Schedule A
Statement of Work

Overview of IAPro and BlueTeam Implementation

Phase 1 - Installation

Versaterm will work with Customer's IT person(s) to get IAPro and BlueTeam installed for production use, as well as a separate "training version" of both for training use. Part of the installation process will be the pre-loading of officer/employee data. A template will be provided for this data. Once the template of employee preload data has been completed, a script will be prepared to upload the data into the IAPro database.

If the department meets the system requirements and the customer has availability, this process can usually be scheduled and completed within 2-3 weeks.

Phase 2 - Configuration

Once installation has been completed, the Versaterm project coordinator will schedule one session of two to three hours to configure all systems. This usually can be accomplished with one or two sessions within 2 weeks' time.

Phase 3: Training

Training can be accomplished in many ways, either online or onsite. Normally, training is provided with one session. The training will normally be 3 days onsite, providing basic IAPro training and BlueTeam (if purchased) train-the-trainer sessions. The second follow-up training visit of 1-2 days, if applicable, will cover the more advanced features of IAPro and reporting. If the customer does not purchase the additional two days of onsite training, then the advanced training will be done using online sessions. Training can usually occur within 6-8 weeks after configuration and sometimes sooner based on trainer availability.

Phase 4: Follow-up

After training has been completed, the customer can opt for pre-scheduled follow-up sessions with the project coordinator, or the project coordinator will just reach out occasionally to offer assistance and troubleshoot any issues. Follow-up will continue until the customer feels comfortable with both applications.

Support: In addition to the follow-up sessions, Versaterm maintains a support site with manuals and training videos, a help desk and conducts weekly webinars to provide additional training if needed.

Important Project Notes

- All installation items will need to be completed prior to our trainer's arrival.
- A computer-equipped training room is the preferred facility to train in; with each trainee having their own training computer.
- The trainer will also require an LCD Projector or large TV monitor for use each day in the training room.
- The trainer and the Professional Standards staff will need access to your IAPro and BlueTeam (if purchased) production databases during the training session.