

STATEMENT OF WORK

SCOPE OF SERVICES AND DELIVERABLES

Timeline and Delivery

- Upon completion of the Client portal and configuration set up tasks, Cornerstone will distribute all access credentials to the Client, which indicates the Client Portal systems are ready for use. Acceptance of these deliverables will be in accordance with the Agreement. Upon completion of the Client Portal and Configuration Set Up phase, the Software is ready for use by Client.

PROJECT RESOURCES

The table below outlines recommended resources and time estimates for each phase. Time durations are estimates and may vary based on client requirement. Each phase may overlap and may require a shifting of hours among phases based on Client's processes. The project lifecycle may be repeated for each additional module.

Phase	Estimated Duration	Cornerstone Resources	Client Resources
Build Prototype	2 Weeks	<ul style="list-style-type: none"> • Implementation Consultant • Integration Consultant 	<ul style="list-style-type: none"> • Project Manager • Business Process Owners • Technical Resources • System Administrators
Proof of Concept	2 Weeks	<ul style="list-style-type: none"> • Implementation Consultant • Integration Consultant • 	<ul style="list-style-type: none"> • Project Manager • Business Process Owners • Technical Resources • System Administrators
Validate and Launch	4 Weeks	<ul style="list-style-type: none"> • Implementation Consultant • Integration Consultant 	<ul style="list-style-type: none"> • Project Manager • Business Process Owners • System Administrators • Technical Resources

IMPLEMENTATION SERVICES AND ESTIMATED TIMELINE

The Scope of Services outlined below provides a breakdown of the key components of the Implementation Services and the corresponding deliverables to be provided by Cornerstone and Client.

Phase	Cornerstone Deliverables	Client Deliverables
Build Prototype	<p>Week One:</p> <ul style="list-style-type: none"> Collect any client process documentation (via completed process Questionnaire) Prepare prototype configuration of the Live portal based upon client response to process Questionnaire Project initiation call with client. Confirm project scope with client project team Identify and communicate to client the most important online courses for the project scope Create meeting schedule for project lifecycle Establish and document project controls and processes for status reporting, issue resolution, and risk management processes Schedule kickoff meeting Communicate requirement to complete Organizational Units, Security preferences and training Complete remote kick-off meeting Review technical projects in-scope Deliver technical projects questionnaires Deliver technical documentation (data design documents and templates) Implementation Consultant schedules and leads Organizational Unit Workshop <p>Week Two:</p> <ul style="list-style-type: none"> Schedule and lead technical kickoff calls when applicable or direct client to recorded technical workshops Complete options for any additional training that has been purchased Review prototype with client Deliver client tool kit for success 	<p>Weeks One:</p> <ul style="list-style-type: none"> Complete process questionnaire (if not already completed) Provide branding and marketing requirements (if not already provided through questionnaire) Deliver documented learning processes including approvals, evaluations, process maps and supporting forms or documentation (if not already provided through questionnaire) Provide external user approval workflows (if not already provided through questionnaire) Provide external training requirements (if not already provided through questionnaire) Client completes administrator training as prescribed in the training plan Participates in remote kick-off meeting Assemble project team Define measures of project success Attend technical project kickoff calls Provide organization chart(s) to assist in designing Organization Unit structure Provides sample user profile record and definition Client content provider listing and courses Provide use case scenarios to model recommended configuration <p>Week Two:</p> <ul style="list-style-type: none"> Attend remote sessions Confirm meeting schedule Take online training as needed Complete design specifications for technical projects in scope.
Proof of Concept	<p>Week Three:</p> <ul style="list-style-type: none"> Technical follow up meeting Prep work for Proof of Concept sessions <p>Week Four:</p> <ul style="list-style-type: none"> Conduct Proof of Concept sessions to review initial portal configuration Cornerstone will update live portal (if required) based on outputs from Proof of Concept Sessions Scope of updates will be limited to: Configure for Learning Module <ul style="list-style-type: none"> Platform preferences, email triggers eLearning (SCORM/AICC) content load (1 course) 	<p>Week Three:</p> <ul style="list-style-type: none"> Attend remote sessions Complete administrator training as prescribed in the training plan <p>Week Four:</p> <ul style="list-style-type: none"> Attend Proof of Concept remote sessions Create customized acceptance test scripts Complete administrator training as prescribed in the training plan Complete setup in live portal including: <ul style="list-style-type: none"> Global Configurations – emails triggers, security roles, welcome page, preferences

