

Skype for Business Onboarding Approach

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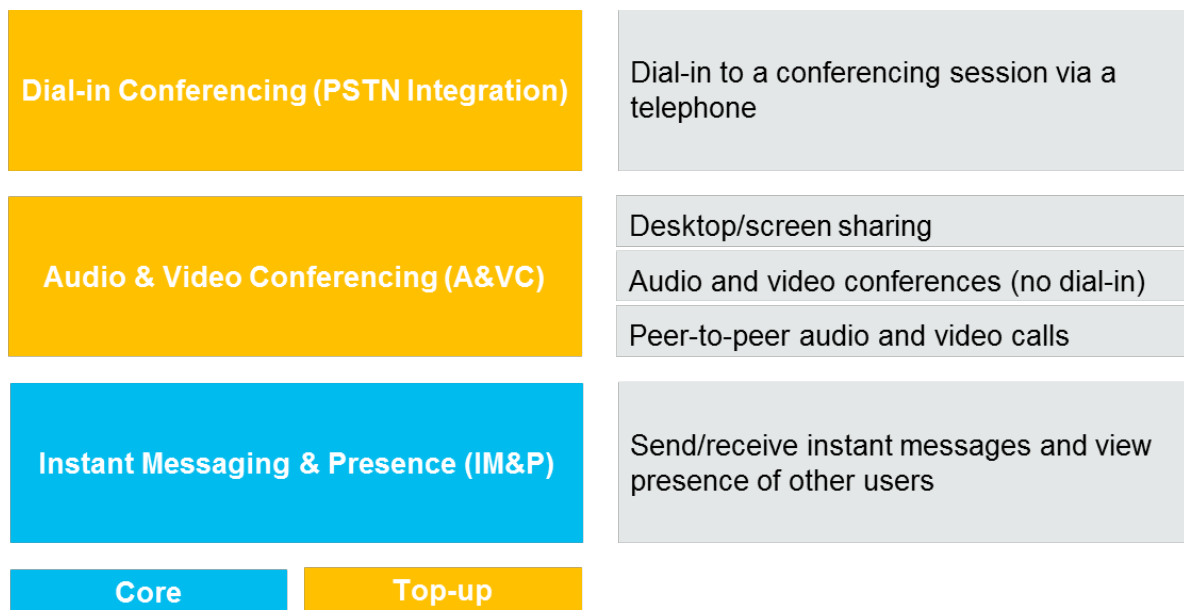
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Document Purpose

This document provides an outline of the on-boarding process and considerations for organisations intending to join the NHSmail Skype for Business Service. Engagement in the on-boarding process is a pre-requisite to any organisation joining the Skype for Business Audio and Video Conferencing Service. A breakdown of the different on-boarding support components available for organisations to purchase is given.

Introduction to NHSmail Skype for Business

Skype for Business provides users with the ability to communicate and collaborate with other users within and outside of their organisation. The NHSmail Skype for Business Service offers core (free to NHS organisations) and top-up (funded by NHS organisations) features. The illustration below outlines the features:



The feature set can be built up through two different top-up services to enable segmentation of users who require dial-in conferencing. The costs for these services can be found in the NHSmail Additional Services Catalogue available from nhsmail.development@accenture.com.

The [Skype for Business Service Description Guide](#) provides a detailed outline of the features available.

Microsoft Skype for Business Enterprise Server Access Licensing (SAL) is also required to access these services. Contact nhsmail.development@accenture.com to request the Additional Services Catalogue that outlines this pricing.

Overview of On-boarding Components

A flexible on-boarding approach is available for organisations looking to join the NHSmail Skype for Business (SfB) Service. The approach enables organisations to access support from Accenture to assess their readiness to join the Service. Support can be purchased from Accenture to provide remote or on-site assistance to complete readiness activities. The recommended on-boarding components that need to be completed to move onto the SfB service are outlined below.

