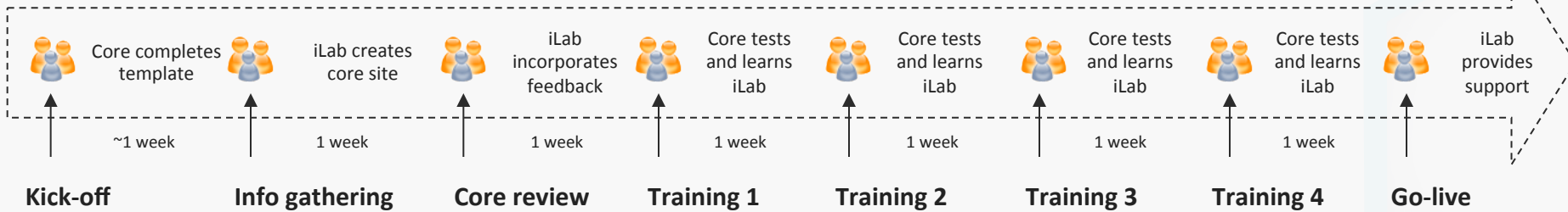


Core Deployment Overview (no customizations)

Implementation



Kick-off

Info gathering

Core review

Training 1

Training 2

Training 3

Training 4

Go-live

- Explain iLab system to Cores
- Set expectations for implementation
- Provide information gathering template
- Schedule weekly 1-hour calls

- Understand current core workflow
- Review gathered information
- Address any questions

- Demonstrate modeled functionality
- Gather feedback on further changes (distinguish must-haves / need-to-haves)

- Provide login credentials
- Initial training on iLab workflow
- Provide manual and other relevant resources

- Further training on iLab system
- Tweak configuration as necessary

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- Tweak configuration as necessary

- Core is opened up to accept users
- iLab conducts customer training sessions as needed

- Join kick-off meeting
- Review information gathering template
- Schedule weekly 1-hour calls
- Start information gathering

- Describe current workflow
- Review provided information
- Raise any questions

- Review modeled functionality
- Provide feedback

- Actively participate in training session
- Review manual and other available resources
- After meeting: independently try covered iLab functionality

- Actively participate in training session
- Provide configuration feedback
- After meeting: independently try covered iLab functionality

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- Provide configuration feedback
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- Core staff notifies users (e-mail, intranet, etc.)

Note: timeline assumes core can meet each week and is actively engaged