Schedule 12: Project Implementation and Payment Plan (PIPP)

1. Introduction

Document Scope

1.1 This Schedule 12 (PIPP) describes the implementation activities of the Customer's ERP project based on the Accenture Enterprise Services for Government (**AESG**) as a service and in addition provides the payment plan for the implementation of the Services.

1.2 Terminology used in this document to group activities is as follows:

(a) Stages – Major groups of activities with associated entry and exit criteria. There are five Stages planned. Stages 1-3 "Transition Preparation" activities creating the Core solution for all agencies. Stages 4-5 Transition In agencies onto the core solution, including migration of agency data and implementation of agency specific solution components (e.g. agency specific interfaces).

(b) Releases – For Stages 1-3, functionality has been grouped into releases of the Core solution. There are two Releases planned.

(c) Waves – For Stage 4 and 5 the Transition In of agencies has been grouped into Waves. There are two Waves planned; Wave 1 and Wave 2. Wave 1 has two deployments referred to in this document as Wave 1a and Wave 1b, and Wave 2 has one deployment referred to in this document as Wave 2 (refer Figure 1)

(d) Phases – The Contractor's methodology for Stages 1-5 uses the nomenclature of Phase to represent a group of activities e.g. in the Transition In methodology there is a Validate Phase in which all testing activities are carried out.

1.3 A Stage gate approach will be adopted in relation to proceeding from one Stage to another as set out below.

Stage Gate Approach

1.4 **Entry and Exit Criteria:** Each Stage will have entry and exit criteria as set out below:

(a) A Stage will be completed when all Deliverables for that Stage have been delivered and, to the extent a Deliverable is subject to Acceptance Testing, have been Accepted in accordance with the acceptance process described in section 12 of this PIPP (Acceptance Testing). The Acceptance Criteria for each Deliverable are defined in this Schedule 12 section 3.10 for Stages 1 to 3 and section 3.31 for Stages 4 to 5 ("**Stage Exit Criteria**"). Noting there are multiple Waves and Deliverables will apply to each Wave. Stages and Waves are shown in Figure 1.

(b) Once an Agency has achieved the go-live milestone (either during Stage 4 or 5), any termination for convenience of the ongoing Support Services in respect of that Agency in accordance with clause 25.3 of the Customer Contract will be subject to the notice periods set out in clause 12 of Schedule 13 (Additional Conditions).

2. Project Overview

2.1 The objectives of this project are to:

(a) Implement NSW Government's ERP Strategy which seeks to improve the quality and value for money associated with the provision of support and management for ERP services;

(b) Deliver SAP ERP capability as an Evergreen 'Software as a Service' solution to agencies;

(c) Consolidate disparate ERP processing applications across different divisions and clusters onto one common ERP solution;

(d) In addition to consolidation of the ERP processing applications, the Customer is planning to consolidate the number of applications integrating with the ERP, with these applications being defined by the Customer;

(e) Build on the experience NSW Government agencies and the Contractor have had with the existing AESG implementation (AESG 1.0) to evolve to the enhanced AESG implementation (AESG 2.0) which will provide increased consolidation onto one platform with stronger governance to ensure implementation of a standard NSW Government solution;

(f) Deliver the AESG Service to meet the requirements set out in RFT #145651 for ERP as a Service (ERPaaS) for the Customer including its divisional agencies and clusters as set out in this Customer Contract. The new ERPaaS will be a core ERP platform maintaining consistent enterprise structures along with supporting the shared service functions of Finance, Procurement and HR/Payroll; introduce and maintain standardised business processes in line with the NSW CSCJ (Corporate Services Customer Journey) Processes;

(g) Manage the risks associated with adopting an As a Service solution by using a staged implementation approach; and

(h) Ensure the risks associated with an As a Service solution are effectively managed by the established contract.

2.2 The Contractor will transition the Customer and the clusters from the existing ERP systems to the AESG Service and provide the Deliverables and Transition In Services as described throughout this Schedule. In this Schedule a reference to 'Onboarding', which is a term in the Contractor's methodology, has the same meaning as 'Transition In Services'.

