligence Financial Reports	Core	Global Ledger
		Reverse Journal Entry	Core	Global Ledger
	Allocation Creation to Journalize	Custom Total	Core	Global Ledger
		Custom Compute	Core	Global Ledger
		Allocation Control	Core	Global Ledger
		Run Allocations	Core	Global Ledger
		Journalize Allocations	Core	Global Ledger
		Post Journal Entry	Core	Global Ledger
		Update Cubes	Core	Global Ledger
	External General Ledger Transaction Interface	Transaction Interface Maintenance Records Loaded	Out of Scope	Global Ledger
		Transaction Interface Maintenance	Out of Scope	Global Ledger
		Interface Journal Transactions	Out of Scope	Global Ledger
		Post Journal Entry	Core	Global Ledger
		Update Cubes	Core	Global Ledger
	External Budget Import to Processing	Import Budget Lines	Core	Global Ledger
		Set Ready Scenario	Core	Global Ledger
		Activate Budget Edit Template	Core	Global Ledger
Project Creation to Maintenance	Project Creation to Maintenance	Capital Non Bill Project	Core	Project Ledger
		Capital Billable Project	Core	Project Ledger
		Billable Project	Core	Project Ledger
		Operational Project	Core	Project Ledger

Level 1	Level 2	Level 3	Process Category	Primary Module
	Billable Project to Maintenance	Project Contract	Core	Project Invoicing & Revenue
		Project Funding Source	Core	Project Invoicing & Revenue
		Add Funding Source to Project Contract	Core	Project Invoicing & Revenue
Billing to Collections	Customer Maintenance	Customer	Core	Receivables
		Company Customer	Core	Receivables
		Maintain Customer	Core	Receivables
		Request New Customer	Out of Scope	Receivables
		Request Change to Customer	Out of Scope	Receivables
		Approve or Reject	Differentiator	Receivables
	Billing Invoice Creation to Release	Create Batch	Core	Item & Order Billing
		Enter Invoice	Core	Item & Order Billing
		Release Invoice	Core	Item & Order Billing
		Invoice Verification Report	Core	Item & Order Billing
		Invoice and Register Print	Core	Item & Order Billing
		Billing Subsystem Update	Core	Item & Order Billing
		Post Journal Entry	Core	Item & Order Billing
		Update Cubes	Core	Item & Order Billing
	External Invoice Interface to Release	Interface Invoices	Out of Scope	Item & Order Billing
		Unreleased Invoice Interface Maintenance	Out of Scope	Item & Order Billing
		Release Interfaced Invoices	Out of Scope	Item & Order Billing
		Billing Subsystem Update	Out of Scope	Item & Order Billing
		Post Journal Entry	Out of Scope	Item & Order Billing
		Update Cubes	Out of Scope	Item & Order Billing
	Project Invoice Creation and Revenue Recognition	Generate Contract Invoices	Differentiator	Project Invoicing & Revenue
		Journalize Invoice	Differentiator	Project Invoicing & Revenue
		Generate Contract Revenue	Differentiator	Project Invoicing & Revenue
		Journalize Contract Revenue	Differentiator	Project Invoicing & Revenue
		Post Journal Entry	Core	Project Invoicing & Revenue
		Update Cubes	Core	Project Invoicing & Revenue
	Process Payment to Manage Credit	Payment Batch	Core	Receivables
		Apply Payments to Invoices	Core	Receivables
		Release Batch	Core	Receivables
		Customer Chargeback	Out of Scope	Receivables
		AR Distribution Close	Core	Receivables
		Manage Aging and Collections	Core	Receivables
		Post Journal Entry	Core	Receivables
		Update Cubes	Core	Receivables
Asset Creation to Maintenance	Asset Creation to Release	Add an Asset	Core	Asset Accounting
		Create Asset from Project	Core	Asset Accounting
		Import Assets from External System	Core	Asset Accounting
		Create Asset from Payables	Core	Asset Accounting
		Interface Assets	Core	Asset Accounting
		Release Asset	Core	Asset Accounting

Level 1	Level 2	Level 3	Process Category	Primary Module
		Manage Asset Balances and Reports	Core	Asset Accounting
		Post Journal Entry	Core	Asset Accounting
		Update Cubes	Core	Asset Accounting
	Maintain Asset	Adjust an Asset	Core	Asset Accounting
		Transfer an Asset	Core	Asset Accounting
		Dispose an Asset	Core	Asset Accounting
		Reinstate an Asset	Core	Asset Accounting
		Release Asset	Core	Asset Accounting
		Post Journal Entry	Core	Asset Accounting
		Update Cubes	Core	Asset Accounting
Cash Forecasting to Reconciliation	Cash Forecasting to Analysis	Direct Forecast	Core	Cash Management
		Cash Forecast	Core	Cash Management
		Approve or Reject	Unique	Cash Management
		Update Non Forecasted Categories	Core	Cash Management
		Update Actual Amounts	Core	Cash Management
		Load Forecast	Core	Cash Management
	Cash Management Transactions to Release	Add Fund Transfer	Core	Cash Management
		Cash Receipt	Core	Cash Management
		Cash Ledger Payment	Core	Cash Management
		Wire Transfer	Core	Cash Management
		Cash Ledger Transaction	Core	Cash Management
		EFT Extract Entry	Core	Cash Management
		Released Cash Ledger Transaction	Core	Cash Management
		Batch Approval	Differentiator	Cash Management
		Approve or Reject	Differentiator	Cash Management
		Non Cash Ledger Transactions	Core	Cash Management
		Journalize	Core	Cash Management
		Post Journal Entry	Core	Cash Management
		Update Cubes	Core	Cash Management
	Maintain Cash Management Transaction	Void Cash Ledger Transaction	Core	Cash Management
		Approve or Reject	Differentiator	Cash Management
		Payment Void Stop Pay Update	Core	Cash Management
		Stale Date Payment Transaction	Core	Cash Management
		Escheat Payment Transaction	Core	Cash Management
		Returned Payment Entry	Core	Cash Management
		Process Cash Ledger Transactions	Core	Cash Management
		Journalize	Core	Cash Management
		Post Journal Entry	Core	Cash Management
		Update Cubes	Core	Cash Management
	Daily Bank Statement to Reconciliation	Manual Bank Statement and Lines	Differentiator	Cash Management
		Bank Statement Interface	Differentiator	Cash Management
		Imported Bank Statement and Lines	Differentiator	Cash Management
		Categorize Bank Statement Lines	Differentiator	Cash Management
		Bank Statement Reconciliation	Differentiator	Cash Management
		Approve or Reject	Differentiator	Cash Management

Level 1	Level 2	Level 3	Process Category	Primary Module
		Release Bank Statement Line Distributions	Differentiator	Cash Management
		Reconciliation Variance Adjustment	Differentiator	Cash Management
		Close Bank Statement	Core	Cash Management
		Journalize	Core	Cash Management
		Post Journal Entry	Core	Cash Management
		Update Cubes	Core	Cash Management
Source to Settle	Supplier Registration to Validation	Supplier Registration	Core	Strategic Sourcing
		View Edit Supplier Record and Validate	Core	Strategic Sourcing
		Create Vendor from Supplier	Core	Strategic Sourcing
	Create Event to Supplier Response	Create Event	Core	Strategic Sourcing
		Approve or Reject	Core	Strategic Sourcing
		Release Event and Notify Suppliers	Core	Strategic Sourcing
		Respond and Post Questions	Core	Strategic Sourcing
		Create Amendment	Core	Strategic Sourcing
		Supplier Response	Core	Strategic Sourcing
	Supplier Response to Award Output	Analysis of Technical Proposals	Differentiator	Strategic Sourcing
		Executive Summary Report	Differentiator	Strategic Sourcing
		Assign Non Award Reason Code	Differentiator	Strategic Sourcing
		Response Analysis	Differentiator	Strategic Sourcing
		Initiate Best and Final Offer	Core	Strategic Sourcing
		Best and Final Offer	Core	Strategic Sourcing
		Unrelease or Approve or Reject	Differentiator	Strategic Sourcing
		Award Event	Core	Strategic Sourcing
		Create Output	Core	Strategic Sourcing
		Supplier Response	Core	Strategic Sourcing
	Contract Creation to Execution	Propose New Contract	Core	Contract Management
		Create Contract Manually	Core	Contract Management
		Create Contract using Wizard	Core	Contract Management
		Create Contract from Contract	Core	Contract Management
		Create Contract from Template	Core	Contract Management
		Create Contract from Interview	Core	Contract Management
		Create Contract from an Event	Core	Contract Management
		Add or Edit Contract Details	Core	Contract Management
		Approve or Reject	Core	Contract Management
		Negotiate Terms	Core	Contract Management
		Create Contract Document	Core	Contract Management
		Email Contract to Supplier	Core	Contract Management
		Unrelease or Approve or Reject	Core	Contract Management
		Activate Contract	Core	Contract Management
	Contract Line Cost Maintenance	Open Invoice Message	Core	Contract Management
		New Base Cost on Contract Line	Core	Contract Management
		Update Base Cost from Contract Import Records	Core	Contract Management
		Load or Update Contract Import Records from Pricing File	Core	Contract Management

