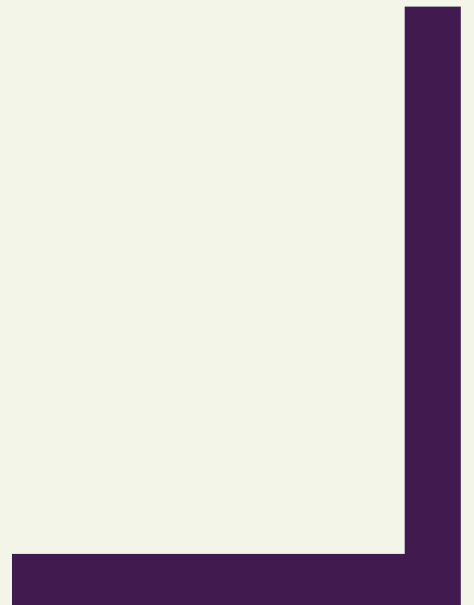




Change Management & Assumptions



Change Management Plan

A change is defined as anything that alters the effort, timeline or scope as specified in this document. It is the responsibility of both the Client and Personify team members to identify and communicate all possible changes and their impact. The project team is responsible for assessing the impact of such changes and elevating this information to the Project Sponsors. The project sponsors are one or more key stakeholder(s), typically a Director level or higher. The Project Sponsor is the champion of the project and acts as an escalation path for unresolved issues. After review by the Project Sponsors, the project team will memorialize key decisions and, if required, create a Statement of Work. All changes to scope including additions/deletions of tasks and/or increase/decrease in budget will be memorialized in a Statement of Work. No work will begin on any new tasks until the Statement of Work is executed. As Changes are accepted, they become a part of the current baseline project.

Assumptions

- The expected project duration shall be 12 – 16 weeks from project kick-off. This is not reflective of the time needed to deliver the initial platform to the client. Client can expect to begin work within the platform 4 – 6 weeks from providing all deliverables listed in Design – Phase 1. In the event the project may exceed 12 – 16 weeks the project team will assess the remaining tasks and make recommendations in accordance with the project’s Change Management Plan. If the project team determines the project will exceed 16 weeks a change order will be drafted and the remaining work to complete the project will be done on a time and materials basis at a rate of \$250 per hour.
- All sessions will be held remotely.
- The Client will designate at least one project manager to act as a point of contact for project related activities.
- The Client will provide access to technical resources to assist with any CSS, HTML, or deliverable-related questions.
- Maintenance of company, contact, product categories, online booth configuration, messages, content, template, or any areas where the platform allows the client to do maintenance, are the responsibility of the Client.
- The Client provides initial artwork and .DWG file(s).
- The Client will conduct full user acceptance testing for the platform. The Client is responsible for the creation of test scripts/cases for this phase of the project.
- Any changes or issues identified by the client after the designated review and User Acceptance Testing period has passed for any of the phases outlined within this document will follow the standard SLA and fall under the change request process and be done on a time and materials basis at a rate of \$250 per hour.

- The management of 3rd party vendors is the responsibility of the Client. Personify will provide limited support in the areas of answering general questions. In the event additional support is requested of Personify the tasks will be assessed in accordance with the project's Change Management Plan.