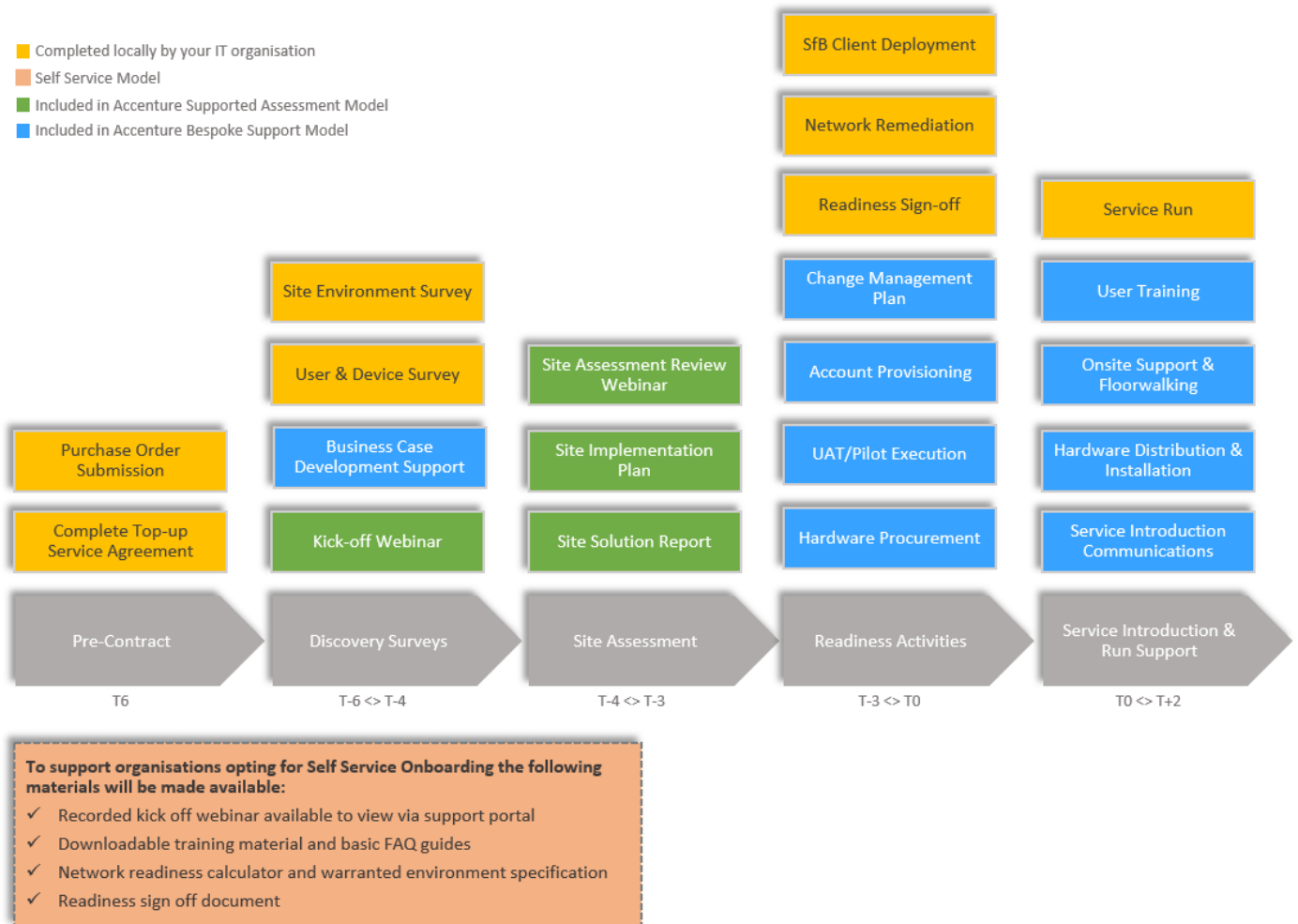


Figure 1 - On-boarding Process

Accenture Support Models

Organisations can choose one of the following options for on-boarding. Support provided by Accenture is mapped by colour to the work packages shown in the on-boarding process above.

<p>Self Service Model (SSM)</p>	<p>This approach is designed for organisations with a mature Unified Communications capability. Standardised materials can be provided to support organisation readiness activity including training packs, basic FAQ guides, network readiness calculator and the Warranted Environment Specification. Accenture will make available a pre-recorded onboarding kick-off webinar to your organisation which will introduce the standard on-boarding process. Your organisation must complete and return the self-service Readiness Sign-Off document prior to service go live.</p>
<p>Supported Assessment Model (SAM)</p>	<p>This approach is designed for organisations that require support in completing their assessment and migration to the SfB platform. Accenture can provide a readiness assessment and implementation plan using survey documentation about your organisation's environment. We will engage key contacts in your IT organisation to provide a light touch assessment of your infrastructure readiness. Recommendations would be presented back based on the inputs provided outlining the next steps needed to make a transition to the SfB service a success.</p>
<p>Bespoke Support Model (BSM)</p>	<p>This approach is designed for organisations that require bespoke support in completing an assessment of their infrastructure, readiness checks, deployment and adoption activities. This includes options for support on change management, procurement, pilots, training and onsite deployment support/co-ordination. This on-boarding model allows organisations to tailor the level of support they need from Accenture using the work packages in the table above.</p>

The above Supported and Bespoke support models would be provided on a day-rated basis depending on the work packages selected, size of your organisation and number of users joining the Skype for Business platform.

The following sections outline the anticipated on-boarding activities and the responsibilities based on the on-boarding approach chosen by your organisation.

Please note that the assessments will provide a point in time assessment of your network connectivity. It is important to monitor and manage any changes in your infrastructure that may materially impact your users' access to Skype for Business.

Pre-Contract

No.	Task	SSM	SAM	BSM
1	Complete Top-up Service Agreement	C	C	C
2	Raise Purchase Order and Order Form	C	C	C
3	Handover from Commercial Team to On-boarding Team	N/A	A	A

* Accenture (A) / Customer (C) / Not Applicable (N/A)

