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**Service Manager Portal &
Change Management
Agreement and Acceptance Form
For Nebraska Parole Board**

Document Control

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Agreement Form

PROJECT DETAILS

Project Name: *Enterprise Service Portal*
Project Manager: *Benjamin Nelson*

Description:
Service Manager Portal is the State of Nebraska enterprise software for request submission and tracking.

Onboarding Phases

1. **Introduction**
   a. Executive Communication
   b. Kickoff Meeting
   c. Agreement Document
2. **Agency Preliminary Setup**
   a. Support Team and General Offering creation
   b. Support Team and General Offering enablement
   c. Support Team and General Offering verification
3. **Agency Training**
   a. User Video
   b. Analyst Training
   c. Change Management Training
   d. Management Training (as requested)
4. **Agency Discovery**
   a. Request Forms
   b. Request Offering discovery
   c. Change Management discovery
   d. Reporting discovery
5. **Agency Testing**
   a. Service Offering and Request Offering creation
   b. Request Offering testing
   c. Change Management testing
   d. Testing deadline communication
6. **Agency Production**
   a. Production Change Management
   b. Production verification communication
   c. Production Reporting communication
7. **Agency Requests**
   a. Agreement Communication
   b. Future Enhancements
   c. Future Request Offering
   d. Future Reporting

Estimated Timeframe

Introduction	1 to 10 business days from start
Agency Preliminary	5 to 15 business days from start
Agency Training	5 to 20 business days from start
Agency Discovery	5 to 20 business days from start
Agency Testing	10 to 30 business day from start
Agency Production	15 to 40 business days from start

Project Requirements

Below are the requirements that the agency will need to provide, perform and/or agree to:
- Provide a coordinator as the point-of-contact for the entirety of the agencies onboarding.
- Provide the coordinator power to make decisions regarding this project.
- Provide list of all support and help desks group names and team members and Change Management coordinators and approvers.
- Provide a list of all current forms and/or ticket entry systems currently be used prior the fourth phase of onboarding.
- Provide and promote the User Training video for all of the agencies users.
- Provide opportunity for all appropriate employees to attend the Analyst Training and Change Management training as applicable.
- Provide time for team members to review and create Request Offerings forms.
- Perform complete testing of Request Offerings in the test environment.
- Perform all testing within the allowed time frame (estimated 2 weeks).
- Perform validation once agency has been moved into production.
- Agree to modification to support groups, service offerings, and request offerings to standardize there form and functionality in the Service Manager Portal.

Below are the requirements that the OCIO project team will perform for the agency:
- Provide features and solutions that have been tested and approved by the project sponsor.
- Creation of Support Groups in the Service Manager Portal
  - Support groups will meet the following criteria:
    - Created and approved by both the agency coordinator and project lead.
    - Support groups will be email enabled.
    - Project lead will approved, request creation, review in testing, and request move into production.
- Creation of Service Offerings
  - Service Offerings must meet the following criteria:
    - The number of service offerings allowed will be based on the size and needs of the agency. Project lead will determine the allowed number of service offerings.
    - Project lead will approved, request creation, review in testing, and request move into production.
- Creation of Request Offerings
  - Request Offerings must meet the following criteria:
    - The number of request offerings allowed will be based on the size and needs of the agency. Project lead will determine the allowed number of request offerings.
    - Modified to meet Service Manager Portal standardization as needed.
    - Project lead will approved, request creation, review in testing, and request move into production.
- Creation of Change Management Request Offerings
    - Standard four Change Management Request Offering will be used allowing minor modifications from the agency.
- Service Manager Portal Analyst Training
  - Minimum 1 - 90 minute / Maximum 3 - 90 minute agency training.
- Change Management Training
  - Minimum 1 – 60 minute / Maximum 3 – 60 minute agency training.
- Communication Milestones to agency sponsor and coordinator
  - Preliminary Setup verification
  - Analyst Training schedule
  - Service Offering/Request Offering/Report discovery forms
  - Testing Deadline
  - Production Change Management
  - Production Verification
  - Onboarding closing

PROJECT

Project Name: *Enterprise Service Manager Portal*
Project Manager: *Benjamin Nelson*

Description:
Service Manager Portal/Change Management is the State of Nebraska enterprise software for submission and tracking. Acceptance section verifies that all project requirement agreed to have been fulfilled.

Cost:
Service Manager Portal/Change Management cost is currently included into the agencies technology fee. Currently there are no additional fees at this level of onboarding. Any future services that may require a fee will be specified in a separate agreement.

Project Agreement

PROJECT AGREEMENT

The items listed in the Project Requirements are considered what is needed to be performed during the onboarding process.

We formally agree on the requirements of this project as of _____
(date)

CUSTOMER APPROVAL

All parties below must provide a signature and date. Project Manager may override any signature in case of unresolved issues; agency will then be reprioritized and reviewed by project sponsors.

Agency Sponsor	Signature:	Date:
Project Sponsor	Signature:	Date:
Project Manager	Signature:	Date:

(add other columns as needed)