Level 1	Level 2	Level 3	Process Category	Primary Module
		Change Cost on Manufactures Contract	Core	Contract Management
		Change Cost on Distributors Contract	Core	Contract Management
	Contract Monthly Maintenance	Run Load Invoice Rebate Invoice Program	Core	Contract Management
		Run Perform Rebate Calculation	Core	Contract Management
		Enter Vendor Rebate Submission	Core	Contract Management
		Run Load PO Invoice Line Data	Core	Contract Management
		Change Tier Assignment	Core	Contract Management
		Load and Consolidate Spend Analysis	Core	Contract Management
		View Spend Detail	Core	Contract Management
	Contract Maintenance to Completion	Maintain Contracts	Core	Contract Management
		Proposed Contracts	Core	Contract Management
		Contracts in Negotiation	Core	Contract Management
		Contracts with Errors	Core	Contract Management
		Unreleased Contracts Created from Events	Core	Contract Management
		Create Contract Amendment	Core	Contract Management
		Create Contract Addendum	Core	Contract Management
		Contract Hold	Core	Contract Management
		Milestones not Completed	Core	Contract Management
		Deliverables not Closed	Core	Contract Management
		Subcontractors with Payments Owed	Core	Contract Management
		Active or Expiring or Expired	Core	Contract Management
		Contract Close	Core	Contract Management
	Request New Vendor to Manage Vendor	Request New Vendor	Core	Payables
		Approve or Reject	Differentiator	Payables
	Vendor Maintenance	Create Vendor from Supplier	Core	Strategic Sourcing
		Supplier Vendor Compare	Core	Strategic Sourcing
		Manage Vendor	Core	Payables
	Create Purchasing Vendor	Create Purchasing Vendor	Core	Purchasing
		Create Purchasing Vendor Locations	Core	Purchasing
	Requisition to Purchase Order	Create Requisition	Core	Requisition Self Service
		Unrelease or Approve or Reject	Differentiator	Requisition Self Service
		Process Purchase Request	Core	Purchasing
	Interface Requisitions	Interface Requisitions	Out of Scope	Purchasing
		Interface Requisitions Results	Out of Scope	Purchasing
		Requisition Interface Maintenance	Out of Scope	Purchasing
		Release Interface Requisitions	Out of Scope	Purchasing
	Purchase Order to Receipt	Enter or Edit Purchase Order Header and Lines	Core	Purchasing
		Unrelease or Approve or Reject	Core	Purchasing
		Issue PO to Vendor	Core	Purchasing
		Receive Items	Core	Purchasing

Level 1	Level 2	Level 3	Process Category	Primary Module
		Receive PO Items on Handheld	Core	RAD
		Unreleased Receiving Buyer Message	Core	Purchasing
		Release Receipt	Core	Purchasing
		Print Delivery Tickets and Put Away	Core	Purchasing
		Receipt Adjustment	Core	Purchasing
	Interface Purchase Orders	Interface Purchase Order	Out of Scope	Purchasing
		Interface Purchase Order Results	Out of Scope	Purchasing
		Purchase Order Interface Maintenance	Out of Scope	Purchasing
		Release Interface Purchase Orders	Out of Scope	Purchasing
	EDI Processing	Translate Outbound	Out of Scope	EDI
		Outbound Process Trigger	Out of Scope	EDI
		Review and Correct Errors	Out of Scope	EDI
		Inbound Process Triggers	Out of Scope	EDI
		Translate Inbound	Out of Scope	EDI
		Process Purchase Order EDI Acknowledgement	Out of Scope	EDI
		Purchase Order Acknowledgement Results	Out of Scope	EDI
		Receipt Interface Creation	Out of Scope	EDI
		Receipt Interface Results	Out of Scope	EDI
		Receipt Interface Maintenance	Out of Scope	EDI
		Match Invoice Interface Creation	Out of Scope	EDI
		Match Invoice Interface Results	Out of Scope	EDI
		Interface Invoice Maintenance	Out of Scope	EDI
	Procurement Card Processing	Enter New Procurement Card Request	Core	Procurement Cards
		Approve or Reject	Core	Procurement Cards
		Define Card Holder Information and Activate Card	Core	Procurement Cards
	Procurement Card Transaction to Payment	Bank Statement File FTP to Server	Differentiator	Procurement Cards
		Import Bank Statement to Workfile	Differentiator	Procurement Cards
		Import Bank Statement to DB Import	Differentiator	Procurement Cards
		Interface Procurement Card Statement	Differentiator	Procurement Cards
		Procurement Card Import Maintenance	Core	Procurement Cards
		Invoice and Release Procurement Card Statement	Unique	Procurement Cards
		Procurement Card Charges	Core	Procurement Cards
		Post Journal Entry	Unique	Procurement Cards
		Update Cubes	Core	Procurement Cards
	Return Item to Vendor	Create Vendor Return	Core	Purchasing
		Edit Vendor Return	Core	Purchasing
		Authorize Vendor Return	Core	Purchasing
		Print Vendor Return	Core	Purchasing
		Journalize	Core	Purchasing

Level 1	Level 2	Level 3	Process Category	Primary Module
		Post Journal Entry	Core	Purchasing
		Update Cubes	Core	Purchasing
	Match Invoice to Payment	Invoice with Match Template	Core	Invoice Matching
		Create Invoice Enter Service Contract Number	Core	Invoice Matching
		Approve or Reject	Differentiator	Invoice Matching
		Match Invoice	Core	Invoice Matching
		Rejected Invoices List	Core	Invoice Matching
	Match Invoice Interface	Match Invoice Interface	Out of Scope	Invoice Matching
		Match Invoice Interface Results	Out of Scope	Invoice Matching
		Match Interface Invoice Maintenance	Out of Scope	Invoice Matching
		Automatch	Out of Scope	Invoice Matching
	Document Management Interface	Interface Document Management Invoices	Out of Scope	Invoice Matching
		Document Interface Invoice Results	Out of Scope	Invoice Matching
		Document Interface Invoice Maintenance	Out of Scope	Invoice Matching
		Release Interfaced Invoices	Out of Scope	Invoice Matching
	Basic Invoice to Payment	Create Basic Invoice	Core	Payables
		Speed Entry	Core	Payables
		List Entry	Core	Payables
		Approve or Reject	Core	Payables
		Rejected Invoices List	Core	Payables
	External Payable Invoice Interface to Release	Interface Payables Invoice	Core	Payables
		Invoice Interface Results	Differentiator	Payables
		Unreleased Interface Invoice Maintenance	Differentiator	Payables
		Release Interfaced Invoices	Core	Payables
	Request Invoice Payment to Approval	Request Invoice Payment	Core	Payables
		Approve or Reject	Differentiator	Payables
	PO Cost Messages	Enter Invoice	Core	Invoice Matching
		Open Invoice Message	Core	Invoice Matching
		Accept Work in Smart Reconciliation	Core	Invoice Matching
		Forward	Core	Invoice Matching
		Adjust Cost to Invoice Cost	Core	Invoice Matching
	Smart Reconciliation to Payment	Assign to Worklist	Out of Scope	SmartRecon
		Reconcile Invoice	Out of Scope	SmartRecon
		Create Chargeback	Out of Scope	SmartRecon
	Reconciliation to Open Invoice Messages	Approve Reconciliation Message	Out of Scope	SmartRecon
		Create Chargeback	Out of Scope	SmartRecon
		Forward	Out of Scope	SmartRecon
	Invoice Maintenance	Update Invoice	Core	Invoice Matching
		Cancel Invoice	Core	Invoice Matching
		Invoice Unmatch	Core	Payables
		Purchase Order Invoice Cancel	Core	Payables
		Automatch	Core	Invoice Matching

Level 1	Level 2	Level 3	Process Category	Primary Module
	Automatch to Payment Processing	Automatch Results	Core	Invoice Matching
		Review Errors	Core	Invoice Matching
	Invoice Selection to Payment Close	Perform Cash Requirements	Core	Payables
		Edit Selections	Core	Payables
		Payment Creation	Core	Payables
		Cash Payment Register	Core	Payables
		Payment Close	Core	Payables
		Journalize	Core	Payables
		Post Journal Entry	Core	Payables
		Update Cubes	Core	Payables
	Reportable Income US 1099 Maintenance to Year End Reporting	View Reportable Income	Core	Payables
		Maintain Reportable Income	Core	Payables
		US 1099 Tape Creation	Core	Payables
		View US 1099 Tape Output Files	Core	Payables
Plan to Inventory	Inventory Count to Report	Manage Select IDs	Core	Inventory Control
		Mass Freeze Items	Core	Inventory Control
		View and Print Count Sheets	Core	Inventory Control
		Enter Counts	Core	Inventory Control
		Mobile Supply Chain Cycle Count	Core	MPC
		Enter Variance Reasons	Core	Inventory Control
		Inventory Variance Update - Update Equals No	Core	Inventory Control
		Inventory Variance Update - Update Equals Yes	Core	Inventory Control
		Delete Freeze Records	Core	Inventory Control
		View Accuracy	Core	Inventory Control
		Inventory Count Control Status	Core	Inventory Control
		Journalize	Core	Inventory Control
		Post Journal Entry	Core	Inventory Control
		Update Cubes	Core	Inventory Control
		Inventory Turnover by Issue Report	Core	Inventory Control
		Inventory Valuation Report	Core	Inventory Control
	Item Request to Creation	Request New Item	Core	Inventory Control
		Approve or Reject	Core	Inventory Control
		Create New Item	Core	Inventory Control
	Item Location Request to Creation	Request New Item Location	Core	Inventory Control
		Approve or Reject	Core	Inventory Control
		Create Item Location	Core	Inventory Control
	Demand on Inventory	Manage Demand Lines	Core	Inventory Control
		Warehouse Batch Allocation	Core	Inventory Control
		Warehouse Pick List Print	Core	Inventory Control
		Mobile Supply Chain Picking and Delivery	Core	RAD
		Warehouse Shipment Feedback or Warehouse Batch Feedback	Core	Inventory Control
		Warehouse Packing List Print	Core	Inventory Control
		Journalize	Core	Inventory Control

