



Advans Service Delivery Model

The Advans Fixed Price Service Delivery Model consists of four independent phases, each delivered at a fixed price; (i) Pre-Assessment, (ii) Assessment, (iii) Implementation and (iv) Post Implementation. Each phase is self-contained, and performance of one phase does not constitute an obligation to perform the succeeding phase. Written agreement to initiate a phase is obtained, and this process, therefore, may be halted at any point. The only exception is the Implementation Phase which is dependent upon the Assessment Phase. The purpose of using a fixed price model is to assist clients in managing their budgets, (see "Advans Fixed Cost Delivery Model", diagram). The Fixed Cost Delivery Model diagram is a flowchart of the steps used in this process, but not all steps may be required for an individual project, depending upon its complexity.

The Pre-Assessment is sometimes offered at no charge, and typically consists of a half day meeting with the client's principals to define the basic scope of the project. After completion of the Pre-Assessment, a proposal will be prepared for the client outlining the activities of each phase, and including estimates of the resources, timeline and costs associated with the performance of each of the succeeding phases.

The Assessment is conducted by senior staff member(s) to specifically define the project scope. The deliverables from this phase are, (i) a detailed project plan with milestones, (ii) a statement of work, (iii) functional specification as required, and (iv) a proposed meeting schedule with the client's stakeholders. The project plan will require written agreement prior to initiating the Implementation Phase. During the Assessment Phase, key challenges will be identified which may have significant impact to maintaining the timeline. Typically, access to the client's key stakeholders and dependencies with the client's existing IT staff, e.g., ability to acquire hardware and software in a timely fashion, racking and stacking servers, etc., will have a major impact to the timeline. Adjustments to the timeline and their remedies will be defined as will the impact of changes in scope.

Once the project plan is agreed upon, the Implementation Phase may commence according to the project plan, including a Change Order mechanism, requiring written approval by both parties for any material changes that may affect either the timeline or cost. Depending upon the actual project, the following are the deliverables used in this stage, (i) weekly written status reports, (ii) weekly conference call or meeting with the project sponsor (recommended), (iii) written summary reports on a monthly or quarterly basis including recommendations for future activities. The status reports and summary reports will include any changes of scope for the relevant time period and their affect on the timeline. These reports will also include any material challenges the project may be experiencing with suggestions for their remedy and their impact on the timeline.

At the conclusion of user acceptance testing or other deliverable defined in the project plan concluding the Implementation Phase, the project may then move to the Post-Implementation Phase. The purpose of this phase is to transition the project from the Change Order modality to a Break/Fix one, used for ongoing support. Support may either be transitioned to Advans; requiring integration with either the Advans Ticketing system or the client's ticketing system, client support or support by a third-party. This phase is characterized by a knowledge transfer process and appropriate documentation will be furnished for this purpose. If Advans will perform support, then an SLA will be prepared as will a support contract.

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