Phase	Cornerstone Deliverables	Client Deliverables
	<ul style="list-style-type: none"> and one (1) Level 1 evaluation ○ One (1) instructor-led training example ○ One (1) curriculum ○ One (1) material ○ One (1) video ○ One (1) proxy enrollment ○ One (1) test ○ One (1) training request form ○ One (1) approval workflow • Deliver sample test scripts • Submit request for Client Success Manager 	<ul style="list-style-type: none"> ○ Language translations, as necessary ○ Configuration of additional client security roles • Learning Module <ul style="list-style-type: none"> ○ Load eLearning course content and materials ○ Load all required documents including curriculums, test and evaluations, Instructor Led Training events and sessions, instructors, facilities, and certifications ○ Test content launching, tracking, and completion • Complete and implement technical projects in scope.
Validate & Launch	<p>Week Five:</p> <ul style="list-style-type: none"> • Schedule copy down from live to pilot to copy above configuration to pilot prior to commencement of UAT • Copy pilot to stage if you need to preserve Historic Data • Discuss User Acceptance Testing including test scripts and participants • Schedule daily User Acceptance Testing touch base to solution review open issues with client (include Client Success Manager) • Solidify configuration with client in preparation for User Acceptance Testing in pilot • Complete technical projects in scope: <p>Week Six through Seven:</p> <ul style="list-style-type: none"> • Daily User Acceptance Testing touch base to review open testing issues with client (include Client Success Manager) • Triage (categorize and prioritize) reported issues and address prior to go-live • Finalize integration projects in production • Support Client during testing and validation <p>Week Eight:</p> <ul style="list-style-type: none"> • Complete Client Success Manager handoff • Copy down executed to pilot (If necessary can do copy over from pilot to stage prior to Live Copy Down) • Obtain named care admins from client • • Support Client during testing and validation • SOW Review with Client Success Manager • Close out any open issues/items for Go Live • Client Go-Live • Discuss post live survey with client • Schedule and execute final Historical Data Loads • Conduct project close out 	<p>Week Five:</p> <ul style="list-style-type: none"> • Attend follow-up remote sessions • Attend User Acceptance Testing prep meetings • Create and complete user acceptance test scripts <p>Week Six through Seven:</p> <ul style="list-style-type: none"> • Attend all User Acceptance Testing calls • Review UAT feedback with Implementation team • Make corrections or configuration changes based on UAT findings in Live portal • Test system interfaces end-to-end • Populate specific test data like tasks and users • Create and complete client-specific test assessment template <p>Week Eight:</p> <ul style="list-style-type: none"> • Attend Client Success Manager transition meeting • Client makes configuration adjustments on Pilot and Live portals • Update Live portal configuration based on testing feedback • Post Live issue remediation (partner with Client Success Manager to assist) • Client Go-Live

TECHNICAL PROJECTS AND EDUCATIONAL SERVICES SCOPE

Inbound Data Feed – User/Organizational Unit (IDF User/OU)

Brief Summary

Integration with data from a single source Client system enabling automated maintenance of user and organizational units (OU) via a scheduled Inbound Data Feed (IDF) of the following data sets:

- User Profile
- Organizational Unit (OU)