Level 1	Level 2	Level 3	Process Category	Primary Module
		Post Journal Entry	Core	Inventory Control
		Update Cubes	Core	Inventory Control
	Inventory Transactions	Cost Adjustment	Core	Inventory Control
		Create Inventory Receipt	Core	Inventory Control
		Create Inventory Issue	Core	Inventory Control
		Mobile Supply Chain Inventory Issue	Core	MPC
		Create Inventory Adjustment	Core	Inventory Control
		Bin Transfer	Core	Inventory Control
		Create Inventory Transfer or Inventory Intransit Transfer	Core	Inventory Control
		Create Intransit Shipping Document	Core	Inventory Control
		In-Transit Receiving	Core	Inventory Control
	Interface Inventory Transactions	Interface Inventory Transactions	Core	Inventory Control
		Transaction Interface Results	Differentiator	Inventory Control
		Transaction Interface Maintenance	Differentiator	Inventory Control
		Release Inventory Transactions	Core	MPC
	Demand to Replenish	Bin Replenishment Report	Core	Inventory Control
		Location Replenishment Report	Core	Inventory Control
		Replenishment by Requisition	Core	Inventory Control
		Inventory Vendor Reorder Advice	Core	Inventory Control
		Replenishment Purchase Order Request	Core	Inventory Control
	New Item Proposal to Creation (Item Lifecycle Management)	Propose a New Item	Out of Scope	Item Lifecycle Management
		Approve or Reject	Out of Scope	Item Lifecycle Management
		Processing Trial Item	Out of Scope	Item Lifecycle Management
		Requisition for Trial Item	Out of Scope	Item Lifecycle Management
		Approve or Reject	Out of Scope	Item Lifecycle Management
		Item Worksheet Creation	Out of Scope	Item Lifecycle Management
	Item Lifecycle Management Notice to Completion	Notices	Out of Scope	Item Lifecycle Management
		Run Product Transaction Query	Out of Scope	Item Lifecycle Management
		Close Notice	Out of Scope	Item Lifecycle Management
		Assign Tasks Manually or Automatically	Out of Scope	Item Lifecycle Management
		Run Release Action	Out of Scope	Item Lifecycle Management
		Accept Task and Complete Assignments	Out of Scope	Item Lifecycle Management
		Monitor Active Notices	Out of Scope	Item Lifecycle Management
		Close Notice	Out of Scope	Item Lifecycle Management
	Par Location Count to Requisition	Par Location Count	Out of Scope	Inventory Control
		Auto Create Requisition	Out of Scope	Inventory Control
		Mobile Supply Chain Par Counting	Out of Scope	MPC
	Patient Item Demand to Nursing Unit Replenishment	Recording Charge Information from Touchscreen	Out of Scope	POU N
		Return Unused Items from Touchscreen (Optional)	Out of Scope	POU N
		Replenish Items from the Desktop	Out of Scope	POU N
	Patient Item Demand to	Build a Case for a Procedure and Charge Items from Handhelds	Out of Scope	POU DI

Level 1	Level 2	Level 3	Process Category	Primary Module
	Department Inventory Replenishment	Return Unused Items from Desktop (Optional)	Out of Scope	POU DI
		Generate Replenishment from Desktop	Out of Scope	POU DI
		Acknowledge Item in POU Location	Out of Scope	POU DI
Reconciliation to Close	Purchasing Period Close	Requisition Status Report	Core	Purchasing
		Release and Approve Purchasing Receiving	Core	Purchasing
		Close Management Updates and Notifies Finance Resource	Out of Scope	Close Management
		Received not Invoiced Report or Update	Core	Purchasing
		Matched not Received Report or Update	Core	Purchasing
		Invoiced not Received Report	Core	Purchasing
		Close Management Updates and Notifies Finance Resource	Out of Scope	Close Management
		Close Purchase Order Header	Core	Purchasing
		Close Management Updates and Notifies Finance Resource	Out of Scope	Close Management
		Purchasing System Close	Core	Purchasing
		Close Management Updates and Notifies Finance Resource	Out of Scope	Close Management
		Post Journal Entry	Core	Purchasing
		Update Cubes	Core	Purchasing
	Billing Period Close	Billing Subsystem Update	Core	Item & Order Billing
		Close Period	Core	Item & Order Billing
		Close Management Updates and Notifies Finance Resource	Out of Scope	Close Management
		Post Journal Entry	Core	Item & Order Billing
		Update Cubes	Core	Item & Order Billing
	Receivables Period Close	Receivables Close	Core	Receivables
		Journalize	Core	Receivables
		Close Period	Core	Receivables
		Close Management Updates and Notifies Finance Resource	Out of Scope	Close Management
		Post Journal Entry	Core	Receivables
		Update Cubes	Core	Receivables
		Adjustment by Period Report	Core	Receivables
		Customer Aging Report	Core	Receivables
		Receivables Tie Back Report	Core	Receivables
	Payables Period to Year End Close	Payables Recurring Invoice Update	Core	Payables
		Journalize	Core	Payables
		Invoice Accrual Reconciliation Report	Core	Payables
		Close Period in Payables	Core	Payables
		Close Management Updates and Notifies Finance Resource	Out of Scope	Close Management
		Vendor Balance Year End	Core	Payables
		Post Journal Entry	Core	Payables
		Update Cubes	Core	Payables

Level 1	Level 2	Level 3	Process Category	Primary Module
	Inventory Period Close	Release Inventory Transactions	Core	Inventory Control
		Journalize	Core	Inventory Control
		Period Close	Core	Inventory Control
		Close Management Updates and Notifies Finance Resource	Out of Scope	Close Management
		Close Inventory Control	Core	Inventory Control
		Close Management Updates and Notifies Finance Resource	Out of Scope	Close Management
		Period End Valuation	Core	Inventory Control
		Potential Obsolete	Core	Inventory Control
		Potential Overstock	Core	Inventory Control
		Post Journal Entry	Core	Inventory Control
		Update Cubes	Core	Inventory Control
	Cash Period Close	Journalize	Core	Inventory Control
		Bank Period Close	Core	Cash Management
		Bank Company Period Close	Core	Cash Management
		Close Management Updates and Notifies Finance Resource	Out of Scope	Close Management
		Stale Dating and Escheatment Report	Core	Cash Management
		Post Journal Entry	Core	Cash Management
		Update Cubes	Core	Cash Management
	Asset Period to Year End Close	Asset Depreciation Calculation and List	Core	Asset Accounting
		Asset Close Period	Core	Asset Accounting
		Close Management Updates and Notifies Finance Resource	Out of Scope	Close Management
		Close Year	Core	Asset Accounting
		Short Year Close	Core	Asset Accounting
		Post Journal Entry	Core	Asset Accounting
		Update Cubes	Core	Asset Accounting
	Projects Period Close	Projects System Control	Core	Project Ledger
		Close Management Updates and Notifies Finance Resource	Out of Scope	Close Management
	Transaction to Reconciliation	Bank Statement Reconciliation	Differentiator	Reconciliation Management
		Reconcile AP Accrual Accounts	Differentiator	Reconciliation Management
		Reconcile Prepaid Accounts	Differentiator	Reconciliation Management
		Reconcile Asset Accounts	Differentiator	Reconciliation Management
		Reconcile all Other Accounts	Differentiator	Reconciliation Management
		Update Appropriate Subsystem	Differentiator	Reconciliation Management
		Post Journal Entry	Core	Reconciliation Management
		Update Cubes	Core	Reconciliation Management
	Global Ledger Period to Year End Close	Recurring Journal Release	Core	Global Ledger
		Journalize Recurring Journal	Core	Global Ledger
		Recurring Journal Interface Results	Core	Global Ledger
		Recurring Journal Period Close	Core	Global Ledger
		Process Allocations	Core	Global Ledger

Level 1	Level 2	Level 3	Process Category	Primary Module
		Journalize Allocations	Core	Global Ledger
		Cost Allocation Period Close	Core	Global Ledger
		Post Journal Entry	Core	Global Ledger
		GL Period Close	Core	Global Ledger
		Close Management Updates and Notifies Finance Resource	Out of Scope	Close Management
		Close Reporting Basis	Core	Global Ledger
Recruit to Onboard	Position to Requisition	Request a New or Update a Position	Out of Scope	GHR
		Review Request (Parent Manager)	Out of Scope	GHR
		Review Request (HR Administrator)	Out of Scope	GHR
		Review Request (Compensation Analyst)	Out of Scope	GHR
		Request New/Edit a Requisition	Out of Scope	Talent Acquisition
		Review Request (Recruiter)	Out of Scope	Talent Acquisition
		Review Request (Position Budget Manager)	Out of Scope	Talent Acquisition
	Candidate to Offer	Create/Edit a Job Posting	Out of Scope	Talent Acquisition
		Screen and Disposition Candidates	Out of Scope	Talent Acquisition
		Review Candidates	Out of Scope	Talent Acquisition
		Interview Candidate(s)	Out of Scope	Talent Acquisition
		Disposition Candidate(s)	Out of Scope	Transition Management
		Extend an Offer	Out of Scope	Transition Management
		Review Offer	Out of Scope	Transition Management
		Complete Preboarding Tasks	Out of Scope	Transition Management
	Hire to Assign	Hire	Out of Scope	Talent Acquisition
		Transfer/Promote/Add Assignment	Out of Scope	Talent Acquisition
		Rehire	Out of Scope	Talent Acquisition
		Review Request (HR Administrator)	Out of Scope	Transition Management
		Complete Onboard / Crossboarding Tasks	Out of Scope	Transition Management
		Validate Tasks	Out of Scope	Transition Management
		Successfully Onboarded	Out of Scope	Transition Management
		Assign Tax Deductions	Out of Scope	Transition Management
Employee Administration to Benefits	Jobs to Positions	Request a New Job	Out of Scope	GHR
		Review Request (Compensation Analyst)	Out of Scope	GHR
		Request a New or Update a Position	Out of Scope	Position Budgeting
		Review Request (Parent Manager)	Out of Scope	Position Budgeting
		Review Request (Compensation Analyst)	Out of Scope	Position Budgeting
		Review Request (HR Administrator)	Out of Scope	Position Budgeting
	Hire to Maintain	Submit Hire/Rehire Request	Core	GHR
		Review Request (Manager)	Core	GHR
		Review Request (HR Administrator)	Core	GHR
		Review Request (Position Budget Manager)	Core	GHR
		Assign Tax Deductions	Core	GHR

