



SCHEDULE 6 – CHANGE PROCEDURE

This CHANGE PROCEDURE SCHEDULE (this “Change Procedure Schedule”) is a Schedule to the Master Services Agreement to which this Schedule is attached. The Master Services Agreement and this Change Procedure Schedule, together with any other attached Schedules and Ordering Documents, together are the Agreement.

1. CHANGE IN SERVICE

There may be instances where a change in the agreed upon Services is required. The scope of the project plan may change for many reasons. You may also request additional Professional Services and those requirements may change after executing a Change Order.

1.1. Some instances when change may occur include:

- Additional training is requested or needed.
- Additional setup is required.
- Additional process flows are identified than were originally scoped.
- Additional testing is required due to nuances/complexities in customer’s process flows.
- Additional reporting is required to fulfill reporting needs.
- Additional re-work is needed due to changing customer staff.
- Additional reconciliation work is needed due to out of balance previous system data.
- Data conversion services
- Additional staff training beyond what was originally scoped.
- Additional request for on-site services beyond the original scope.
- Many other instances not identified and not in the original scope.

1.2. If it is deemed necessary to make a change to the cost/scope of the implementation project and add Additional Services:

1.2.1. Provider will notify Customer’s project manager of out-of-scope items.

1.2.2. Additional services will be documented by a written Change Order and work will not begin until such Ordering Document has been executed. If the work estimate is for 8 hours or less work, Customer may approve via a “Project Change Request” form. Approval must be provided by customer for any work that falls outside of scope.

1.2.3. The Change Order will define, among other things:

- Description of Work
- Estimated Cost



- Change in go live date or completion of implementation

2. CHANGE IN DEVELOPMENT

There may be instances where a modification to the Product is requested. Development changes may impact the scope of the project.

2.1. Some instances when change may occur include:

- Requested change in process design due to current process flow
- New Feature
- Modified/New setting
- Report Creation/Modification
- Any other instances not identified and not in the original scope.

2.2. If it is deemed necessary to make a change to the cost/scope of the implementation project due to development requests:

2.2.1. Provider will notify Customer's project manager of out-of-scope items.

2.2.2. Additional Services will be documented by a written SOW and work will not begin until such Ordering Document has been executed. Approval must be provided by customer for any work that falls outside of scope.

2.2.3. The SOW will define, among other things:

- Description of work
- Estimated Cost
- Release Version
- Change in go live date or completion of implementation

3. CHANGE IN LICENSE

There may be instances where Customer would like to add additional Products during the implementation. Adding additional Products will impact the scope of the implementation.

3.1. If it is deemed necessary to make a change to the cost/scope of the implementation project due to additional Products:

3.1.1. Provider will notify Customer's project manager of out-of-scope items.

3.1.2. Additional Products will be documented by a written Proposal. Such Proposal will include additional Professional Services required for implementation of the additional Product(s).

3.1.3. The Proposal will define, among other things:

3.1.3.1. Name of Product



- 3.1.3.2. Cost of Product and Maintenance
- 3.1.3.3. Release Version of installation
- 3.1.3.4. Change in go live date or completion of implementation.

4. BUDGET ADJUSTMENT

Project Managers will periodically review budget vs actual based on the Project Plan and Change Orders, as applicable. If actual hours are more or less than budget, the Project Manager will notify Customer. If actual hours/costs vary from budget by more than 20%, Provider will require a new Change Order to be created by the Project Manager and approved by the customer.

5. NON-APPROVED

If a help desk ticket or an SOW, as applicable, is not approved, Provider will not deliver the Additional Service described in the ticket. If the non-approval of a help desk ticket or SOW puts the project at risk, Provider will escalate to the Steering Committee meeting and other meetings if needed. Provider's priority is to ensure success and maintain transparency throughout the implementation. Regardless of non-approved items, Provider will work with customer to deliver services efficiently and in a manner that is approved by the customer.