

STATEMENT OF WORK



PeopleAdmin

IMPLEMENTATION OVERVIEW

PeopleAdmin is the leading provider of cloud-based talent management solutions for education and government. Our implementation philosophy draws on over 15 years of experience in educational institutions and leverages a consultative, hands-on approach to ensure your success.

Our implementation process focuses on accommodating your institution's unique needs, sharing the tools and techniques required to best configure your solution, and helping your team build confidence around managing your electronic talent management processes on Day 1 and beyond.

Thank you for partnering with PeopleAdmin to find, hire and develop the best faculty and staff for your institution. The journey to optimize your institution's talent management starts here.

Project Overview

This document provides an overview and outline of the **Guided Implementation for Recruit and Hire Professional** that will be delivered over the next few weeks as a joint effort of representatives from PeopleAdmin and your institution.

Your success is our priority. Paired with your Customer Success Consultant (CSC), we will tailor your implementation experience to what matters most to you, ensuring your organization is set up for long-term success. You can expect your experience to follow the general progression outlined below, flowing through five primary phases:



Phase 1: Discovery

After reviewing your processes and workflows, you'll dive into the capabilities of the system, outline your expectations and goals, and develop a comprehensive configuration plan.

Phase 2: Training

Focused on your processes, this phase includes hands-on, experiential training designed to work through the tasks and projects that matter to you.

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Phase 3: Build

Put your training to the test and put the final touches on your solution configuration, with the comfort of knowing your CSC will be there to provide advice or assistance as needed.

Phase 4: Testing

Test your readiness for go-live with your CSC by your side; you'll finalize training and testing to make sure everything is ready for the upcoming launch of your Recruit and Hire Professional solution.

Phase 5: Launch

Your institution will go live with Recruit and Hire Professional! Complete the final change management activities with guidance from your CSC, confident in your abilities to configure and manage your solution.

Our Commitments to You

To ensure your implementation goes as smoothly as expected and meets your expectations, PeopleAdmin commits to the following deliverables:

1. Pair you with a dedicated Customer Success Consultant, who will serve as your primary point of contact and manage your implementation from start to finish.
2. Guide an evaluation of your process and the capabilities of Recruit and Hire Professional, and develop a tailored implementation plan designed to address your goals.
3. Deliver training to ensure you can configure, test and use the following components of the Recruit and Hire Professional:
 - a. Requisition Form
 - b. Requisition Workflows
 - c. Job Posting Form
 - d. Job Templates Bank
 - e. Applications
 - f. Reference Check Forms
 - g. Interview Survey
 - h. Hire Form
 - i. Candidate Facing Page
 - j. Calendar Integration (iCal, Google, Outlook)
 - k. Applicant Review Tools
 - l. Users
 - m. User Security
 - n. Notifications

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4. Ensure you are familiar with all available prebuilt information and configurations.
5. Provide best practice recommendations for:
 - a. Configuring the solution
 - b. Change management and launch of the solution within your institution
 - c. Training your end users

Your Commitments to the Project

As our customer partner, you play an important role in ensuring implementation success. To ensure an effective implementation of your solution, we ask for you to make the following commitments:

1. Identify a dedicated project owner who will serve as your primary point of contact to the PeopleAdmin team for the duration of the project.
 - a. This individual should be familiar with your institution's applicant tracking process and all processes you intend to automate with your Recruit and Hire Professional solution.
 - b. For the duration of the project, this individual should expect to dedicate an average of 3-10 hours per week to implementation-related meetings, training, configuration and preparations.
 - c. This individual ideally has decision-making authority related to the implementation.
 - d. This individual should select a colleague to attend all the trainings so there will be two experts at your institution.
2. As applicable, provide copies of documents and outline the process you plan to automate with the Recruit and Hire Professional solution during the project kick-off meeting.
3. Attend all training sessions and meetings, and complete homework as assigned.

Statement of Work

Terms and Conditions

This Statement of Work ("SOW"), dated and effective as of _____, is made pursuant to the Service Agreement ("Agreement") between PeopleAdmin, Inc. ("PeopleAdmin") and _____, ("Client"). The terms and provisions of the Agreement are incorporated by reference in this SOW and, unless otherwise stated herein, all capitalized terms used within and not otherwise defined shall have the meaning assigned in the Agreement or the SOW.

PeopleAdmin shall provide the services as outlined in this SOW for Client's implementation of subscribed PeopleAdmin SaaS services as defined in Agreement.

PeopleAdmin will implement the solution purchased in its entirety with resources allocated to the project as applicable based on the Service purchased. If the client requests to not implement a specific module of the Service during the approved implementation schedule, the client will be billed an additional implementation fee for the separate module implementation at a later date.

A request to delay the implementation project or a stage of the implementation project may result in the release of resources previously dedicated to the project. Any delay that causes work to be scheduled beyond the Target Completion Date will result in additional charges on a time and material basis for the work scheduled beyond the Target Completion date and require a Change Order. If the client requests to revisit a stage of the implementation project that has been completed and approved, the client will be charged time and material for the additional work requested.

If Client requests to postpone the scheduled go-live date for their PeopleAdmin system during the project completion phase of the Project more than 30 days from the previously approved date, a restart fee of 10% of the original implementation fee will be billed to Client for resource reallocation to support the new Service go-live date.

Client will be required to repurchase the Service if Client requests a delay beyond one calendar year from the start date of the Service.

The start date of the project ("Start Date") will be defined as the date of the project kick-off meeting.

The target completion date for this project ("Target Completion Date") will be defined as the day, 60 business days after the Start Date.

Should additional services be required beyond the scope established in this statement of work, a change order or new statement of work will be required. These services may be billed at a time and material rate of \$100 per hour.

AGREED TO AND EXECUTED BY CLIENT'S AUTHORIZED REPRESENTATIVE

Client Representative Name and Title _____

Client Representative Signature _____ Date _____