Level 1	Level 2	Level 3	Process Category	Primary Module
	Transfer to Promote	Request Transfer or Promote	Core	GHR
		Review Request (Parent Manager)	Core	GHR
		Review Request (HR Administrator)	Core	GHR
		Review Request (Position Budget Manager)	Core	GHR
	Benefit Event to Enrollment	Initiate Enrollment Event	Core	Benefits
		Manage Dependents	Core	Benefits
		Complete Open Enrollment Benefit	Core	Benefits
		Submit Open Enrollment	Core	Benefits
		Complete Life Event Enrollment Benefit	Core	Benefits
		Submit Qualifying Life Event Enrollment	Core	Benefits
		Finalize Enrollment Event	Core	Benefits
	Employee Self Service to Maintenance	Request Change	Core	GHR
		Review Request (HR Administrator)	Core	GHR
	Qualifications to Skills	Request Qualification Change	Core	Competency
		Review Request (Manager)	Core	Competency
		Review Request (HR Administrator)	Core	Competency
	Termination to Offboard	Submit Resignation	Differentiator	GHR
		Review Request (Manager)	Core	GHR
		Submit Termination Action	Core	GHR
		Review Request (HR Administrator)	Core	GHR
		Offboard Employee	Out of Scope	Transition Management
Attendance to Time Entry	Request Leave to Complete Leave	Request a Leave of Absence	Core	Absence Management
		Review Request (HR Administrator)	Core	Absence Management
		Begin Leave	Core	Absence Management
		Complete Leave	Core	Absence Management
	Buy to Sell Time Off	Request to Buy or Sell Time Off	Out of Scope	Absence Management
		Review Request (Manager)	Out of Scope	Absence Management
		Review Request (Absence Administrator)	Out of Scope	Absence Management
		Payroll Transaction Created	Out of Scope	Absence Management
		Process and Close Absence Plan(s)	Out of Scope	Absence Management
	Standard to Compensatory Time Off	Initiate Time Off Request	Core	Absence Management
		Review Request (Manager)	Core	Absence Management
		Service Record and Time Record Transactions	Core	Absence Management
		Increase Employee Available Balance for Absence Plan	Core	Absence Management
		Process and Close Manual Transactions	Core	Absence Management
	Time Entry to Approval	Create / Edit Time Records	Out of Scope	GHR
		Submit Time Records	Out of Scope	GHR
		Review Request (Manager)	Out of Scope	GHR
		Review Request (Parent Manager)	Out of Scope	GHR
		Review Request (HR Administrator)	Out of Scope	GHR

Level 1	Level 2	Level 3	Process Category	Primary Module
Compensation Planning to Payments	Compensation Structures Review to Assign	Define Geographic Differentials	Out of Scope	GHR
		Define Salary Structures	Unique	GHR
		Define Step and Grade Schedules	Core	GHR
		Define Rate Progression Rules and Compnents	Differentiator	GHR
	Step & Grade Schedules to Rate Progression	Define Custom Groups	Differentiator	GHR
		Define Rate Progression Rules and Compnents	Out of Scope	GHR
		Assign Step and Grade Schedules	Core	GHR
		Model Pay Rate Changes	Differentiator	GHR
		Review/Adjust Change Records	Core	GHR
		Update Work Assignments	Core	GHR
	Model Mass Pay Changes to Assignment	Model Pay Rate Changes	Core	GHR
		Review/Adjust Change Records	Core	GHR
		Update Work Assignments	Core	GHR
	Standard Compensation Planning to Award	Create Budget Records	Out of Scope	GHR
		Finalize Budget Records	Out of Scope	GHR
		Release Budget to Managers	Out of Scope	GHR
		Review and Submit Increases & Lump Sums	Out of Scope	GHR
		Review Request (Parent Manager)	Out of Scope	GHR
		Approve and Finalize Increases & Lump Sums	Out of Scope	GHR
		Enroll Employees to Comp Programs	Out of Scope	Compensation Management- Incentive
		Appprove Enrollments	Out of Scope	Compensation Management- Incentive
		Create Bonus Period	Out of Scope	Compensation Management- Incentive
		Add, Approve, Maintain Bonus Objectives	Out of Scope	Compensation Management- Incentive
		Complete and Approve Bonus Objectives	Out of Scope	Compensation Management- Incentive
		Request Special Incentives Elements	Core	Compensation Management- Incentive
	Calculate to Pay	Assign Tax Deductions	Core	Payroll
		Calculate Imputed Income	Core	Payroll
		Import and Make Current all Time Records	Core	Payroll
		Maintain Deductions	Core	Payroll
		Calculate Overtime	Core	Payroll
		Lock Payroll Schedule	Core	Payroll
		Calculate Payments	Core	Payroll
		Arrears Automation	Core	Payroll
		Absence Plan Calculation	Core	Payroll
		Print Payment and Remittance Advice	Core	Payroll
		Transmit ACH and Positive Pay File	Core	Payroll
		Close Absence Cycle	Core	Payroll
		Close Payroll Cycle and Post to GL	Core	Payroll

Level 1	Level 2	Level 3	Process Category	Primary Module
		Month-end GL Liability Update	Core	Payroll
		Vendor Interface and Tax Payment	Core	Payroll
Health & Safety to Employee Relations	Health Components to Safe Behavior	Assign and Manage Health Components	Out of Scope	Health & Safety
		Recognize/report Safe Behaviors	Out of Scope	Health & Safety
		Create and Update a Safety Incident	Out of Scope	Health & Safety
		Report and Investigate Observations	Out of Scope	Health & Safety
		Recognize, Validate, Report Safe Behaviors	Out of Scope	Health & Safety
	Coaching Notes to Disciplinary Actions and Grievances	Create and Track Coaching Notes & Incident	Core	Employee Relations
		Create and Track Disciplinary Actions	Core	Employee Relations
		Create and Track Grievances	Core	Employee Relations
Employee Development to Performance	Development to Goals	Create, Align, Cascade Organizational Goals	Core	Goals Management
		Establish Employee Goals	Core	Goals Management
		Manage Employee Goals	Core	Goals Management
		Assign & Align Organizational Goals	Core	Goals Management
	Goals to Appraisal	Manage Appraisal Policies	Core	Performance Management
		Initiate Performance Appraisal	Core	Performance Management
		Perform Appraisals	Core	Performance Management
		Self-Evaluation	Core	Performance Management
		Approval & Acknowledgement	Core	Performance Management
		Monitor and Close Appraisal Process	Core	Performance Management
Employee Development to Succession	Employee Development Plans	Establishing Employee Development Plans	Differentiator	Development Planning
		Maintaining Employee Development Plans	Differentiator	Development Planning
	Employee Learning	Learning Activity Creation	Core	Learning & Development
		Plan Creation	Differentiator	Learning & Development
		Registration and Enrollment	Core	Learning & Development
		Maintain Activity	Core	Learning & Development
		Activity Completion	Differentiator	Learning & Development
		Session Management	Differentiator	Learning & Development
		Waitlist Management	Core	Learning & Development
		Checklist Creation	Differentiator	Learning & Development
		Checklist Assignment	Core	Learning & Development
	Employee Succession Plans	Defining Job and Career Paths	Differentiator	Succession Management
		Creating and Maintaining Talent Pools	Differentiator	Succession Management
		Creating and Maintaining Succession Pools	Differentiator	Succession Management

Exhibit 3: Technical Tracker – RICE Items

RICEFW ID	RICEFW Description	OBJECT TYPE	Source	DESTINATION	IN SCOPE RQD	CoFL Business SME Lead (FUNC BUSINESS OWNER)	NOTES	Standard	AMOUNT OF DATA TO BE IMPORTED
CON-01	Payables Vendors	CONVERSION	FAMIS	Infor CSF	YES	Linda Short		No	0-3 years
CON-03	Payables Invoices	CONVERSION	FAMIS	Infor CSF	YES	Linda Short		No	0-3 years
CON-04	Projects	CONVERSION	FAMIS	Infor CSF	YES	Linda Short		No	0-3 years
CON-05	Grants	CONVERSION	FAMIS	Infor CSF	YES	Linda Short		No	0-3 years
CON-06	GL Beginning Balances	CONVERSION	FAMIS	Infor CSF	YES	Linda Short		No	0-3 years
CON-07	GL Transactions	CONVERSION	FAMIS	Infor CSF	YES	Linda Short		No	0-3 years
CON-08	Assets	CONVERSION	FAMIS	Infor CSF	YES	Linda Short		No	0-3 years
CON-09	Budgets	CONVERSION	FAMIS	Infor CSF	YES	Linda Short		No	0-3 years
CON-10	Receivables Customers	CONVERSION	FAMIS	Infor CSF	YES	Linda Short		No	0-3 years
CON-11	Receivables Invoices	CONVERSION	FAMIS	Infor CSF	YES	Linda Short		No	0-3 years
CON-12	Receivables Payments	CONVERSION	FAMIS	Infor CSF	YES	Linda Short		No	0-3 years
CON-13	Purchase Orders - Open	CONVERSION	FAMIS (Header) & BuySpeed Online (Lines)	Infor CSF	YES	Stefan Mohammed	03/17: To be reviewed to capture current requirements.	No	0-3 years
CON-14	Employee	CONVERSION	Cyborg	Infor GHR	YES	Jerese Isaac		No	ACTV - Current Employee Profile data /TERM -

									1/1/2020:(2y years
CON-15	Employee Addresses	CONVERSION	Cyborg	Infor GHR	YES	Jerese Isaac		No	ACTV - Current Employee Profile data /TERM - 1/1/2020:(2y years
CON-16	Employee Contacts	CONVERSION	Cyborg	Infor GHR	YES	Jerese Isaac		No	ACTV - Current Employee Profile data /TERM - 1/1/2020:(2y years
CON-17	Employee ID Numbers	CONVERSION	Cyborg	Infor GHR	YES	Jerese Isaac		No	ACTV - Current Employee Profile data /TERM - 1/1/2020:(2y years
CON-18	Work Assignments	CONVERSION	Cyborg	Infor GHR	YES	Jerese Isaac		No	ACTV - Current Employee Profile data /TERM - 1/1/2020:(2y years
CON-24	Absence Transactions	CONVERSION	Cyborg	Infor GHR	YES	Jerese Isaac	DUPLICATED CON-33 & CON-34	No	10/1/2019: (3years)
CON-25	Absence Balances	CONVERSION	Cyborg	Infor GHR	YES	Jerese Isaac	DUPLICATED CON-33 & CON-34	No	10/1/2019: (3years)
CON-26	Employee Performance History	CONVERSION	Cyborg	Infor GHR	YES	Jerese Isaac		No	(1 year) current active record as relates to each position for any employee
CON-27	Employee Credentials	CONVERSION	Cyborg, Spreadsheet, etc.	Infor GHR	YES	Jerese Isaac		No	(1 year) current active record as relates to each position for any employee
CON-28	Payroll ACH Distributions	CONVERSION	Cyborg	Infor GHR/PY	YES	Tina Kalra		No	ACTV - Current Employee Profile data