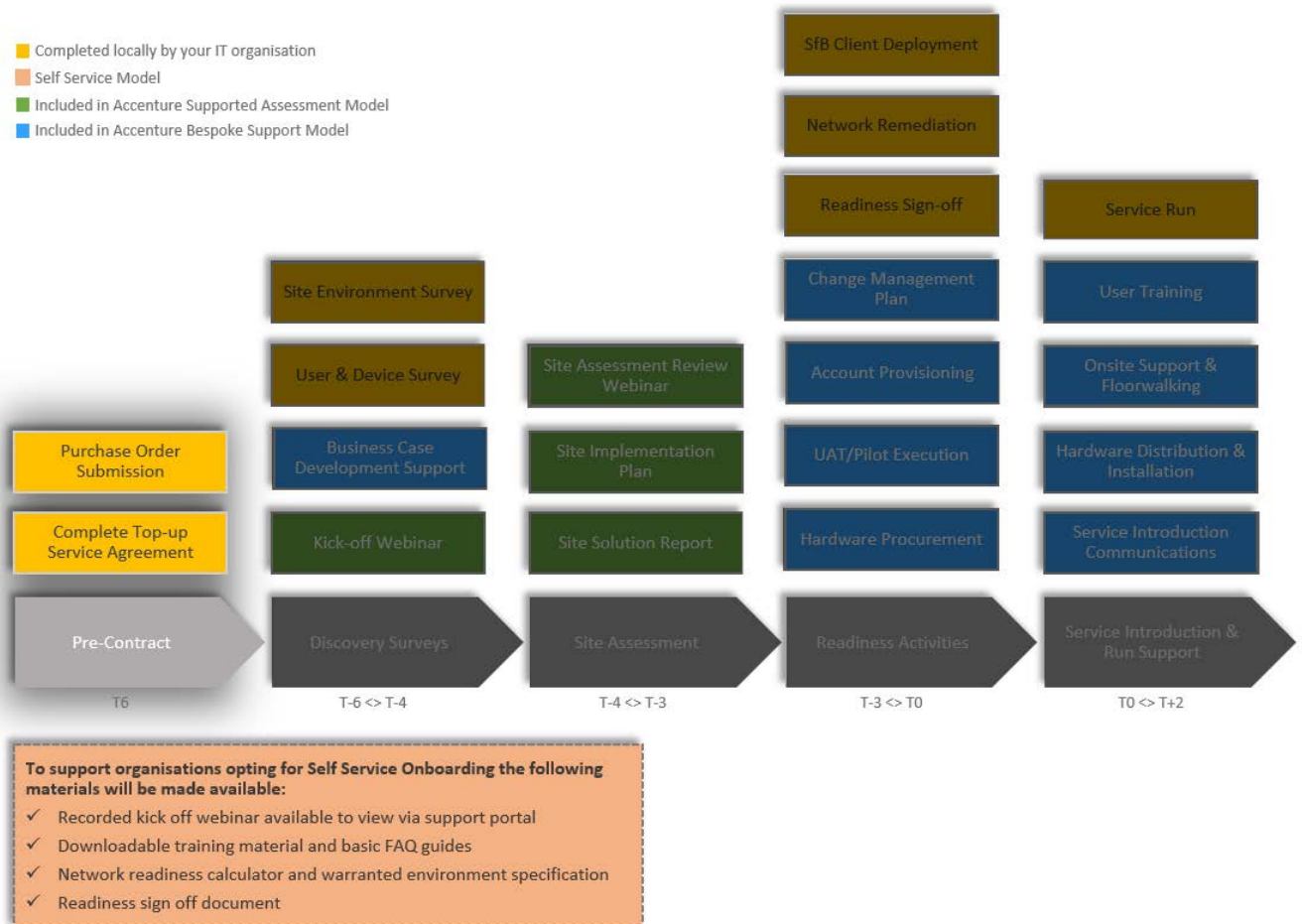


Figure 2 - Pre-Contract

1. Top-up Service Agreement

The Top-up Service Agreement (TSA) provides the terms by which the procurement of top-up services from Accenture are managed. The TSA enables customer organisations to call-off products and services under the national NHSmail contact from the NHSmail Additional Services Catalogue. If your organisation has not completed a TSA, please contact NHSmail.development@accenture.com with the following information:

- Organisation Name and Address
- Invoicing Contact and Address

- VAT Number

The NHSmail Additional Services Catalogue can also be requested via the mailbox above.

2. Purchase Order and Order Form

A Purchase Order and Order Form should be raised with the Accenture Procurement Team for the Skype for Business top-ups required and any on-boarding services. This should be sent to NHSmail.development@accenture.com. Please also provide a completed copy of the form at the end of this document to confirm what support package you wish to take from Accenture.

The minimum order quantities and values are outlined in the NHSmail Additional Services Catalogue.

Please note: you will need to ensure that sufficient licensing is in place for your organisation to utilise the NHSmail Skype for Business Audio and Video Conferencing Services. Whilst Server Access Licensing (SAL) pricing is outlined on the NHSmail Additional Services Catalogue, Microsoft licensing will need to be procured directly from your licensing re-seller or under the NHSmail licensing agreement with Insight. Further information is available in the [NHSmail Licensing Guide](#).

3. Handover from Commercial Team to On-boarding Team

Once you have completed items 1 and 2 above, and if your organisation opts to take support from Accenture, The Accenture Commercial Team will hand your account over to the Skype for Business On-boarding Team to begin initiation of the on-boarding process.

Discovery Surveys

No.	Task	SSM	SAM	BSM
1	Complete On-boarding Kick-off Webinar	N/A	A	A
2	Complete Skype for Business User & Device Survey	N/A	C	C
3	Complete Skype for Business Site Environment Survey	N/A	C	C
4	Business Case Development Support	N/A	A/C	A/C

* Accenture (A) / Customer (C) / Not Applicable (N/A)

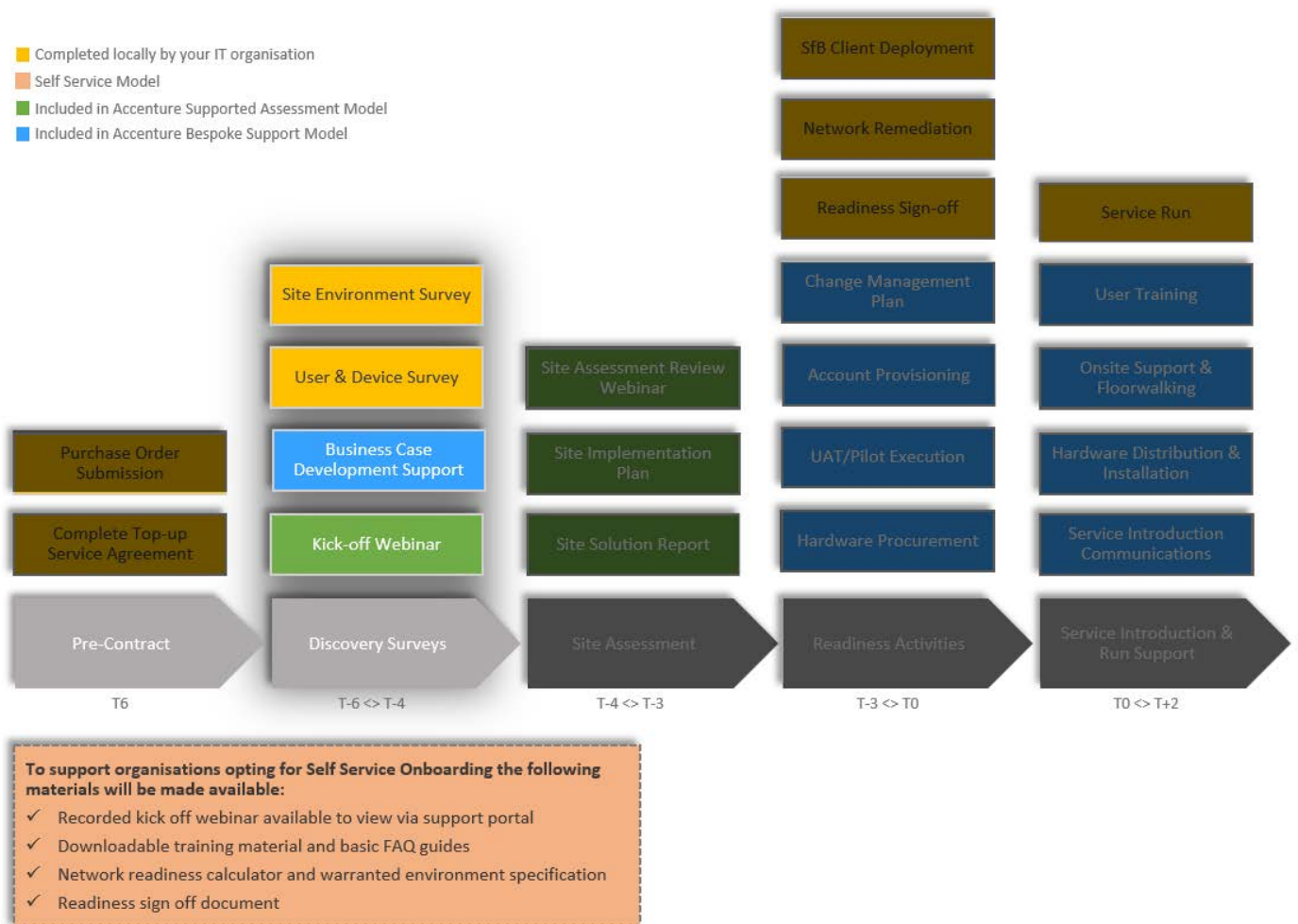


Figure 3 - Discovery Surveys

1. On-boarding Kick-off Webinar

The Accenture Skype for Business On-boarding Team will invite you to a Kick-off Webinar designed to provide an overview of the on-boarding process, guidance on the information required to support the readiness assessment and best practice in rolling out Skype for Business to your users. The webinar will last approximately 2 hours and cover the agenda below:

