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## Statement of Work

Appointment Dates	6/24/2014 – 6/26/2014
Job Name	Warren County School District - WebSMARTT Upgrade – Onsite
From	WebSMARTT – Professional Services

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## Summary

The purpose of the Upgrade Services is to upgrade your district POS software from a 2.6.1 version of WinSNAP/WebSMARTT to the latest 3x version of WebSMARTT. HSS will install WebSMARTT on the data server, central office workstations and site manager machine(s). After the upgrade is complete, the Implementation Specialist will train the district's technical and central office personnel on the various version differences. The district must allow remote access to ALL computers/servers including, the database server, webserver (if applicable), central office workstation(s) and any site manager computer(s) that requires an upgrade.

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## Project Scope

This SOW covers the following activities and deliverables.

- Implementation Specialist will call district appointed contact to gain remote access to computer / server.
- Specialist will confirm that all transactions and site data is up on the main server.
- Specialist will confirm connectivity between the new and the old server.
- Specialist will prep data.
- Specialist will setup databases and install WebSMARTT on new server.
- Specialist will setup replication.
- Specialist will setup FTP or Network Snapshot delivery.
- Specialist will configure replication management.
- Specialist will recreate tasks from the old server onto the new server.
- Specialist will setup and configure import.
- Specialist will upgrade central office workstation(s).
- Specialist will upgrade site manager computer(s).
- Specialist will train district's technical and central office personnel on version changes.
- District will receive daily updates on the project via "Status Flash" email.
- Once project is completed, the specialist will notify the appointed contact via phone/email that the project is complete. The appointed contact will be requested to fill out an *optional* survey about their upgrade experience.

## Schedule

Server Upgrade Tasks	Date Completed
Server - Run Upgrade Advisor	
Run Survival Queries	
Stop MLM Service (if applicable)	
Backup WinSNAP and WinSNAPSecurity databases	
Detach WinSNAP database from old server	
Open SQL Management Studio and restore databases	
Copy WebSMARTT installation DVD to shared drive	
Run WebSMARTT setup	
Navigate to IIS and configure IIS	
Set permissions for WebSMARTT user in server manager	
Patch databases and run Data Migration	
Log into Security Admin set up new roles for Item Management, Dashboard and Accounting	
Test WebSMARTT webpages in IIS	
Download and install new MLM Client	
Setup Replication – Create distribution database and setup conflict resolvers	
Install conflict resolvers	
Create WebSMARTT FTP site	
Share FTPRoot Folder	
Create Publisher	
Set Login Defaults	
Manage URLs	
Create Daily Events Task	
Create Expire Apps Task	
Create Fix Site Quantity Task	
Create other tasks server might have had related to WebSMARTT	
Turn off UAC	
Download and install Microsoft ACE	
Run ACE Query against Master database	
Modify new import file to match old import file	
Test import	
Create the daily backup routine in SQL Management Studio	
All Custom Work backed up – copied to a secure location	
Pair sites to server	

Server Upgrade Tasks	Date Completed
Monitor Replication and Pull Data tasks	

Central Office Workstation Upgrade Tasks	Date Completed
Custom Word documents and Custom Reports backed up	
Old version of WebSMARTT CO Client uninstalled	
New version of WebSMARTT CO Client installed	
Custom Word documents and Custom Reports copied back to appropriate locations	
WebSMARTT Home Page shortcut created	
Replication Manager, Monitor and Security Administration tested (if installed on current CO Client)	
Custom Word documents and Custom Reports backed up	
Old version of WebSMARTT CO Client uninstalled	
New version of WebSMARTT CO Client installed	
Custom Word documents and Custom Reports copied back to appropriate locations	

Site Upgrade Tasks	Date Completed
Custom Reports and Images backed up	
Complete uninstall of POSLoad	
Install new version of POS Load	
Install POS Patch (if applicable)	
Verify SQL Server and WebSMARTT Replication Services are running under same username and password	
Verify SQL Server and WebSMARTT Replication services are running	
Verify sites can telnet port 1433	
Verify sites can ping CO server by name	
Add WebSMARTT URL to Trusted Sites	
Test POS Operations – start and complete test transactions	

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## Key Assumptions

### Pre-Engagement

- The District is responsible for providing the licensing for the software.
- The District is responsible for installing the Operating System software.
- The District is responsible for configuring and installing all appropriate Service Packs and the .NET framework.
- The District is responsible for providing all custom work previously contracted through HSS/SL-TECH for evaluation and testing prior to upgrading. Any FOH custom work requiring a minor modification will be updated at no additional charge. Custom work requiring extensive re-design and any BOH custom work will be fee based and addressed in a separate Statement of Work.
- The District is responsible for any custom work that is in place and not contracted through HSS/SL-TECH.
- The District is responsible for notifying HSS/SL-TECH if they have any custom exports; for example, School Messenger.

### During Engagement:

- The District is responsible for providing qualified resources from both the District IT and Food Service Departments to answer questions and make changes requiring network admin access.
- The District is responsible for ensuring network connectivity and remote access to all servers, Central Office workstations, and site computers.
- The District will make its best efforts to provide for evening and weekend access to systems in the event that allotted daytime hours are insufficient.
- The District is responsible for communication of the training schedule to attendees.

### Following Engagement:

- If necessary, the District is responsible for upgrading the remaining sites at the completion of the engagement due to unforeseen inability to access site computers.
- The district is responsible for go-live support following the upgrade of all sites.
- The district has the option of filling out a customer satisfaction survey detailing their experience with the Implementation Specialist and their upgrade.

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## Acceptance

The client named below verifies that the terms of this Statement of Work is acceptable. The parties hereto are each acting with proper authority by their respective companies. ALL fields on the left side are REQUIRED.

<hr/> <i>School District name</i>	<hr/> Heartland School Solutions – WebSMARTT <i>Company name</i>
<hr/> <i>Client Full name</i>	<hr/> Brandon Howard <i>Full name</i>
<hr/> <i>Title</i>	<hr/> WebSMARTT Project Coordinator <i>Title</i>
<hr/> <i>Signature</i>	<hr/> 480-305-6915 <i>Phone</i>
<hr/> <i>Date</i>	<hr/> Brandon.Howard@e-hps.com <i>Email</i>
<hr/> <i>Email</i>	<hr/>

**Please Fax completed form to your HSS sales person**

Internal Office Use Only
Customer ID # :
SF Project ID# :
Work Date :
Assigned to :