| Company:  |  |
|-----------|--|
| Location: |  |

| Task     | Description   | Duration | Start Date | End Date |
|----------|---|----------|------------|----------|
| Prepara  | ation   |          |            |          |
|          | Project Preparation                                 |          |            |          |
|          | Award and Acceptance of Contract                    |          |            |          |
|          | Terms and References Agreement                      |          |            |          |
|          | Work Plans and Working Procedures                   |          |            |          |
|          | Identification of Project Committee & Resources     |          |            |          |
|          |   |          |            |          |
| IT Logis | stics   |          |            |          |
|          | Overview of Installation Effort (PCs & Servers)     |          |            |          |
|          | Establish IT Representative & Coordination          |          |            |          |
|          | Installation Server & User IDs                      |          |            |          |
|          | Printer & Computers availability and Serviceability |          |            |          |
|          | Availability of Network Hub                         |          |            |          |
|          | Allocation of Temporary Network Folders             |          |            |          |
|          | Availability of Working Area (Office)               |          |            |          |
|          | Installation CDs and Documentations                 |          |            |          |
|          |   |          |            |          |
| Trainin  | g Requirements                                      |          |            |          |
|          | Identify attendants or Trainee Groups               |          |            |          |
|          | Prepare Content Guide                               |          |            |          |
|          | Training Schedules and Timing                       |          |            |          |
|          | Arrange/Book Training Hall/Room                     |          |            |          |
|          | Arrange for Presentation Equipments e.g. Projector  |          |            |          |
|          | Provide PCs and LAN connections                     |          |            |          |
|          | Training Session Estimation                         |          |            |          |
|          | User Guides & Training Materials                    |          |            |          |
|          | Training Evaluation                                 |          |            |          |
|          |   |          |            |          |
| Softwa   | re Installations                                    |          |            |          |
|          | Database Installation (Oracle or IBM DB2 )          |          |            |          |
|          | Demo Data Installation                              |          |            |          |
|          | Client PC's Installation                            |          |            |          |
|          | Installation Preview                                |          |            |          |
|          |   |          |            |          |
| Configu  | urations and Setups                                 |          |            |          |
|          | Company Profile (Configuration & Settings)          |          |            |          |
|          | User Groups, Profiles, Options and Standards        |          |            |          |
|          | Chart of Accounts - Template Model Adoption         |          |            |          |
|          | Period Control                                      |          |            |          |
|          | Operation Locations and Banks                       |          |            |          |
|          | Product Configuration(Savings & Loans)              |          |            |          |
|          | Interfaces To Other Systems                         |          |            |          |
|          | Standardize Common POPUP Lists                      |          |            |          |
|          |   |          |            |          |

| Data Mig  | rations & Loading                                   |                      |              |
|-----------|---|----------------------|--------------|
|           | Prepare Migration Data                              |                      |              |
|           | Customers and Member Details                        |                      |              |
|           | Member Balances (Shares and other Accounts)         |                      |              |
|           | Customer Balances                                   |                      |              |
|           | Account Balances & Budgets                          |                      |              |
|           | Loan Details & Balances                             |                      |              |
|           | Front Office Saving Account Details & Balances      |                      |              |
|           | Tront Office Saving Account Details & Balances      |                      |              |
| Training  |   |                      |              |
| Halling   | Group Trainage and Arrange Schodule                 |                      |              |
|           | Group Training School Land Contacts                 |                      |              |
|           | Prepare Training Schedule and Contents              |                      |              |
|           | Provide PCs and LAN connections                     |                      |              |
|           | Navigation & Menu Overview                          |                      |              |
|           | Member Details & Transactions                       |                      |              |
|           | Loan Process & Management                           |                      |              |
|           | General Ledger: Accounting and Budgeting            |                      |              |
|           | Maintaining Loan, savings, service & Share Settings |                      |              |
|           | Customer Banking Process & Management               |                      |              |
|           | Teller Services & Value settings                    |                      |              |
|           | Reporting (Standard, Customer and Member Reports)   |                      |              |
|           | Ledger Reconciliations and Related tasks            |                      |              |
|           | Dividend and Interest Process                       |                      |              |
|           | Maintaining Periodical Processes - Close Periods    |                      |              |
|           | Exporting/importing Data                            |                      |              |
|           | Managing ATM Cards & Trouble Shooting               |                      |              |
|           | Using User Guides & Help                            |                      |              |
|           | ·   |                      |              |
| Productio | on and Go Live                                      |                      |              |
|           | Remove Demo Data                                    |                      |              |
|           | Import Production Data                              |                      |              |
|           | Print Balances & Other Reports                      |                      |              |
|           | Sign Off Production Data                            |                      |              |
|           | Go Live   |                      |              |
|           | OU LIVE   |                      |              |
| Completie | on and Signoff                                      |                      |              |
| Completio | POST Live support                                   |                      |              |
|           | Identify Support Consultant                         |                      |              |
|           | , , , ,   |                      |              |
|           | Daily Support Period                                | <del>-   -   -</del> |              |
|           | Weekly Support Period                               |                      |              |
|           | Finalize any Documentation                          |                      | <del> </del> |
|           | Sign Off  |                      |              |
|           | Installation & Implementation signoff               |                      |              |
|           | Training Signoff                                    | +                    |              |
|           | Sign Off Project                                    |                      |              |
|           | Sign Off Froject                                    |                      |              |

| Support Maintenance Agreement |                                     |  |  |
|-------------------------------|-------------------------------------|--|--|
|                               | Prepare and Discuss Support         |  |  |
|                               | Agree and Sign Off Support Document |  |  |
|                               |                                     |  |  |