



DATA SYSTEM DISCOVERY AND PLANNING SERVICE - SERVICE GUIDE

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1 OVERVIEW

InterVision is a strategic service provider with a comprehensive portfolio of managed services, professional services and application and data modernization services. The Data System Discovery and Planning Service provides data and/or software engineering services to produce an in-depth discovery of data sources, ingestion pipelines, storage strategies, transformation and staging pipelines and reporting and visualization output.

In addition, InterVision will map the discovery output onto customer business data strategy and new experiences/features goals to form a complete approach for a production team to accomplish those goals.

2 SERVICES DESCRIPTION

Provide detailed data discovery, along with a clear understanding of business, data strategy, and new experience/feature goals to produce a "go forward" plan including:

- Initial specifications for new experience/features
- Initial set of prioritized Agile stories
- Estimated work breakdown with time estimates
- Cost estimates (including infrastructure costs if any)
- Resource plans

3 ACTIVITIES

Phase 1 - Discovery

- Discovery and/or brainstorming of CUSTOMER business goals and KPI related to the CUSTOMER Data Project
- Discovery and documentation of all on-prem, third-party, and cloud data sources to be integrated into the project
- Discovery and/or brainstorming of CUSTOMER
 - Data ingestion pipelines and/or code
 - Data staging and storage
 - Data transformation pipelines and/or code
 - Reporting requirements
 - Visualizations requirements

4 DELIVERABLES

- Proposed architecture, design, and service/component selection and specifications for the new, complete, end-to-end system
 - Data ingestion and transformation
 - Data storage, warehouse and/or lake formation
 - Analytics and transformation pipeline
 - Data staging
 - Reporting and visualizations
- Initial set of stories/features that set detailed requirements and acceptance criteria for subsequent works (a.k.a. story/feature backlog)
- Initial design mock(s) for reports and visualizations to guide subsequent works
- Final documentation
- Cost estimates
- Resource plans



5 NOT IN SCOPE

- Integration or inclusion of any system or process not identified during the discovery phase above

6 CUSTOMER RESPONSIBILITIES

- CUSTOMER and InterVision will mutually agree on and prioritize items to be addressed to utilize the allotted hours
- CUSTOMER is responsible for delivering Customer Data, data definitions, database access, usernames and passwords and other deliverables within a commercially reasonable period of time for InterVision to deliver its services
- CUSTOMER is responsible for expressly designating a competent employee or authorized representative to oversee the performance of the services contemplated in this agreement, make any management decisions, perform any management functions related to the services, evaluate the adequacy of the services, and accept overall responsibility for the results of the services.

7 ADDITIONAL TERMS & CONDITIONS

Travel: On-site work performed over fifty (50) miles from the PROVIDER resource's reporting office will be billed at one half (1/2) the applicable billing rates shown above based on the billable role performed, including the after-hours surcharge if applicable. Travel expenses have not been estimated as a part of this Service Guide.

Time and Material Investment: The estimated cost of the services defined in this Service Guide is provided above and will be billed as the work is performed at the rates shown. Any work performed outside of this scope of work will be billed separately at the applicable rates outlined in the table above and must be pre-approved by the Customer.

Service Performance Location: Unless otherwise outlined in this SOW, all work will be performed remotely via suitable CUSTOMER provided remote access as opposed to a screen share (Webex, MS teams, etc.) remote access.

Scheduling: PROVIDER requires seven (7) days prior written notice of any change, cancellation, or rescheduling of service dates and anticipated commitment acknowledged or agreed to by CUSTOMER. For any cancellations which reasonably impact resource commitments and delivery of service contemplated within this Service Guide, CUSTOMER may be charged for any travel expenses incurred, scheduled service hours, and consulting time if resources are not able to be reassigned or reallocated.

Project Documentation: Unless otherwise agreed to under a separate support contract or specific contract to maintain Customer's data, the Customer is responsible for maintaining copies of any project documentation beyond project closeout.

Payment Terms: Payment is due Net 30 from the date of invoice or contract execution.

CUSTOMER acknowledges and agrees that this Service Guide will be governed by PROVIDER's Standard Terms and Conditions as outlined at <https://intervision.com/terms-conditions/>. CUSTOMER signature below or the issuance of a Purchase Order for this SOW shall serve as agreement to be bound by these terms. If CUSTOMER has an existing MSA or other similar contract in effect at the date of signature with PROVIDER, the terms of that MSA or similar contract shall prevail.