Item	Agenda Topic	Duration (Mins)
1	Introduction and Key Contacts	10
2	Overview of the Skype for Business Solution <ul style="list-style-type: none"> • Summary of Implementation Timelines • End User Experience of the Implementation • New Ways of Working and Collaborating • Detail on Work Packets Required to Complete 	15
3	Initiation & Discovery Stage: <ul style="list-style-type: none"> • User Data Collection • Site Data Collection • Environment Data Collection 	20
4	Site Assessment & Design: <ul style="list-style-type: none"> • Scope of Assessment and Expectations • Completion of Site Configuration and Solution Plan • Mandatory and Recommended Pre-requisites • Training Considerations and Planning 	20
5	Readiness Activities: <ul style="list-style-type: none"> • Network Remediation Activities • SfB Client Deployment • User Provisioning • Hardware Procurement • Deliver User Training • Site UAT/Pilot Sign-off 	10
6	Migration & Run Stage <ul style="list-style-type: none"> • Deployment Co-ordination and Day 1 Support • Hardware Distribution and Installation • Go Live Communications • Future Provisioning Requests • Getting Support • Local Unified Communications Contacts 	10
7	Best Practices in Implementation & Adoption <ul style="list-style-type: none"> • Accelerating Adoption • Training and Communications • Service Desk Readiness • Information Governance & Clinical Safety 	20
8	Questions & Answers	15

If you have taken the supported onboarding service, the kick-off webinar will be scheduled specifically for your organisation at a suitable time. If your organisation is progressing self-service onboarding, you will be able to view the pre-recorded self-service on-boarding webinar via the NHSmail support site. Organisations taking the bespoke support model (BSM) will receive a tailored webinar based on their specific needs and requirements.

It is important to have the appropriate team members from your organisation engaged in the process and attending this kick-off meeting. Project and technical stakeholder engagement ensures transparency and commitment to a successful deployment of Skype for Business in your organisation. The following are potential positions that you may have in your organisation that we'd suggest engagement from:

- Project Executive Sponsor
- Project Manager
- Project Lead
- Collaboration Lead/Architect
- Desktop Lead
- Network Lead
- Security Lead
- Support/Help Desk Lead
- Change Management/Adoption Specialist
- Training Lead

2. Skype for Business User & Device Survey

Following attendance at the Kick-off Webinar, the Skype for Business On-boarding team will provide the templated User and Device survey document to your team. This is designed to capture the information about the locations that your users will be using to access Skype for Business and the users themselves. This information will give an indication of their usage profile and will be used as a baseline input to estimate your organisation's likely bandwidth consumption and user demographic. This information will define the scope of the service at your site and is key to a successful implementation of SfB in your organisation.

Expected average time to complete this survey document by your organisation is 1-2 weeks depending on the size and dispersion of your sites, and availability of key individuals in your organisation.

3. Skype for Business Site Environment Survey

Moving to the Skype for Business service will see an increase in traffic on your network. It is essential that the current environment details are captured to enable an impact assessment to be executed. This environment survey is designed to capture information about your infrastructure and network readiness. This information is used to assess your local desktop and networking environment against the supported configuration required to run the Skype for Business service.

Expected average time to complete this survey document by your organisation is 1 week depending on the dispersion of your sites, complexity of your network infrastructure and availability of key individuals in your organisation.

4. Business Case Development Support

Articulating and realising the benefits of a transition to a Skype for Business platform is a critical part of the on-boarding process. We can support your organisation in producing a simple business case that outlines the soft and tangible cost releasing benefits of adopting the platform. We will deliver a management presentation that outlines the cost benefit analysis, which can be used to support the justification and submission of funding requirements.

Site Assessment

This phase of the onboarding process is relevant only for those organisations that have selected the Supported Assessment Model (SAM) or Bespoke Support Model.

No.	Task	SSM	SAM	BSM
1	Produce Site Solution Report	N/A	A	A
2	Produce Site Implementation Plan	N/A	A	A
3	Complete Site Assessment Review Webinar	N/A	A/C	A/C

* Accenture (A) / Customer (C) / Not Applicable (N/A)