CON-29	Payroll Deductions	CONVERSION	Cyborg	Infor GHR/PY	YES	Tina Kalra		No	ACTV - Current Employee Profile data /TERM - 1/1/2020:(2y years
CON-30	Payroll History (run first) ~401A YTD Contributions, 457, Imputed Income, FSA	CONVERSION	Cyborg	Infor GHR/PY	YES	Tina Kalra		No	ACTV - Current Employee Profile data /TERM - 1/1/2020:(2y years
CON-31	Payroll Garnishments	CONVERSION	Cyborg	Infor GHR/PY	YES	Tina Kalra		No	ACTV - Current Employee Profile data /TERM - 1/1/2020:(2y years
CON-32	Payroll Pension Payments	CONVERSION	Cyborg	Infor GHR/PY	YES	Tina Kalra		No	New Vendor?
CON-38	Sympro - Debt Journal Entries	INTERFACE	Sympro	Infor CFS	YES	Linda Short	Per meeting 3/17 - Linda S, indicated this conversion identified w/in TO#08 is an interface	No	
CON-39	SymPro – Investment Management (Buys/Sells) Journal Entries	INTERFACE	Sympro	Infor CFS	YES	Linda Short	Per meeting 3/17 - Linda S, indicated this conversion identified w/in TO#08 is an interface	No	
CON-41	Sherpa - Budget Only	INTERFACE	Sherpa	Infor CFS	YES	Linda Short	To be confirmed during Interface Review Planning Changed to Interface based on Interfaces Planning 3/17	No	
INT-03	Upload file to Companion Pay Solution (CPS) #1	INTERFACE	Infor CFS	CPS	YES	Linda Short	5/25-This is a basic AP report, that has vendor, inv# and amt. Why is this a Med Complexity?	No	
INT-04	Upload file to Suntrust #2	INTERFACE	Infor CFS	ESP (Suntrust)	YES	Linda Short	5/25- This was already created in the first go around.	No	

INT-05	Utility Billing (Cayenta) #68	INTERFACE	Cayenta	Infor CFS	YES	Linda Short		No	
INT-07	Bank Reconciliation File	INTERFACE	Wells Fargo	Infor CFS	YES	Linda Short		No	
INT-08	PCard File	INTERFACE	ESP (Suntrust)	Infor CFS	YES	Linda Short		No	
INT-09	Positive Pay File AP (To Wells Fargo)	INTERFACE	Infor CFS	Wells Fargo	YES	Linda Short		No	
INT-10	Utility Billing Refunds	INTERFACE	Cayenta	Infor CFS	YES	Linda Short		No	
INT-12	ACH for AP (To Wells Fargo)	INTERFACE	Infor CFS	Wells Fargo	YES	Linda Short		No	
INT-13	NeoGov -- Applicant Tracking #23	INTERFACE	NeoGov	Infor GHR	YES	Anthony Roberts		No	
INT-14	Kronos - Leave Balances #30 (Bi-Weekly)	INTERFACE	Infor GHR	Kronos	YES	Tina Kalra		No	
INT-15	Kronos -- Time and Attendance #29 (Weekly)	INTERFACE	Kronos	Infor GHR	YES	Tina Kalra		No	
INT-16	Kronos -- Employee #35 (Daily)	INTERFACE	Infor GHR	Kronos	YES	Tina Kalra		No	
INT-17	Kronos -- Incumbency/ Positions #35 (Daily)	INTERFACE	Infor GHR	Kronos	YES	Tina Kalra		No	
INT-24	State of Florida - New Hire Information #34 (After Bi-Weekly Payroll, manual SFTP)	INTERFACE	Infor GHR	State of Florida	YES	Jerese Isaac	03/19: Jerese will follow up with Risk Management	No	
INT-29	Workers Compensation (Corvel) #38	INTERFACE	Infor GHR	Corvel	YES	Jerese Isaac		No	
INT-30	ICMA IRA/457/401 /401A Contributions	INTERFACE	Infor GHR/Benefits	ICMA	YES	Tina Kalra	6/29 - Verify	No	

INT-31	ICMA IRA/457/401 /401A Enrollment Changes	INTERFACE	ICMA	Infor GHR/Benefits	YES	Tina Kalra			
INT-32	NRS/Nationwide Payroll Contributions #43	INTERFACE	Infor GHR/Benefits	NRS	YES	Tina Kalra		No	
INT-33	Kronos Manager/Supervisor Structure (was originally: Kronos Outbound)	INTERFACE	Infor GHR	Kronos	YES	Tina Kalra		No	
INT-35	ACH Advice file (e-stubs) (MHC/EMSS)	INTERFACE	Infor GHR/PR	MHC/EMSS	YES	Tina Kalra		No	
INT-36	Florida Retirement System (Demographic/Contributions Monthly currently combined)	INTERFACE	Infor GHR/PR	FRS	YES	Tina Kalra		No	
INT-37	General Employees Retirement System pension file (Contributions report, Bi-Weekly Emailed)	INTERFACE	Infor GHR/PR	Excel	YES	Tina Kalra		No	
INT-38	Police & Fire Retirement System pension file (Contributions report, Bi-Weekly Emailed)	INTERFACE	Infor GHR/PR	Excel	YES	Tina Kalra		No	
INT-41	Export Payroll Data (Position and Benefits) by Position	INTERFACE	Infor GHR	Sherpa	YES	Jerese Isaac		No	
INT-42	Import Payroll Data (Position and Benefits) by Position	INTERFACE	Infor GHR/PR	Sherpa	YES	Tina Kalra	5/25 - If we move to the cloud, is this still neeeded?	No	
INT-44	Export Grant Financial Data (Budget, Amended, YTD Actuals, and	INTERFACE	Infor CFS	GMTS (Grants Mgmt)	YES	Linda Short		Ni	

	Encumbrances)								
INT-45	Export Project Financial Data (Budget, Amended, YTD Actuals, and Encumbrances)	INTERFACE	Infor CFS	ETS (Engineering Tracking)	YES	Linda Short		No	
INT-46	CityWorks-Inventory Updates API Interface	INTERFACE	CityWorks	Infor CFS	YES	Fred Harris	SMEs to define further...pending launch of CityWorks. Is an export from Infor required?API/ WebService	No	
INT-47	Import - Land Management information from Accela (Formerly CommunityPlus)	INTERFACE	Accela	Infor CFS	YES	Tina Kalra		No	
INT-48	Import Interest Journal Entries	INTERFACE	Sympro	Infor CFS	YES	Tina Kalra	03/29: Per discussions during tody's workshop, team stated the Investment Interface is bidirectional.	No	
INT-51	Export Payroll Direct Deposit (ACH File)	INTERFACE	Infor GHR/PR	Bank(Wells)	YES	Tina Kalra		No	
INT-52	Payee Postive Pay file to Bank	INTERFACE	Infor GHR/PR	Bank(Wells)	YES	Tina Kalra		No	
NEW-01	Benefit Deductions for Payroll	INTERFACE	Selerix	Infor GHR/PR	YES	Michael Naftaniel		No	
NEW-02	Benefit Data for Benefit Administration	INTERFACE	Selerix	Infor GHR/PR	YES	Michael Naftaniel	5/25 - Should be included in Benefit Deductions NEW-01	No	
NEW-29	Benefits Hours to Selerix	INTERFACE	Infor GHR/PR	Selerix	YES	Jerese Isaac		No	

OOS-03	Document Managemen t Functionality (No direct data access)	INTERFACE	INFOR - MHC		YES	Linda Short	Duplicated Ref. INT-35 6/29 - Infor to confirm what Infor Document Manager covers? City to review MHC contract?(Ian)	No	
OOS-04	Mobile Supply Chain Handheld	PRODUCT	INFOR - MSC	TBD	YES	Linda Short		No	
NEW-03	Open/Outsta nding Checks	CONVERSION	FAMIS	Infor CSF	YES	Linda Short		No	0 - 3 years
NEW-04	Inventory (Balances, Items, UOM, Vendor)	CONVERSION	BuySpeed	Infor CSF	YES	Linda Short		No	0 - 3 years
NEW-06	Employee Relations	CONVERSION	Spreadshe et	Infor GHR	YES			No	ACTV - Current Employee Profile data /TERM - 1/1/2020:(2y years
NEW-07	Compensatio n History (annual salary, merit, cola, etc.)	CONVERSION	Cyborg/H R	Infor GHR	YES			No	ACTV - Current Employee Profile data /TERM - 1/1/2020:(2y years
NEW-08	IRS Locks (W-4 Blocks)	CONVERSION	Spreadshe et	Infor GHR/PY	YES			No	
NEW-03	NEOGOV Upload Jobs/Positio ns	INTERFACE	Infor GHR	NeoGov	YES			No	
NEW-04	Benefits Employee Demographi c/Transactio nal Data	INTERFACE	Infor GHR	Selerix	YES	Jerese Isaac		No	
NEW-06	NRS Enrollment Changes	INTERFACE	NRS	Infor GHR/BEne fits	YES			No	
NEW-07	NRS Demographi c File	INTERFACE	Infor GHR	NRS	YES			No	
NEW-08	ICMA Demographi c File	INTERFACE	Infor GHR	ICMA	YES			No	

