

MobiChord - Service Activation Program

Overview

MobiChord Service Activation Program offers the customer the ability to quickly implement MobiChord basic functionality. The Service Activation Program uses pre-defined, modular, implementation packages based on MobiChord best practices and include set of preset configurations. The Service Activation Program is available for customers with an existing ServiceNow instance or MobiChord's hosted offering. The following deliverables are included for MobiChord Service Activation Program:

Deliverables	Description
Configuration Decision and Actions	Documented in Kick-off / Requirements workshops
Scoped Certified App Installation and Configuration Guide (PDF)	Covers application dependencies, Installation steps, required configuration and permissions, configuration instructions, configuration testing, support and troubleshooting
EMM Integration Configuration Guide (PDF) – if applicable	This document describes the basic configuration steps required for the initial EMM integration set-up: Create Administrative User for REST API Integration, Assign Administrative Role for REST API Integration, Information to provide to MobiChord
Test cases for EMM and carrier/provider integration – if applicable	Document with test cases regarding configuration, enrollment, mobile actions, mobile apps, incidents, telecom expense management.
LOA - Letter of Agency template	LOA template to provide to carrier(s)/service providers granting MobiChord portal permission to perform MACD processes and API automation permissions.

Implementation consultants will work with the customer to implement MobiChord with preset modifications as described below.

Project Roadmap and Deliverables

MobiChord has developed the following roadmap for deployments aligned with MobiChord's iterative implementation methodology.

Phase	Task	Deliverable Description
Plan	Project Kick-off	Kick-off meeting to review project goals and expectations, requirements, project plan and customer team resource requirements. (On-site if required by the customer, travel costs will be separately charged)
Discover	Requirements Workshop	Workshop to review pre-configured processes and document the customer's allowable modifications. MobiChord blueprint processes for purchased application will be used as a basis for the workshop.
Prepare	System Configuration	Configure groups, roles, security, notifications
	Organizational data	Validate / Prepare User, Cost Center, Manager data
	EMM integration (if applicable)	Configuration of EMM system per EMM Integration Configuration Guide
	Carrier integration	Customer to send LOA to carrier to facilitate API automation access with carrier (if applicable) Customer to create MobiChord carrier portal account Customer to provide contracts incl. amendments and discount levels for carriers in scope
	Product catalog	Work with customer to activate product catalog: telecom services, options, accessories, etc.
	Request / MACD Processes (if applicable)	Work with customer to activate MACD processes in scope
Deploy	Test Environment Set-up	Work with the customer to prepare the pre-production ServiceNow instance
	Deploy MobiChord scoped app on Pre-Production	Installation of MobiChord scoped app per Scoped Certified App Installation and Configuration Guide.
	Branding	Customer provides corporate design guide to MobiChord Configuration and Branding of MobiChord Portal
	Load organizational data (if hosted)	Load user, cost center, manager records (if hosted)

	EMM Integration – Test environment (if applicable)	Configuration of EMM connector. Run connectivity tests and initial data synchronization.
	Carrier Integration	Set up FAN/BANs for relevant carrier(s) Setup invoice management, product catalog and request/MACD processes (if applicable)
	Pre-Production testing	Online meeting to introduce test cases Customer to test use cases in more detail
	Rework and System Review	Rework issues found in the pre-production testing and provide production readiness review (if necessary), customer acceptance
	Recurring processes	Work with customer to establish recurring monthly processes
Operate	Deploy MobiChord scoped app on Production instance	Repeat all steps performed on Pre-Production Instance
	Carrier data reconciliation on Production instance	Initial carrier data load on Production instance Provide data reconciliation status Train customer on data reconciliation tasks (exception handling) Support plan categorization, discount and initial telecom line reconciliation
	Establish Go Live Date	Transition of system to customer’s support organization or MobiChord telecom operations (depending on scope)
	Go-Live support	MobiChord will provide go-live support for the customer on the go-live day
	Project Close out	Review meeting to conclude MobiChord Service Activation Program
	Continuous optimization	Set up regular meetings to review state of telecom environment and optimization potential

MobiChord Provided Resources

MobiChord Resource	Responsibilities
Engagement Manager	Lead project planning, provide implementation expertise, follow the deployment project plan, allocate resources from MobiChord, and act as a single point of contact. Facilitate regular status calls to track project progress
Technical Consultant(s)	Undertake the application configuration, assist with knowledge transfer to customer

Service manager	Support transition to customer support or MobiChord telecom operations (depending on scope)
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Required Customer Resources

Customer Resource	Responsibilities
Project Manager	Responsible for the project and meet regularly with the MobiChord engagement manager to review progress and resolve issues
Technical Resource(s)	EMM/MDM admin to support agreed integration (if applicable)
ServiceNow System Administrators	System administrator to be available throughout the duration of the deployment and to support the implementation
Telecom manager	Resource with access to carrier portals and carrier reports
Process owner(s)	Subject matter experts responsible for the correct and complete definition of the processes implemented

Pre-Requisites and Scope Definition

The MobiChord Service Activation approach requires the customer's active participation and corporation for project success. The following requirements must be met:

- Customer ServiceNow platform implementation is completed (unless hosted by MobiChord)
- Customer will provide the required resources as detailed herein and ensure active participation of its designated personnel
- Customer is responsible for testing prior to production deployment
- Customer is responsible for organizational user, cost center, and manager master data
- Customer is responsible for exception handling and data reconciliation / matching tasks (if applicable)
- Customer shall provide MobiChord access to the appropriate systems / instances / telecom portals
- Customer will make available appropriate technologies for remote work and will provide MobiChord with the required access to their ServiceNow environment over the internet
- On-site visits will be defined during the kick-off workshops in the plan phase. Customer's project manager and MobiChord engagement manager will manage on-site engagements to avoid expensive travel time.
- Customer will supply all information to be imported in a supported format. MobiChord will not be responsible for data modifications, cleansing or alteration before, during or after importing data. Customer is responsible for integration for additional systems.

The following advanced customizations are not included:

- Workflow customization
- Script includes
- UI macros

- UI Pages
- CMS customization of CSS or HTML

The following services are not included:

- Additional training
- Integrations of additional systems
- Go-live support beyond the first day
- Data conversion from other systems
- Unit testing, performance testing, security testing, and integration testing