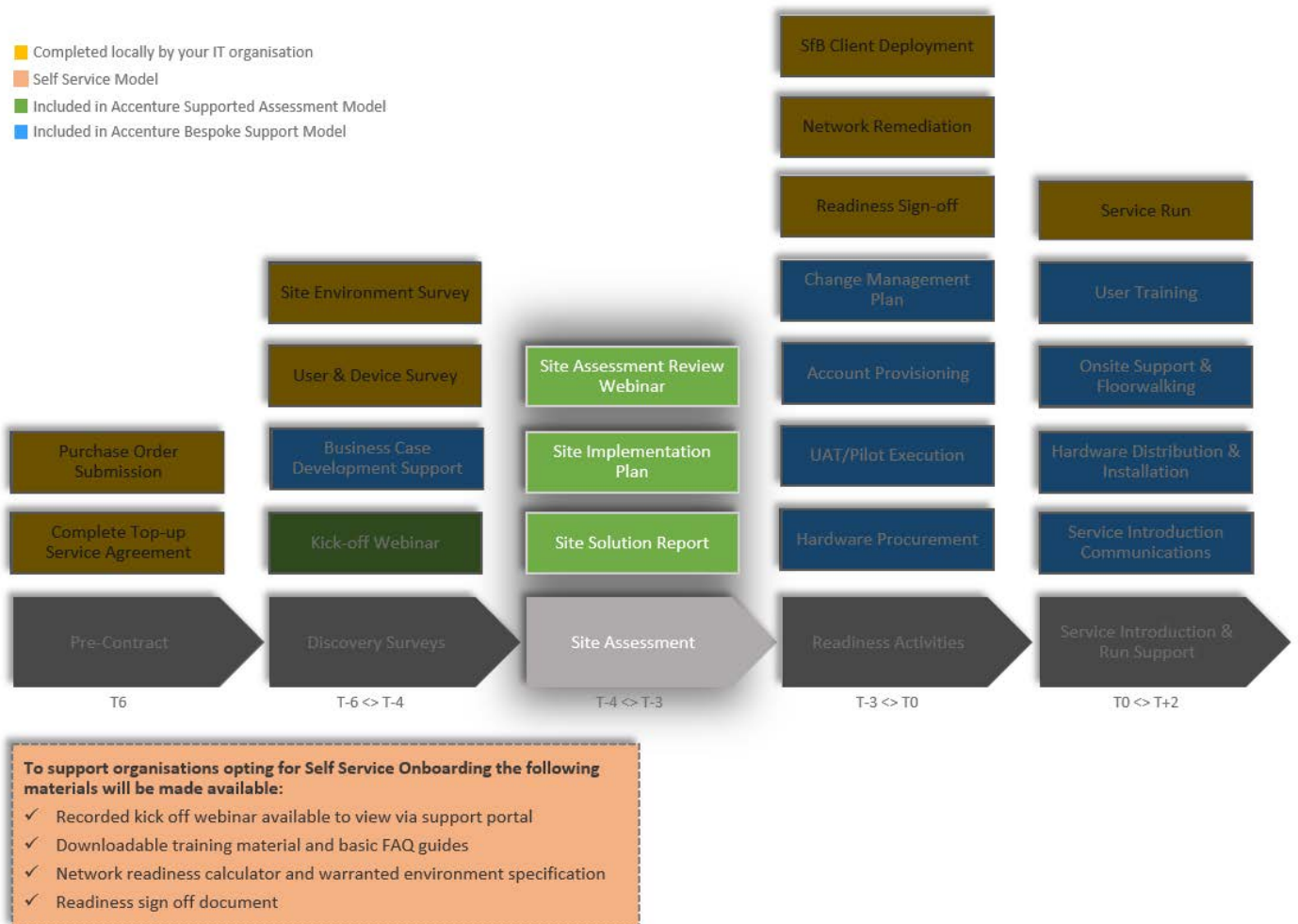


Figure 4 – Site Assessment

1. Site Solution Report

If you have chosen the Support Assessment On-boarding Approach, Accenture will review the data provided by your teams against the Skype for Business recommended environment specifications and produce a site solution plan that details the key technical information. This is based on the requirements outlined in the [NHSmial Skype for Business Service Configuration Guide](#) and the Microsoft Skype for Business Bandwidth Calculator. The plan will provide a a Red, Amber, Green (RAG) Status for each of your sites' network readiness

and overall environment readiness. Based on the review of your data, Accenture will produce a series of pre-requisites broken down into:

- **Mandatory Pre-requisites:** the actions that must be implemented prior to on-boarding your users. Failure to implement these actions may severely diminish your users' experience of the Service.
- **Recommended Pre-requisites:** the actions that are recommended to be implemented prior to on-boarding your users. Failure to implement these actions may have a negligible impact on your users' experiences of the Service.

A copy of the Site Solution Report will be sent to your nominated contact point and an Assessment Review Webinar scheduled.

2. Site Implementation Plan

If you have chosen the Support Assessment On-boarding Approach, Accenture will review the User and Device data provided by your teams and build a Skype for Business site implementation plan. This documents the provisioning requirements for users, their target device, hardware requirements and other key information required for successful onboarding of the service. A copy of the implementation plan will be sent to your nominated contact point and reviewed in the Assessment & Design Review Webinar. This will set out the specific timelines and milestones for the on boarding process for your organisation.

3. Site Assessment Review Webinar

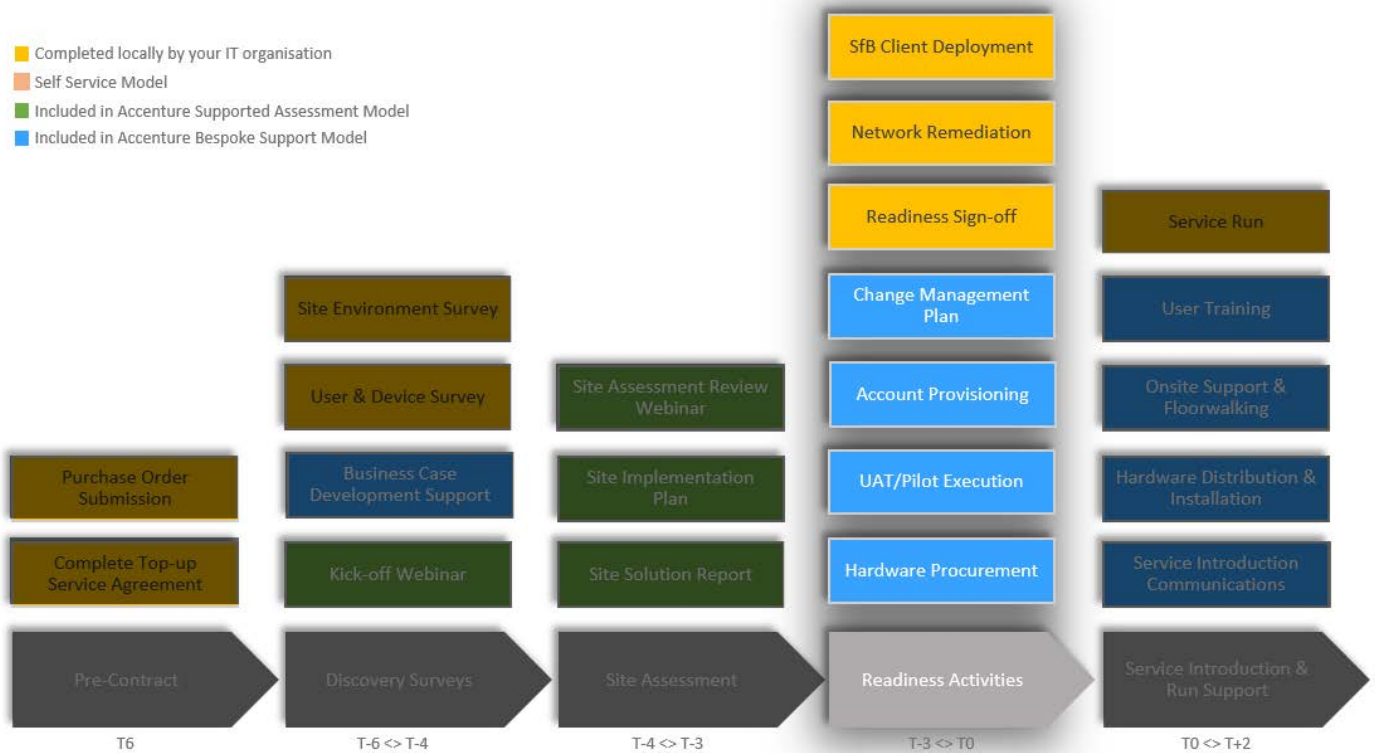
The Site Assessment Review Webinar will provide a de-brief on the reports mentioned above for your Project Team. The webinar will last approximately 1 hour and cover the below:

