



Professional Services

ITC Systems' Professional Services is a targeted and well structured Solution Implementation procedure, aimed at ensuring that your business gets what it needs in a timely, cost-efficient manner.

Solution Survey

- Solution outline details
- All pertinent options are presented
- Complete site survey with requirements
- Clear ITC Systems deliverables
- Clear customer deliverables
- Customer resources planning

Roles - RACI Chart

- **Responsible:** Individuals who do the work and are assigned the tasks.
- **Accountable:** Approver and responsible for the completion of tasks
- **Consulted:** Opinions are sought for two way communications
- **Informed:** Kept up to date on the progress of the project

“ Many times when you implement technology solutions that improve the way your students conduct business on campus it is challenging. When UCF decided to embrace the ITC Systems one-card solution, changing over from our chip card stored value system was a major concern. ITC Systems really helped us make this transition possible through their professional services and collaboration with the UCF team. We had a short time to achieve these goals and the focus was unrelenting to make the solution whole for the targeted start-up date. ”

- Tammy Kidder,
University of Central Florida Card Services Manager

Benefits



- Site solution survey
- Sound business case for solution
- Clear solution implementation outline
- Commitment for Go-Live dates
- Solution documentation
- Implement leadership
- Short project cycle time
- Post implementation leadership



Preliminary Planning

- Statement of Work
- Define business case for solution
- Identify card technology
- Specify database population & migration
- Identify services required
- Identify the user experience i.e. student focus
- Define server workstations and network requirements
- Define user/operator processes and system interactions
- Identify potential developments specifications
- Specify each party's role in implementation

Customer Kickoff Meeting

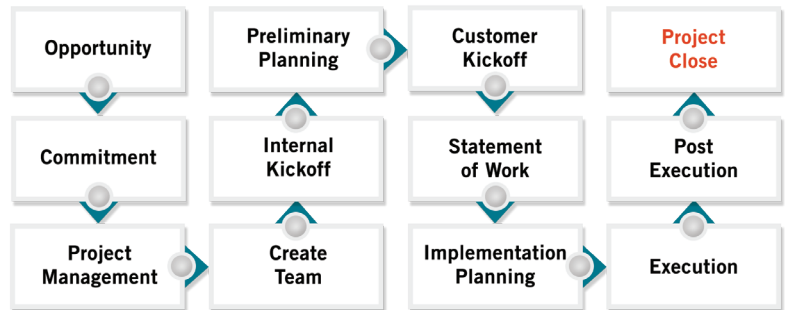
- Review Goals and Statement of Work objectives
- Project is defined and understood by all stakeholders
- Outline ITC Systems deliverables

Implementation

- Comprehensive install
- Checklist to outline and detail tasks
- Ownership is assigned to tasks.
- Project time line managed to critical path
- Detailed execution plan managed by both teams
- Regular customer updates
- On-going leadership and support to close open items

Project Close

- Customer survey feedback on: Solution Implementation, on-going support, and continuous improvement
- Future opportunities



Project Management Team

Basic Implementation

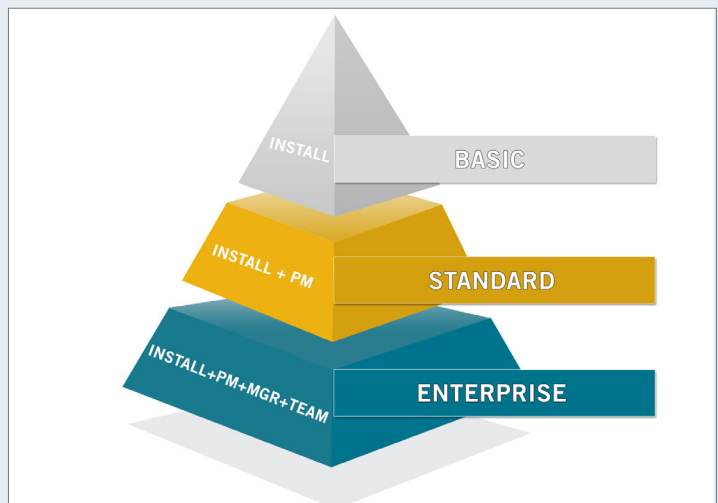
Supportex resources for planning and implementation
Basic documentation

Standard Implementation

Senior team member planning and implementation
Additional documentation
Statement of work

Enterprise Implementation

Dedicated project manager
Project team + Regular meetings
Client portal
Expanded documentation
Statement of work



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