NEW-09	Import Position Budgeting Data (Position and Benefits) by Position	INTERFACE	Sherpa	Infor CFS	YES	Jerese Isaac	5/25 - Changed from Sherpa to infor CFS	No	
NEW-10	Sherpa-Actuals, and Encumbranc es.	INTERFACE	Infor CFS	Sherpa	YES		5/25 - Removed Budget Same as CON-41	No	
NEW-11	Payroll Bank Reconciliatio n (? Volume based) Can be manually processed versus interface	INTERFACE	Wells Fargo	Infor GHR/PR	YES	Linda Short	SMEs to clarify if this is a dupilcate of INT-07? 5/25 - If using GHR-Payroll, will the payroll bank recon be in FSM or GHR? 6/29 - Waiting for Infor? 6/30 - Global HR Payroll has a new process called HRMBankReco niliationImport. lpd per Helen Dawson	No	
WF-01	Requisition Approval	WORKFLOW	TBD	TBD	YES	Stefan Mohammed		YES	
WF-02	Adding and Maintaining Vendors	WORKFLOW	TBD	TBD	YES	Linda Short	Notification when somebody requests new vendor Verify Rejected/Retur ned	YES	
WF-03	Processing and Approving Invoices	WORKFLOW	TBD	TBD	YES	Linda Short	Service PO, Match	YES	
WF-04	Processing AP Payments	WORKFLOW	TBD	TBD	YES	Linda Short	File goes to MHC/IDM, files to bank ACH, Positive Pay file (possibly multiple)	YES	
WF-05	Voiding or Stopping Payment	WORKFLOW	TBD	TBD	YES	Linda Short	Approvals	YES	
WF-06	Creating 1099s	WORKFLOW	TBD	TBD	YES	Linda Short	MHC contracted? Sending file to MHC for print, Federal Tape File	YES	

WF-07	Handling B-Notices	WORKFLOW	TBD	TBD	YES	Linda Short	Notification for updating vendor	YES	
WF-08	Adding and Maintaining Customers	WORKFLOW	TBD	TBD	YES	Linda Short	Notification when requested new, verify/reject/return	YES	
WF-09	Creating Non-Recurring Invoices	WORKFLOW	TBD	TBD	YES	Linda Short	Approvals	YES	
WF-10	Entering AR Transactions	WORKFLOW	TBD	TBD	YES	Linda Short	Approvals	YES	
WF-11	Processing AR Adjustments	WORKFLOW	TBD	TBD	YES	Linda Short	Approvals	YES	
WF-12	Processing Customer Payments	WORKFLOW	TBD	TBD	YES	Linda Short	Approvals	YES	
WF-13	Processing Recurring Invoices	WORKFLOW	TBD	TBD	YES	Linda Short	Approvals	YES	
WF-15	Transferring an Asset	WORKFLOW	TBD	TBD	YES	Linda Short	Currently paper form initiated. 1. ConfigConsole form to trigger 2. Approval	NO	
WF-18	Disposing of an Asset	WORKFLOW	TBD	TBD	YES	Linda Short	Currently paper form initiated. 1. ConfigConsole form to trigger 2. Approval	NO	
WF-19	Entering Cash Transactions	WORKFLOW	TBD	TBD	YES	Linda Short	Approvals (Simple on entry)	YES	
WF-20	Bank Fund Transfer (Transferring Cash)	WORKFLOW	TBD	TBD	YES	Linda Short	Approvals	YES	
WF-24	Managing Forecasts (Direct and/or Cash)	WORKFLOW	TBD	TBD	YES	Linda Short	Approval	YES	
WF-36	Creating Basic Journal Entries	WORKFLOW	TBD	TBD	YES	Linda Short	Approval (Based on ApprovalCode, part IPA/part Config)	YES	
WF-37	Creating Consolidations and Eliminations	WORKFLOW	TBD	TBD	YES	Linda Short	Approval (Based on ApprovalCode, part IPA/part Config)	YES	

WF-40	Processing Journal Entries	WORKFLOW	TBD	TBD	YES	Linda Short	Approval (Based on ApprovalCode, part IPA/part Config)	YES	
WF-41	Clearing Suspense	WORKFLOW	TBD	TBD	YES	Linda Short	Approval (Based on ApprovalCode, part IPA/part Config)	YES	
WF-42	Creating and Running Cost Allocations	WORKFLOW	TBD	TBD	YES	Linda Short	Added back in. Not applicable, module not used. Currently OffBook process, Depts charged monthly. Calculation/generation.	Yes	
WF-44	Setting up and Capitalizing a Project	WORKFLOW	TBD	TBD	YES	Stefan Mohammed	Approval as it relates to Grants&Capital Projects	No	
WF-46	Transferring & Adjusting Funds for Projects	WORKFLOW	TBD	TBD	YES	Stefan Mohammed	Approval of changes to Funding, or Cash movement	YES	
WF-47	Capitalizing a Project	WORKFLOW	TBD	TBD	YES	Stefan Mohammed	Approval Asset Accountant to Supervisor	YES	
WF-48	Billing Grants	WORKFLOW	TBD	TBD	YES	Stefan Mohammed	Approval by Finance	YES	
WF-49	Labor Distribution Setup and Maintenance	WORKFLOW	TBD	TBD	YES	Stefan Mohammed	Approval by Funding Source, Grant Manager	YES	
WF-50	Payroll Process for Grants & Labor Cost Transfers	WORKFLOW	TBD	TBD	YES	Stefan Mohammed	Approval	YES	
WF-51	Expensing Grant	WORKFLOW	TBD	TBD	YES	Stefan Mohammed	Approval would come from the subsystems	YES	
WF-52	Tracking Grant Revenue	WORKFLOW	TBD	TBD	YES	Stefan Mohammed	Approval would come from the subsystems	YES	
WF-54	Effort Certification	WORKFLOW	TBD	TBD	YES	Stefan Mohammed	Approval- Effort Certification Report, Timesheet certification	YES	
WF-55	Closing a Grant and Reporting to Grantor	WORKFLOW	TBD	TBD	YES	Stefan Mohammed	Approval (Multiple)	YES	

WF-62	Payroll Processing – Regular	WORKFLOW	TBD	TBD	YES	Tina Kalra	Notification of stage progress-ex S3 Distribution Groups	Yes	
WF-65	Pre-Payroll	WORKFLOW	TBD	TBD	YES	Tina Kalra	Notification of stage progress-ex S3 Distribution Groups	YEs	
WF-66	Position Managemen t	WORKFLOW	TBD	TBD	YES	Jerese Isaac	Approval for Add & Change Positions	Yes	
WF-67	Hire/ Rehire	WORKFLOW	TBD	TBD	YES	Jerese Isaac	No Approval, Notification that interface brought in New Hires and Rehires- notify Payroll also	Yes	
WF-68	Termination	WORKFLOW	TBD	TBD	YES	Jerese Isaac	Notification	Yes	
WF-69	Retirement	WORKFLOW	TBD	TBD	YES	Jerese Isaac	Notification	Yes	
WF-70	Name/Addre ss Change	WORKFLOW	TBD	TBD	YES	Jerese Isaac	Approval, Notification	Yes	
WF-71	Promotion	WORKFLOW	TBD	TBD	YES	Jerese Isaac	Notification	Yes	
WF-72	Change of Status	WORKFLOW	TBD	TBD	YES	Jerese Isaac	Notification	Yes	
WF-73	Transfer	WORKFLOW	TBD	TBD	YES	Jerese Isaac	Notification	Yes	
WF-74	Demotion	WORKFLOW	TBD	TBD	YES	Jerese Isaac	Notification	Yes	
WF-75	Reallocation	WORKFLOW	TBD	TBD	YES	Jerese Isaac	Approval, Notification- performed in Position Management screen	YES	
WF-76	Reinstateme nt	WORKFLOW	TBD	TBD	YES	Jerese Isaac	Notification	Yes	
WF-77	Performance Managemen t	WORKFLOW	TBD	TBD	YES	Jerese Isaac	Approval, NotificatiYeson. Director,	YES	

							Manager, HR Director		
WF-78	Cola	WORKFLOW	TBD	TBD	YES	Jerese Isaac	Approval, Notification. Compensation Sr or Manager	YES	
WF-79	Salary Change	WORKFLOW	TBD	TBD	YES	Jerese Isaac	Approval, Notification.	YES	
REP-01	FAMR165B - Vouchers not processed (Records rejected)	REPORT	TBD	TBD	YES	Linda Short	By Payment Type: Checks	YES	
REP-02	FAMR165C - Vouchers selected for payment	REPORT	TBD	TBD	YES	Linda Short	By Payment Type: Checks	YES	
REP-03	FAMR165E - Unpaid vouchers with a net credit balance	REPORT	TBD	TBD	YES	Linda Short	By Payment Type: Vendor with a credit balance	YES	
REP-04	FAMRI65O - Claims exception report (errors in payment process)	REPORT	TBD	TBD	YES	Linda Short	By Payment Type: Checks - possibly loking at no funding. Not used highly.	YES	
REP-05	FAMR165P - ACH disburement s to Financial institutions	REPORT	TBD	TBD	YES	Linda Short	ACH File to Bank: Electronic Payment Creation	YES	
REP-06	FAMR165Q - Vouchers selected to payment by vendor	REPORT	TBD	TBD	YES	Linda Short	By Payment Type: Checks	YES	
REP-07	FAMR165L - Register of computer prepared direct deposits (ACH Payments)	REPORT	TBD	TBD	YES	Linda Short	Payment Registers, any Payment Type	YES	
REP-09	FAMR165B - Vouchers not processed	REPORT	TBD	TBD	YES	Linda Short	By Payment Type: ACH	YES	
REP-10	FAMR165C - Vouchers selected for payment	REPORT	TBD	TBD	YES	Linda Short	By Payment Type: ACH	YES	