Item	Agenda Topic	Duration (Mins)
1	Review of Site Solution Report - Pre-requisites and remediation activities	30
2	Review of Site Implementation Plan	10
3	Remediation Activities and Proposed Next Steps	15
4	Questions and Answers	15

Readiness Activities

No.	Task	SSM	SAM	BSM
1	Skype for Business Client deployment	C	C	C
2	Network Remediation	C	C	C
3	Change Management Plan	N/A	A	A
4	Account Provisioning (Incl. User and A&VC accounts)	N/A	A	A
5	Execute UAT/Pilot	N/A	A	A
7	Sign-off Organisation Readiness	C	C	C

* Accenture (A) / Customer (C) / Not Applicable (N/A)



To support organisations opting for Self Service Onboarding the following materials will be made available:

- ✓ Recorded kick off webinar available to view via support portal
- ✓ Downloadable training material and basic FAQ guides
- ✓ Network readiness calculator and warranted environment specification
- ✓ Readiness sign off document

Figure 5 - Readiness Activity

1. Skype for Business Client Deployment

The Site Assessment and Design phase may determine that not all users have the Skype for Business client application available to them on a device. Deployment of one of the supported Skype clients (shown in the Warranted Environment Specification at the end of this document) needs to be managed locally by your IT Department prior to the on boarding of the Skype for Business service for your users.

2. Network Remediation

If findings from the Site Assessment and Design phase determine your site network requires remediation, activity this needs to be managed locally by your IT Department. The Skype for Business Network Assessment Tool can be used by your local IT teams to determine success of remediation effort prior to continuing with the on boarding of the Skype for Business service. The Skype for Business Network Assessment Tool provides the ability to perform a simple test of network performance to determine how well the network would perform for a Skype for Business Online call. The tool tests the connection by streaming a set of packets for approximately 20s for a configured number of iterations. The tool will report on: Packet loss, Jitter, Round-trip latency and Reorder packet percentage. The optimal metrics are shown in the Warranted Environment Specification at the end of this document, and should be reviewed against the results of any post-remediation testing.

3. Change Management Plan

Introducing the Skype for Business service into your organisation will present new opportunities to your users for changing their ways of working. It is important that as part of the transition to the Skype for Business service a change management plan is used to drive awareness and adoption. Accenture will use the site user and environment surveys to build a change management plan that combines focused, relevant training with effective communications that ensure a successful transition to the platform for your organisation. Accenture will provide a broad range of materials that can be customized to your organisations needs and user skill profile.

4. Account Provisioning

Once Accenture have confirmed acceptance of your organisation's readiness sign-off, you will be able to start provisioning your users with the NHSmail Skype for Business Audio and Video Conferencing Services. To provision your users, the Site User Survey document should be provided to your designated Accenture On-boarding project manager who can progress the provisioning. Unless you have opted for the Bespoke Support Model that provides change management services, your organisation will be responsible for informing your users that they have been provisioned with access to the Skype for Business Audio and Video Conferencing Services.

5. Execute UAT/Pilot

To ensure that requirements have been met and technical configurations have been implemented correctly Accenture can provide a simple User/Site Acceptance Testing phase. The test scenarios would be customised to the site-specific use cases but at a basic level would involve the following testing client to client voice and video calling, dial-in conference calling and content sharing.

6. Sign-off Organisation Readiness

Prior to going live on the service, your organisation will be required to provide sign-off that all readiness activities and mandatory pre-requisites to join the service have been completed. A sign off form will be provided to complete this sign off and should be sent to nhsmail.development@accenture.com and your Accenture on-boarding project manager once completed.

Service Introduction & Run Support

No.	Task	SSM	SAM	BSM
1	Service Introduction Communications	C	C	A
2	Hardware Distribution & Installation	C	C	A
3	Onsite Support & Floorwalking	C	C	A
4	User Training	C	C	A
5	Service Run	C	C	C

* Accenture (A) / Customer (C) / Not Applicable (N/A)