Tasks

- Cornerstone: Provide Client with the Cornerstone standard Inbound Data Feed of User/OU (IDF User/OU) design document and template
- Cornerstone: Lead Client in IDF User/OU workshop to review data feed process and support the functional decisions of Client
- Cornerstone: Create IDF User/OU design document for Client
- Client: Sign off on IDF User/OU design document
- Client: Load files on pilot FTP folder for load, complying with Cornerstone's formatting requirements
- Cornerstone: Schedule IDF User/OU to run in pilot portal on a regular basis to allow testing by Client
- Cornerstone: Email the pilot portal IDF User/OU log file to identify load errors, after each load attempt
- Client: Review, update, and sign off the IDF User/OU process in pilot portal
- Client: Load files on live FTP folder for load, complying with Cornerstone's formatting requirements
- Cornerstone: Schedule and automate IDF User/OU in live portal
- Cornerstone: Email the live IDF User/OU log file to identify load errors, after each load attempt
- Client: Review, update, and sign off on the IDF User/OU process in live portal

Assumptions

- Client utilizes Cornerstone standard IDF User/OU design document and template for all data types
- Client is responsible for uniquely identifying records across all data types
- All data records referencing user data are by user's unique identifier value (UserID)
- Client has skilled software resources that can extract data from source systems and transform data to the format(s) defined by the approved IDF design document
- Client will perform all data file consolidations necessary and provide data files in formats defined in the approved IDF User/OU design document. All mandatory data fields must be populated for all records
- Client is responsible for properly validating data and identifying any errors prior to signing off on feed in live portal
- Client acknowledges that once the design document is approved, any changes or modifications to the work, scope, or the feed will require creation of a change request document. Change requests are reviewed and could result in additional charges to Client
- Any changes following Client signoff will require a work order or SOW submission

Single Sign On (SSO) – AES Encrypted, SAML 1.1, or SAML 2.0

Brief Summary

- Cornerstone to provide support on one of the following Single Sign On (SSO) integration from and outsider portal to Client's Cornerstone Portal:
- AES Encrypted
- SAML 1.1
- SAML 2.0

Tasks

- Cornerstone: Provide Client with the Cornerstone SSO Technical Documentation
- Cornerstone: Lead the Client in SSO workshops to review SSO process and support the functional decisions of the Client
- AES Encrypted Single Sign On (SSO)
 - Cornerstone: Provide sample code for Pilot Portal and Live Portal to deploy the AES SSO
 - Cornerstone: Provide the AES end point URLs to the Client
 - Client: Populate, encrypt and post the token as per Cornerstone requirements
 - Client: Deploy, test and sign off the AES Encrypted SSO in Pilot Portal
 - Client: Deploy, test and sign off the AES Encrypted SSO in Live Portal
- SAML V 1.1 OR SAML 2.0 Single Sign On (SSO)
 - Client: Provide:
 - Base64 encoded – X.509 public Certificate (.crt, .cer)
 - Base64 encoded sample SAML Response Assertion (.txt)
 - Cornerstone: Configure Client's Pilot Portal with SSO SAML 1.1 OR 2.0
 - Client: Review and sign off on SSO SAML 1.1 OR 2.0 in Pilot Portal
 - Cornerstone: Configure Client's Live Portal with SSO SAML 1.1 OR 2.0
 - Client: Review and sign off on SSO SAML 1.1 OR 2.0 in Live Portal

Assumptions

Single Sign On (SSO) – AES Encrypted, SAML 1.1, or SAML 2.0

- Client utilizes Cornerstone standard SSO Design Specifications and complies to Cornerstone requirements to integrate AES Encrypted SSO, SAML 1.1 SSO, or SAML 2.0 SSO only.
- Any other type of Single Sign On Solution Integration other than the above mentioned items is outside the scope of this project and considered a custom Single Sign On Solution. Client is responsible to make sure User Identification values (UserID, Username OR Email address) are unique and matching existing users in the CSOD portal
- AES Encrypted Single Sign On (SSO)
- Client has skilled software resources (Java or .Net programming) available who can establish an AES Encrypted SSO protocol and configure authentication to support CSOD's AES Encrypted SSO
- Client has skilled software resources available who can establish an SSO SAML protocol and configure authentication to support Cornerstone's SSO SAML V1.1 OR 2.0
- SAML V 1.1 OR 2.0 Single Sign On (SSO)
- Client will transfer the Assertion and Certification files to Cornerstone as per Cornerstone requirements defined on design specification document and will only transfer them through FTP folder (not email)
- The assertion is signed using an X.509 certificate, sha1RSA algorithm and is Base64 encoded
- Client acknowledges that once the design document is approved, any changes or modifications to the work scope will require creation of a Change Request document. Change requests are reviewed and could result in additional charges to the Client
- Any changes following Client signoff will require a Work Order or SOW submission



TIMELINE AND DELIVERY

The parties agree to initiate the project within two weeks of the Order Effective Date.