REP-11	FAMR165E - Unpaid vouchers with a net credit balance	REPORT	TBD	TBD	YES	Linda Short	By Payment Type: Vendor with a credit balance	YES	
REP-12	FAMR165H - Register of computer prepared checks	REPORT	TBD	TBD	YES	Linda Short	Payment Registers, any Payment Type	YES	
REP-13	FAMRI65O - Claims exception report	REPORT	TBD	TBD	YES	Linda Short	By Payment Type: ACH	YES	
REP-14	FAMR165Q - Vouchers selected for payment by vendor	REPORT	TBD	TBD	YES	Linda Short	By Payment Type: ACH	YES	
REP-15	FAMR130A - Subsystem recap listing	REPORT	TBD	TBD	YES	Linda Short	Daily-AutoGenerated postings to Ledger.	YES	
REP-16	FAMR130B - Detail list & summary listing	REPORT	TBD	TBD	YES	Linda Short	Daily-AutoGenerated postings to Ledger.	YES	
REP-17	FAMR1450 - Document error report	REPORT	TBD	TBD	YES	Linda Short	Daily-AutoGenerated postings to Ledger.	YES	
REP-18	FAMR1460 - Documents posted report	REPORT	TBD	TBD	YES	Linda Short	Daily-AutoGenerated postings to Ledger.	YES	
REP-19	FAMR1860 - Summary status of files by fund	REPORT	TBD	TBD	YES	Linda Short	Fund out of balance	YES	
REP-20	FAMRS999 - Standard report submission statistics	REPORT	TBD	TBD	YES	Linda Short	Daily-AutoGenerated … Not used by Finance. IT does not use, only check error logs.	YES	
REP-21	FAMRS016 - Trial balance by fund	REPORT	TBD	TBD	YES	Linda Short	Trial Balance	YES	
REP-22	FAMR1452 - Document error summary report	REPORT	TBD	TBD	YES	Linda Short	Daily-AutoGenerated postings to Ledger.	YES	
REP-23	FAMR1490 - Partial post error report	REPORT	TBD	TBD	YES	Linda Short	Daily-AutoGenerated postings to Ledger.	YES	

REP-24	FAMR5700 - Table maintenance log	REPORT	TBD	TBD	YES	Linda Short	Structure Updates: Funding Sources, Index Codes, users (audit)	YES	
REP-25	FAMRS021 - Posted trans by oper id	REPORT	TBD	TBD	YES	Linda Short	Daily- AutoGenerated postings to Ledger.	YES	
REP-26	FAMRS022 - Purchase order log	REPORT	TBD	TBD	YES	Linda Short	Daily- AutoGenerated … Not used currently by Finance. Matching Invoice to PO: Voucher, Vendor, SubObjects, Invoice, Desc, $Amt	YES	
REP-27	FAMRS023 - Detail voucher register	REPORT	TBD	TBD	YES	Linda Short	Daily- AutoGenerated postings to Ledger.	YES	
REP-28	FAMRS024 - Outstanding check log	REPORT	TBD	TBD	YES	Linda Short	Monthly, manual request.	YES	
REP-29	FAMR130C - Summary of totals by subsystem and transaction code	REPORT	TBD	TBD	YES	Linda Short	Daily- AutoGenerated postings to Ledger.	YES	
REP-30	FAMR165B - Vouchers not processed	REPORT	TBD	TBD	YES	Linda Short	By Payment Type: EPayables	YES	
REP-31	FAMR165C - Vouchers selected for payment	REPORT	TBD	TBD	YES	Linda Short	By Payment Type: EPayables	YES	
REP-32	FAMR165T - Register of computer prepaid wire transfers	REPORT	TBD	TBD	YES	Linda Short	Payment Registers, any Payment Type	YES	
REP-33	FAMRI65O - Claims exception report	REPORT	TBD	TBD	YES	Linda Short	By Payment Type: EPayables	YES	
REP -34	FAMR165U - Wire Transfer payments to financial institutions	REPORT	TBD	TBD	YES	Linda Short	Payment Registers, any Payment Type	YES	

REP-35	FAMR165Q - Vouchers selected for payment by vendor	REPORT	TBD	TBD	YES	Linda Short	By Payment Type: EPayables	YES	
REP-36	E-Payables Accounts 202, 640	REPORT	TBD	TBD	YES	Linda Short	Used to balance AP Credit Card monthly, not THE Pcard. Partial recon requires adjustments, 640 Is GL Clearing- should match Undrawn Report. Balances by Vendor tracked by SunTrust	YES	
REP-39	Payment by vendor number	REPORT	TBD	TBD	YES	Linda Short	Cognos report, query payments by vendor for specific time period: List view, printable if hard copy required	YES	
REP-40	Unpaid receipts report	REPORT	TBD	TBD	YES	Linda Short	BSO Report: Received not Invoiced Report	YES	
REP-41	FAMRS016 - Trial balance by fund	REPORT	TBD	TBD	YES	Linda Short	Trial Balance	YES	
REP-42	FAMRS106 - Revenues by Organization	REPORT	TBD	TBD	YES	Linda Short	On Demand, mostly Year End	YES	
REP-43	FAMRS109 - Revenues by Char/Obj/Subobj by Fund	REPORT	TBD	TBD	YES	Linda Short	Standard-Revenue breakdowns by Revenue	YES	
REP-44	FAMRS107 - Project Status by Fund	REPORT	TBD	TBD	YES	Linda Short	Open/Close AND Budget, encumbered/spent TD	YES	
REP-45	FAMRS111 - Expenditures by Org/Obj	REPORT	TBD	TBD	YES	Linda Short	Standard-Expenditure breakdowns by Expense Summary Account	YES	
REP-46	FAMRS112 - Expenditure Sum by Fund	REPORT	TBD	TBD	YES	Linda Short	Standard-Expenditure breakdowns Summary (down to SubObj)	YES	

REP-49	Encumbrance Report for Budget Review Preview (Open Encumbrances)	REPORT	TBD	TBD	YES	Linda Short	Performed regularly	Yes	
REP-50	Capital Equipment - GL 201 - includes treasury/check number	REPORT	TBD	TBD	YES	Linda Short	Cash Payment for Capital Equipment: AP Payments in Capital Accts-Assets interface may deprecate this report	Yes	
REP-51	Capital Equipment - GL 431 - does not include treasury/check number	REPORT	TBD	TBD	YES	Linda Short	Expense Side for Capital Equipment: Assets interface may deprecate this report	Yes	
REP-52	Escrow Report	REPORT	TBD	TBD	YES	Linda Short	Deposits/escrows held for specific purposes. (Individually itemized). !? Activities, as long as revenue not generated-won't realize until Project done	Yes	
REP-53	Cash Balances by Fund	REPORT	TBD	TBD	YES	Linda Short	Fund Accounting, online inquiries, report remains-standard report covers	Yes	
REP-54	Accounts Receivable Report	REPORT	TBD	TBD	YES	Linda Short	Aging Report: AR Customer Activity Aging Report, build Aging Parms	Yes	
REP-55	FAMRS019 - Trial Balance by Grant	REPORT	TBD	TBD	YES	Linda Short	Grants are unique activities, run trial balance by Grant	Yes	
REP-56	Grant Reports	REPORT	TBD	TBD	YES	Linda Short	Cognos detail Grant Report, for Fiscal Year	YES	
New-01	Event Approval - Strategic Sourcing	WORKFLOW	TBD	TBD	YES	Stefan Mohammed	Approval	YES	
New-02	Contract Approval - Contracts	WORKFLOW	TBD	TBD	YES	Stefan Mohammed	Approval	NO	

	Management								
New-03	PO Approval	WORKFLOW	TBD	TBD	YES	Linda Short	Approval	YES	
New-04	Notifications from Payroll to TimeKeepers that Kronos Interface has completed	WORKFLOW	TBD	TBD	YES	Jerese Isaac	Notification to review and perform updates	No	
New-05	Approval of Resignation, allow Letter attachment	WORKFLOW	TBD	TBD	YES	Jerese Isaac	Approval, Notification	YES	
New-06	Longevity	WORKFLOW	TBD	TBD	YES	Jerese Isaac	Approval, Notification to Payroll of calculation	YES	
New-07	Goals	WORKFLOW	TBD	TBD	YES	Jerese Isaac	Approval, Notification	YES	
New-08	Learning & Development	WORKFLOW	TBD	TBD	YES	Jerese Isaac	Approval, Notification	YES	
New-09	Succession Management	WORKFLOW	TBD	TBD	YES	Jerese Isaac	Notification.	Yes	
NEW-02	Daily Time Verification report	REPORT	TBD	TBD	YES	Tina Kalra	Cyborg daily: Standard Time Record Edit report available	YES	
NEW-03	Monthly Overtime report for the department heads	REPORT	TBD	TBD	YES	Tina Kalra	Manual report reporting overtime and **who** received: Standard Pay Report (By PayClass), ISD/Add-Ins	YES	
NEW-04	Max Out Reports for 401A, 457 and IRA plans	REPORT	TBD	TBD	YES	Tina Kalra	No current reporting exists, GHR has Stoppage report	YES	
NEW-05	Report with employees Pension contribution and earnings - current, monthly, annual and Life Time To Date	REPORT	TBD	TBD	YES	Tina Kalra	Total contributions and pensionable earnings, all Plans: PayClass & Deduction Report, ANN & LTD - Birst/Analytics 5/25 - Follow-	YES	

