Breakdown of Introductory Project Services

The services rendered in the Introductory Project are supposed to ensure the successful go-live of Linchpin as a company-wide intranet. All workshops and trainings will take place at the premises of the Contractor or at the premises of the Company. All other services will be rendered at the premises of the Contractor.

The following services are not under any circumstances part of Introductory Project and need to be agreed upon in a separate contract: All kinds of programming services, comprehensive trainings and content work, in particular content generation, content migration and content editing.

The Introductory Project ends with the go-live of the new intranet and an ensuing two-weeks hypercare phase to guarantee an error-free operation of the software.

Concept

- Kickoff Workshop
- Architecture Workshop incl. information architecture, navigation, permission concept, content customization
- Concept Workshop incl. design and content of global dashboard, news concept, user profiles, content lifecycle, and any other relevant topic
- Installation and configuration of Confluence Server in a test environment
- Installation of the ordered plugins

Realization

- Interface design and configuration of the global theme in Linchpin Theme Plugin
- Configuration of the following plugins in the Linchpin suite: Linchpin Connector, Linchpin Theme Plugin, Custom User Profile, Enterprise News Bundle, Microblog, Navigation Menu Editor, Easy Events, App Center, Profile Based Content, Terms of Use, Draw.io
- Configuration of Comala Workflows with a maximum of 3 customized workflows
- Cloning of the test system and migration to production environment

Rollout

- Up to 4 trainings, which can be selected from the following list: Training for key user, Train-the-trainer workshop, Configuration training, Training for system administrators
- Support of rollout planning and marketing campaigns
- Testing
- Support and bug-fixing after go-live for a two-weeks period (hypercare)