The Implementation Services set forth and described in this Statement of Work will take eight (8) weeks in duration to complete. The Services will be performed remotely by Cornerstone, except for any on-site Services so expressly identified herein.

The Services will be performed for the below flat fee(s), plus reimbursement of pre-approved travel expenses for on-site activities.

Changes to the scope of this Statement of Work and/or Client delays will require a change order, and may result in additional expense.

Client and Cornerstone will create the project plan to meet this completion date during the Initiate phase. Client and Cornerstone agree to provide the necessary resources to complete all of the deliverables as per the agreed project plan.

Project Components		Investments
Implementation Services		\$0.00
Learning Implementation - Small Enterprise	SVCSIMP0120	included
Advisory Services		\$0.00
Consulting - Inbound Data Feed - OU/Users (IDF) Connector	SVCSBUS0121	included
Consulting - Single Sign On - Standard (SSO) Connector	SVCSBUS0135	included
Total Service Investment		\$0.00

The end of the Implementation Services is defined as the completion of the above Cornerstone deliverables as outlined under the Implementation Services section of this document. Acceptance of the deliverables will be in accordance with the Agreement.

ASSUMPTIONS AND CLIENT OBLIGATIONS

- In order for Cornerstone to provide the Services outlined in this Statement of Work, Client shall provide the necessary resources to fulfill the obligations listed below:

Project Specific

- Select and assign knowledgeable, empowered Implementation team including the following roles, which may overlap:
 - Business Process Owner for Learning Management System (aka, the Decision Maker)
 - Lead Cornerstone System Administrator
 - Project Manager of the Cornerstone implementation
 - HRIS Technical Administrator (Optional, depending on data requirements and extraction capabilities)
 - Executive Stakeholder (Optional)
- Begin going through kick-off documentation in the Client Success Center
- Empower team to make real-time decisions regarding configuration and business process functions during the project.
- Ensure project team attendance and active participation during all phases of the Implementation project.
- Client will ensure the requisite training has been completed prior to the start of UAT.
- Formally accept (sign-off) all key deliverables and implementation services per the Agreement.
- Manage Client project staffing and milestones through Cornerstone provided work plan, and ensure completion of Client project deliverables.
- Attend and participate in implementation sessions.
- Provide a primary point of contact for Cornerstone during and after the implementation.

- Ensure proper change management communication to end-users during implementation in preparation for rollout.
- The project will be conducted remotely
- Cornerstone and Client agree that changes to key members of implementation team or significant changes in business requirements or decisions, in each case by Client, that cause delays in the project timeline may require a change order to this Statement of Work documenting such changes and the pricing impact, if any, to the original project scope..
- Client is solely responsible for testing all processes during the UAT phase
- Client will utilize the Cornerstone course publisher to upload online content to the portal. All Client content is SCORM v1.2 or AICC v3.5 compliant
- Client is solely responsible for testing (Tracking, Completion, etc.) all content loaded to the Cornerstone portal.
- Any technical integration or service, historical data load, master data load, or data migration not expressly listed in this Statement of Work with an accompanying price will be scoped as a separate work effort and is not included in the scope of this document.
- Requests for application code changes are out of scope
- Retire Client pilot portal within 60 days after implementation; stage and live portals to remain for the term
- Additional contracts may be required to utilize third party (non-Cornerstone OnDemand services and integrations such as job board aggregation, video interview, background screening, employee eligibility and citizenship.
- Except where otherwise stated or agreed by the parties, Cornerstone's obligation to perform the Services set forth herein expires at the earlier of: (i) acceptance of the Service by Client; (ii) Twelve months from the purchase date.