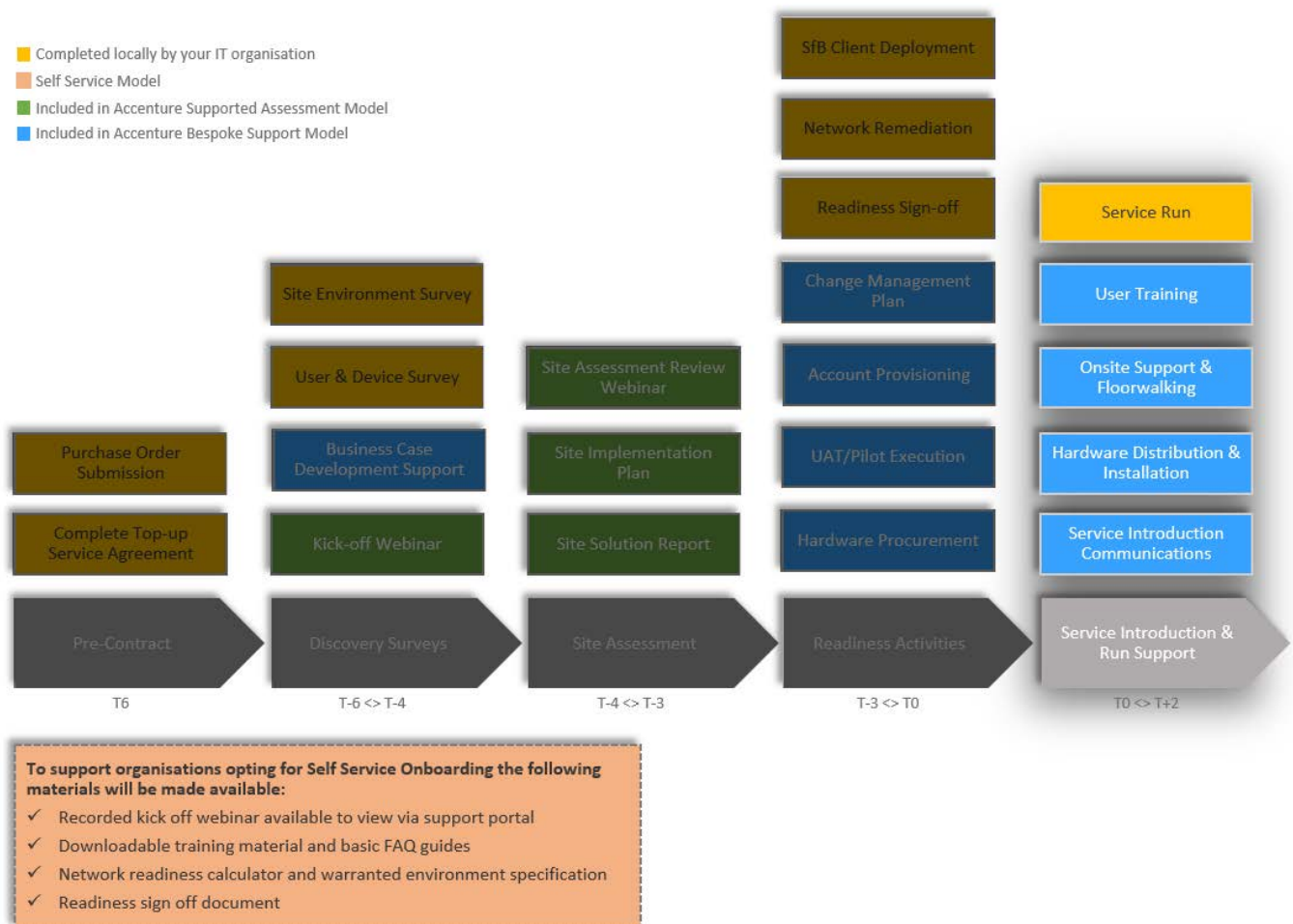


Figure 6 - Service Introduction & Run Support

1. Service Introduction Communications

During the service introduction period, Accenture can issue communications to raise awareness of the new tools and features to drive maximum adoption. Closure communications at the end of the launch window can also be used to drive continuous adoption and feature awareness going forward. This activity ensures post deployment engagement with the user base for increased satisfaction and benefit from the Skype for Business service.

2. Hardware Distribution, Installation and Removal

Accenture can provide support with the physical distribution of headsets, handsets and installation of new conferencing equipment. Where the removal of legacy handsets and other devices is necessary, Accenture can provide onsite resource to collect and document inventory ahead of your local disposal processes.

3. Onsite Support & Floorwalking

To encourage user adoption, desk side support can be provided to help users into the new ways of working presented by the Skype for Business platform. An appropriate ratio of users to floorwalkers can be agreed to provide the right level of support for your organisation.

4. User Training

To ensure users have a positive transition experience of the Skype for Business platform, Accenture can provide customised training to suit the needs of your organisation. This can be general training to support the documented guides or more specific to a device or use case. The training can be provided remotely or on site depending on requirements of your organisation and users. A train the trainer service is also available and should be discussed with your on-boarding project manager if required.

5. Service Run

5.1 Provisioning Additional User Accounts: New provisioning requests should be sent to the NHSmail Service Desk using the Account Provisioning Request Form. Subject to your organisation's Purchase Order covering the new accounts, they will be scheduled for provisioning. The NHSmail Service Desk will confirm when your accounts have been provisioned with access to the Services. The NHSmail Portal is currently being developed to support new user provisioning via the User Management Screen. Following these features becoming available, you will be able to enable and disable accounts for Skype for Business Audio and Video Conferencing locally.

5.2 Reporting: The Top-up Report available from the NHSmail Portal can be downloaded by your Local Administrators. This report provides a breakdown of the top-ups enabled on your users' accounts.

5.3 User Support: Support is available from the NHSmail Service Desk for issues relating to the NHSmail core infrastructure. The NHSmail Service Desk is not able to support investigation and remediation of issues within your local infrastructure.

5.4 Invoicing and Payment: Invoices will be issued to the invoicing contact identified in the Top-up Services Agreement. Payment terms are as outlined in the Top-up Services agreement.

Appendix 1: Warranted Environment Specification

The Warranted Environment Specification provides the minimum supported configuration for the NHSmail Skype for Business Audio and Video Conferencing Service.

Mobile / Desktop Client Support

Client Software	Minimum Version Supported (*)	Required Patch
Skype for Business 2016	16.0	
Skype for Business / Lync 2013	15.0.4454.1506	February, 2013 (CU1)
Lync 2010	4.0.7577.4103	June 2012 (CU7)
Lync 2011 for Mac	14.0.8	April 2014
Skype for Business iPhone/iPad	4.1.6554.*	
Lync for Windows Phone	4.0.7791.*	
Lync for Android	4.*.*.*	

Further information on the Office packs and Operating System requirement for each desktop application is available in the NHSmail Skype for Business Configuration Guide. The list above is the minimum requirement for these clients. It is recommended that the clients deployed should be kept up-to-date with the latest updates.

Skype for Business Web App Supported Browsers

Operating system	Edge	32- and 64-bit IE 11	32-bit IE 10	64-bit IE 10	32-bit IE 9	64-bit IE 9	32-bit Firefox 12.X	64-bit Safari 5.X, 6.X, 7.X	32-bit Chrome 18.X
Windows 10	Yes	Yes	N/A	N/A	N/A	N/A	Yes	N/A	Yes ³
Windows 8.1¹	N/A	Yes	N/A	N/A	N/A	N/A	Yes	N/A	Yes ³

Windows 8 (Intel based)¹	N/A	N/A	Yes	Yes	N/A	N/A	Yes	N/A	Yes ³
Windows 7 with SP1²	N/A	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes ³
Mac OS X 10.8 and later (Intel-based)²	N/A	N/A	N/A	N/A	N/A	N/A	Yes	Yes	Yes ³

¹ On Windows 8 and Windows 8.1, the plug-in required to use computer-based audio, video, application viewing, application sharing, desktop viewing, and desktop sharing can be installed only if you're running Internet Explorer 10 or Internet Explorer 11 for the desktop. These features are not available with non-desktop versions of Internet Explorer 10 and 11.