							up with Infor (Can this be done by runnng a deduction report?)		
NEW-06	Bi-Weekly Time Entry reports by department	REPORT	TBD	TBD	YES	Tina Kalra	After Payroll Time Entry report, Reg/Sick/OT/Vac. Departmental signoff and return. : PayClass, Department	YES	
NEW-07	Bi-Weekly Leave Balance Update report	REPORT	TBD	TBD	YES	Tina Kalra	Leave Accruals, Plan Limits: Absence Management standard reports	YES	
NEW-08	Bi-Weekly Pre and Post payroll Arrears Management reports	REPORT	TBD	TBD	YES	Tina Kalra	One-Time Deduction Report before/after to identify changes.	YES	
NEW-09	Bi-Weekly New Hire report	REPORT	TBD	TBD	YES	Tina Kalra	State: Individual State reports, tracks transmit of hire. Infor Standard report does not address this so it's non-standard.	NO	
NEW-10	Wages per pay period (Retro calculation)	REPORT	TBD	TBD	YES	Tina Kalra	Retro Calculation program available.	YES	
NEW-11	Employee Incumbency (used for public records, union information, department information)	REPORT	TBD	TBD	YES	Tina Kalra	Multiple Positions report.: Listing by Work Assignment	YES	
NEW-12	Garnishment Status report	REPORT	TBD	TBD	YES	Tina Kalra	: Stopped at zero balance, set end-date at inception.	YES	
NEW-13	Active Fringe benefits and recent changes	REPORT	TBD	TBD	YES	Tina Kalra	Car, cell, expense, clothing allowances (PayCodes not Time Records): Automatic Time Record template,	YES	

							group based templates		
NEW-14	Pension reports to include date of birth, date of death, monthly benefit amount, pension enrollment info	REPORT	TBD	TBD	YES	Tina Kalra	Year End Actuary, external Auditors- draw date, date in plan, % contribution: Listing Plan Elections	YES	
NEW-15	Employee Terminations	REPORT	TBD	TBD	YES	Tina Kalra	Terminations list: No standard, ISD retrieval Catalogs 5/25 - can be created as an adhoc via spreadsheet designer	YES	
NEW-16	Longevity Information	REPORT	TBD	TBD	YES	Tina Kalra	Longevity Plan Payout calculation: Compensation Module to produce	YES	
NEW-17	Workers Comp Data (Risk Report)	REPORT	TBD	TBD	YES	Tina Kalra	For Workers Compensation Audit- # employees, earnings, emp date: Company Paid Deduction Code or Rate Tables, report regularly.	YES	
NEW-23	Census Report	REPORT	TBD	TBD	YES	Tina Kalra	Pensions, post employment, health benefits,	YES	
NEW-24	Employees with Exempt FLSA code	REPORT	TBD	TBD	YES	Tina Kalra	Listing of Exempt Employees: no standard report, listing by Department 5/25 - can be created as an adhoc via spreadsheet designer	YES	
NEW-25	Managemen t Employees with Non-Exempt FLSA code	REPORT	TBD	TBD	YES	Tina Kalra	Management employees allowed overtime: Job Category or Position Category	YES	

NEW-26	Sick, Vacation, Management Vacation, Sick Vacation, Floating Holiday and Disaster Leave Balances (Earnings and Deductions Screen)	REPORT	TBD	TBD	YES	Tina Kalra	Listing of balances, 1 screen per employee balance listing (sick payout at earn rate): Balance Listing, sort by employee rather than balance;GL Liability program	YES	
NEW-27	DROP Participants, Entry Dates and payouts	REPORT	TBD	TBD	YES	Tina Kalra	Deferred Retirement Option Program- Entry date into DROP program, on Benefits: Benefits Listing	YES	
NEW-28	Pension Contribution Percentages	REPORT	TBD	TBD	YES	Tina Kalra	Report Percentages: Benefit Elections	YES	
NEW-29	Employees Index and Funding Codes	REPORT	TBD	TBD	YES	Tina Kalra	Journal Entries- usually seperations file unemployment: Custom/ad-hoc 5/25 -should be a standard delivered system report	YES	
NEW-31	EEO4 - U.S. Equal Employment	REPORT	TBD	TBD	YES	Jerese Isaac	2 compliance reports used for submission to EEO4 - U.S. Equal Employment Opportunity Commission 5/25 - should be a standard delivered system report	YES	
NEW-32	EEOP 4 Justice U.S. Equal	REPORT	TBD	TBD	YES	Jerese Isaac	EEOP 4 Justice U.S. Equal Employment Opportunity Commission 5/25 - should be a standard delivered system report	YES	
NEW-33	Job List	REPORT	TBD	TBD	YES	Jerese Isaac	Standard Delivered - List of all Jobs and the associated Elements	YES	

NEW-34	Positions	REPORT	TBD	TBD	YES	Jerese Isaac	Standard Delivered - List of all Positions and the associated Elements	YES	
NEW-35	Status Activity Report	REPORT	TBD	TBD	YES	Jerese Isaac	Audit Report the allows all transactional changes to be seen by Employee as well as by Date Range 5/25 -This will be custom as the deliver Audit report from Spreadsheet designer V11 is extremely difficult to read and use for additional formatting	NO	
NEW-36	Department Codes	REPORT	TBD	TBD	YES	Jerese Isaac	Standard Delivered - List of all Department and the associated Elements	YES	
NEW-37	Employee List	REPORT	TBD	TBD	YES	Jerese Isaac	Standard Delivered - List of all Employees and the associated Elements	YES	
NEW-38	All positions All vacancies	REPORT	TBD	TBD	YES	Jerese Isaac	Adhoc - Position Control Report a.k.a Employee Headcount	YES	
NEW-39	Census Report Employee	REPORT	TBD	TBD	YES	Jerese Isaac	All employee demographic and status data 5/25 - can be created as an adhoc via spreadsheet designer	YES	
NEW-40	All EEs all Incumbencie s	REPORT	TBD	TBD	YES	Jerese Isaac	Standard Delivered - List of all Employees Work Assignments and the associated Elements	YES	

NEW-41	IAFF &FOP Steps	REPORT	TBD	TBD	YES	Jerese Isaac	Adhoc - Report allowing Employee Step data in the union groups associated with Step & Schedule associated Elements	YES	
NEW-42	Employee Terms	REPORT	TBD	TBD	YES	Jerese Isaac	Standard Delivered - List of all TERMS and the associated Elements	YES	
NEW-43	Min Mid Max - Compensation	REPORT	TBD	TBD	YES	Jerese Isaac	Adhoc - Report allowing a pull of Employee data if their salaries went over the Jobs Max it could be identified	YES	
NEW-44	Employee List ALL annual salary, years of service, location.xls	REPORT	TBD	TBD	YES	Jerese Isaac	Standard Delivered - List of all Employees and the associated Elements	YES	
NEW-45	Leave Reporting	REPORT	TBD	TBD	YES	Jerese Isaac	Adhoc - Military, Unpaid, Holiday, Vacation, FMLA, Taken, and Not taken	YES	
NEW-46	Leave Reporting	REPORT	TBD	TBD	YES	Jerese Isaac	Pulling in Employee Hours Earned and therefore used, and a customization that allows FMLA to report against allot eligibility hours for FMLA 5/25 -This will required data fields from, GHR, Payroll and calc (using employee time buck, and time taken by date)	NO	
NEW-47	Employees_with_Exempt-FLSA_Code	REPORT	TBD	TBD	YES	Jerese Isaac	Adhoc - List of all Employees and the associated Elements	YES	

NEW-48	Employee Vacancy Report	REPORT	TBD	TBD	YES	Jerese Isaac	Provides the vacated date for the position, this date is when the position was vacated by the last incumbent, by department using the budgeted headcount as a based for calculating the variances in the vacancy rate. 5/25 - This report currently has cusotm calc formula using (Termination date, promotion, transfer dates). Also require calc to determine vacancy rate by department	NO	
NEW-14	CityWorks-Inventory Updates API Interface	INTERFACE	Infor CFS	CityWorks	YES	Fred Harris	5/25 - Covered already. INT-46 SMEs to define further...pending launch of CityWorks. Is an export from Infor required? API/WebService	No	
LD-01	Training Courses and Content (max 200)	CONVERSION	TBD OpenSesame/ Sharepoint	Infor L&D	YES		6/29 - Added	No	
LD-02	Training History (max 200,000 records)	CONVERSION	TBD OpenSesame/ Sharepoint	Infor L&D	YES		6/29 - Added	No	
LD-01	Learning and Development Report #1 (Low Complexity)	REPORT	TBD	TBD	YES		6/29 - Added	YES	
LD-02	Learning and Development Report #2 (Low Complexity)	REPORT	TBD	TBD	YES		6/29 - Added	YES	
LD-03	Learning and Development Report #3	REPORT	TBD	TBD	YES		6/29 - Added	YES	

	(Medium Complexity)								
LD-04	Learning and Development Report #4 (Medium Complexity)	REPORT	TBD	TBD	YES		6/29 - Added	YES	
LD-05	Learning and Development Report #5 (High Complexity)	REPORT	TBD	TBD	YES		6/29 - Added	YES	
LD-06	Learning and Development Report #6 (High Complexity)	REPORT	TBD	TBD	YES		6/29 - Added	YES	
New-10	Notice of Action	WORKFLOW	TBD	TBD	YES	Jerese Isaac	An automated form that brings data through a workflow which is assigned to the Deputy Director or his designee for approval	NO	

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New York, NY 10011
800-260-2640
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IN WITNESS WHEREOF, the City and the Contractor execute this Amendment as follows:

ATTEST:

CITY OF FORT LAUDERDALE

____
Jeffrey A. Modarelli, City Clerk

By: _______________________________
Christopher J. Lagerbloom, ICMA-CM
City Manager

Date: _______________________________

Approved as to form:

By: _______________________________
Rhonda Montoya Hasan
Assistant City Attorney

WITNESSES:

INFOR (US), LLC

By: _______________________________
Gregory M. Giangiordano, President

____
Signature
____
Print Name

____
Signature
____
Print Name

(CORPORATE SEAL)

STATE OF____________________:
COUNTY OF__________________:

The foregoing instrument was acknowledged before me by means of ❑ physical presence or ❑ online notarization, this____day of_____________, 2021, by **Gregory M. Giangiordano, as President for INFOR (US), LLC,** a Delaware limited liability company authorized to transact business in the State of Florida.

(SEAL)

____
(Signature of Notary Public, State of ______

____
(Print, Type, or Stamp Commissioned Name of Notary Public)

Personally Known_____OR Produced Identification ______
Type of Identification Produced ______________________