| Project Name: WebTMA 7 SaaS Upgrade | Performance Period: 4-6 week implementation with kickoff expected within 2 weeks of SOW acceptance. |
|---|---|

**Scope of Work**

The project will be completed in two phases. The first phase is the setup of a WebTMA 7 Test database using a copy of client's production instance. Once Phase One is complete, TMA Systems and Client will schedule a mutually agreeable timeframe to perform Phase Two, upgrading the Client's production WebTMA5 application to the WebTMA7 version.

*Phase One*

- TMA will conduct kickoff meeting with client to review upgrade steps, schedule meetings, and schedule production upgrade date. During meeting, TMA Systems will provide sample user acceptance test scripts and advise on best practices for reviewing the WebTMA7 test environment.
- TMA will provide WebTMA 7 Whitelist documentation and answer any questions your IT might have.
- TMA will execute WebTMA7 upgrade database scripts against a copy of Client's production WebTMA5 database to create a test WebTMA7 database.
- **Client will validate all critical functions in WebTMA 7 and report any problems to TMA.**
- TMA will resolve any critical issues necessary to upgrade to WebTMA 7.
- **Client will identify final User Acceptance Testing requirements for Live WebTMA 7 Upgrade.**
- TMA will conduct up to 3 weekly meetings (1 hour each) to answer questions raised by client on differences between WebTMA5 and WebTMA7.
- TMA will assist with migrating any WebTMA or 3rd Party integrations (SAML, UI, StarRez, etc) over to WebTMA 7. Non-Supported extensions may require additional services.
- TMA and Client will agree upon a production upgrade date.

*Phase Two*

- TMA, on scheduled upgrade date, will disable user access to WebTMA5 production environment by changing Client Code for login. Run WebTMA7 upgrade scripts against copy of WebTMA5 to create new WebTMA7 production environment. WebTMA5 production environment will remain available for 30 days after upgrade for Client administrators to perform validation comparisons as needed.
- **Client will migrate all live WebTMA 5 integrations to WebTMA 7.**
- **Client will perform final User Acceptance Testing and report any issues to TMA.**
- TMA will resolve any validation issues from client User Acceptance Testing.

| Fees: $0 | Payment Schedule: Not Applicable |
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**CLIENT**                                                    **PROVIDER**


By:_____          By:_____
Name:_____          Name:_____
Title:_____          Title:_____
Date:_____          Date:_____