² On supported Windows 7, and Macintosh operating systems, all features are available including computer-based voice, video, application viewing, application sharing, desktop viewing, and desktop sharing. To use these features, you must install a plug-in when prompted. Note that Mac OS X version 10.7 is no longer supported.

³ Accessing the Web App from Chrome will launch a small program which loads the Web App in an embedded Internet Explorer frame. This program requires one of the supported versions of Internet Explorer be installed for the Web App to load properly and may require admin rights depending on your local group policy security settings.

Networking Requirements

N3 Name Resolution	Lyncdiscoverinternal.nhs.net		
Internet Name Resolution	Lyncdiscover.nhs.net Sip.nhs.net Meet.nhs.net		
Certificate Requirements	NHSmail uses Public Certificates issued by GlobalSign. GlobalSign Certificate Authority Root Certificate is present in Windows operating systems. Please refer to GlobalSign Certificate Authority Root _support pages for further information.		
N3 Firewall Ports/Rules			
Source	Destination	Destination Port (TCP)	Modality
N3 Location	155.231.208.0 / 24	5060-5069	IM&P

N3 Location	155.231.208.0 / 24	443	IM&P
N3 Location	155.231.208.0 / 24	49152 – 65535	Audio/Video & Conferencing
N3 Location	155.231.208.0 / 24	8057	Audio/Video & Conferencing
N3 Location	155.231.208.0 / 24	448	Audio/Video & Conferencing
N3 Location	155.231.208.0 / 24	3478 (UDP)	Audio/Video & Conferencing
N3 Location	155.231.209.0 / 24	5060-5069	IM&P
N3 Location	155.231.209.0 / 24	443	IM&P
N3 Location	155.231.209.0 / 24	49152 – 65535	Audio/Video & Conferencing
N3 Location	155.231.209.0 / 24	8057	Audio/Video & Conferencing
N3 Location	155.231.209.0 / 24	448	Audio/Video & Conferencing
N3 Location	155.231.209.0 / 24	3478 (UDP)	Audio/Video & Conferencing

Internet Firewall Ports/Rules			
Source	Destination	Destination Port (TCP)	Modality
N3 Location	Internet	443	All
N3 Location	Internet	3478 (UDP)	All
N3 Location	Internet	5061	All

Bandwidth Requirements

Bandwidth requirements for accessing the NHSmail Skype for Business Audio and Video Conferencing Services will vary based on several factors. This includes but is not limited to:

- Modalities used by your users
- Access method
- Video/image resolution

All bandwidth requirements are provided as an indicative usage profile and should be monitored by your organisation.

The Skype for Business Bandwidth Calculator should be used to estimate the bandwidth required for your organisation. However, an example profile is provided below based on the following assumptions:

- Access via Skype for Business Desktop 2016
- 90% IM/Presence concurrency
- 1.5% P2P Audio concurrency
- 0.50% P2P Video concurrency
- 3% Conferencing Audio concurrency
- 0.5% Conferencing Video concurrency
- 1% Desktop Sharing concurrency

Site Size	User Count	IM User		P2P Audio		P2P Video		Conf Audio		Conf Video		Desktop Sharing	
		Co unt	BW Requi red	Co unt	BW Requi red	Co unt	BW Requi red	Co unt	BW Requi red	Co unt	BW Requi red	Co unt	BW Requi red
GP Site	10	9	0.01	1	0.04	1	0.27	1	0.02	1	0.29	1	0.38
Small Site	100	81	0.13	2	0.09	1	0.27	3	0.07	1	0.29	1	0.38
Medium Site	500	405	0.63	7	0.30	2	0.55	14	0.35	3	1.00	5	1.88
Large Site	1000	810	1.27	14	0.61	3	2.50	27	0.67	5	1.58	9	3.38

(*) BW in Mbps

Total Bandwidth Requirements:

Site Size	User Count	Total BW Required
GP Site	10	1.02
Small Site	100	1.23
Medium Site	500	4.70
Large Site	1000	10.00

(*) BW in Mbps

Optimum Network Performance metrics from a Skype for Business client:

Metric	Target
Latency (one way)	< 50ms
Latency (RTT or Round-trip Time)	< 100ms
Burst packet loss	<10% during any 200ms interval
Packet loss	<1% during any 15s interval

Packet inter-arrival Jitter	<30ms during any 15s interval
Packet reorder	<0.05% out-of-order packets

Device and Peripheral Support

The supported devices and peripherals are published by Microsoft here:

<http://partnersolutions.skypeforbusiness.com/solutionscatalog/personal-peripherals-pcs>

Appendix 2: Support Model Requirements Form

Please use the below table to select the on-boarding support package you require from Accenture. Please submit a copy of this form with your Purchase Order Form mentioned in Pre-Contract section of this document.

Organisation Name: _____

Purchase Order Reference: _____

Support Service		Required (Yes/No)
Supported Assessment Model	Kick-off Webinar	Yes/No
	Supported Site Environment Survey	
	Supported User and Device Survey	
	Site Assessment and Solution Report	
	Site Implementation Plan	
	Site Assessment Review Webinar	
Bespoke Assessment Model	Business Case Development Support	Yes/No
	Change Management Plan	Yes/No
	Communications Plan and management	Yes/No
	Training Planning & Execution	Yes/No
	Account Provisioning	Yes/No
	UAT/Pilot Execution	Yes/No
	Procurement Support	Yes/No
	Onsite Hardware distribution	Yes/No
Onsite Deployment Support & Floorwalking	Yes/No	

Please complete the below table to give a view on the number of sites and users this order relates to:

	Simple (<50)	Medium (50-200)	Hard (200-500)	Complex (500+)
# Sites	<TBC>	<TBC>	<TBC>	<TBC>
# Users	<TBC>	<TBC>	<TBC>	<TBC>

Project Sponsor

Signature

Date

]

[

Project Manager

Signature

Date

[_____]

_____]

_____]

—[

[

<Other Relevant Stakeholder>

Signature

Date

[_____]

_____]

_____]

—[

[

<Other Relevant Stakeholder>

Signature

Date