2.3 The Customer and Contractor have defined the sequence of agency onboarding as shown in Figure 1.

2.4 AESG is a "mature enterprise-grade" ERP-as-a-Service offering which is based on the SAP S4/HANA Enterprise Resource Planning (ERP) solution. The existing AESG solution (AESG 1.0) will be evolved to next generation AESG solution (AESG 2.0) enabling increased consolidation on to one platform with enhanced functionality and stronger governance to support the implementation of a NSW Government standard solution. The new capability and functionality introduced with AESG 2.0 is detailed in the "Release Notes" section of Attachment 3-14 of the SLA. The term AESG in this document refers to AESG 2.0 unless otherwise stated as referring to the existing AESG (AESG 1.0). The SAP S/4HANA licenses are procured by the Customer, (see Customer Supplied Items in the GOF). It offers the

Customer a consumption based ERP service preconfigured on SAP S/4HANA, comprising the services listed below:

(a) Transition Preparation, Detailed Design and Smart Design establishing AESG Core Golden Client;

(b) Transition In;

(c) Ongoing Services;

(d) Solution Currency;

(e) Utility infrastructure (including disaster recovery provision);

(f) Security;

(g) Integration;

(h) Data Migration (optional); and

(i) Change management (optional).

2.5   Three methodologies will be used on the project as follows:

(a) Stages 1-3 – Accenture Delivery Methods (**ADM**)– SAP Core (Refer to section 3.6);

(b) Stages 4-5 – AESG Transition In Methodology (Refer to section 4.1); and

(c) Hybrid Agile Methodology – used to deliver reporting, analytics and user experience capabilities (Refer to section 3.20).

High Level Project Implementation Approach

2.6   The Customer's ERP project is a multi-year, multi stage scope of work, due to the size and complexity of the solution and Agencies to be onboarded onto the service.

2.7   The Customer and Contractor have conducted release planning via a number of workshops and have defined the sequence of agency onboarding as shown in Figure 1 and the cluster/agency abbreviations used in Figure 1 are listed below:
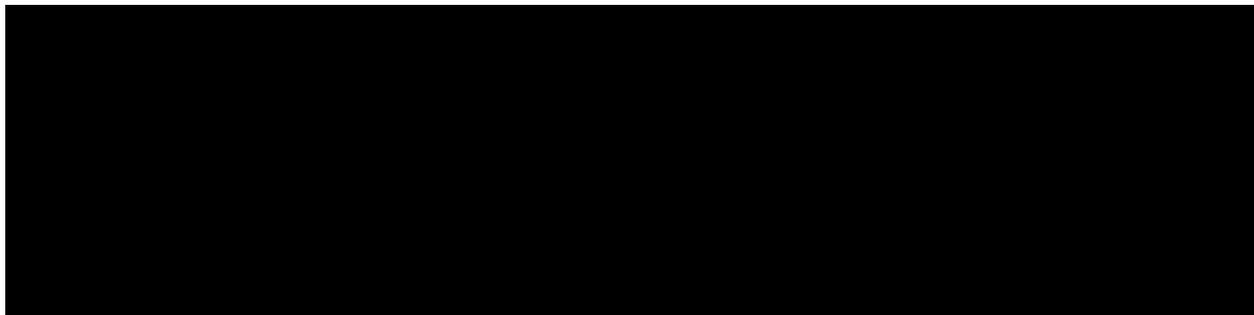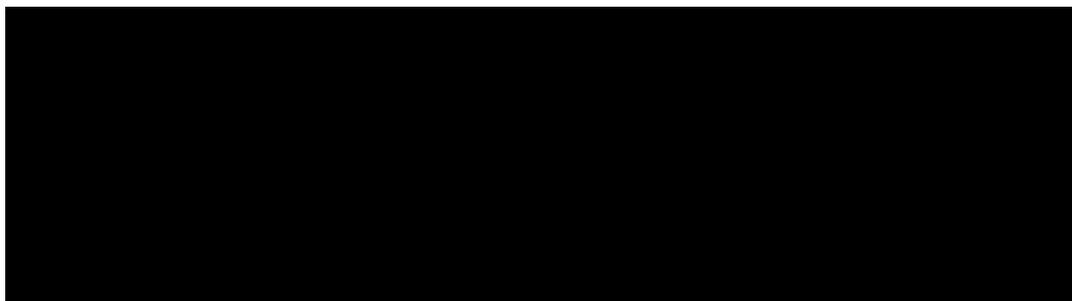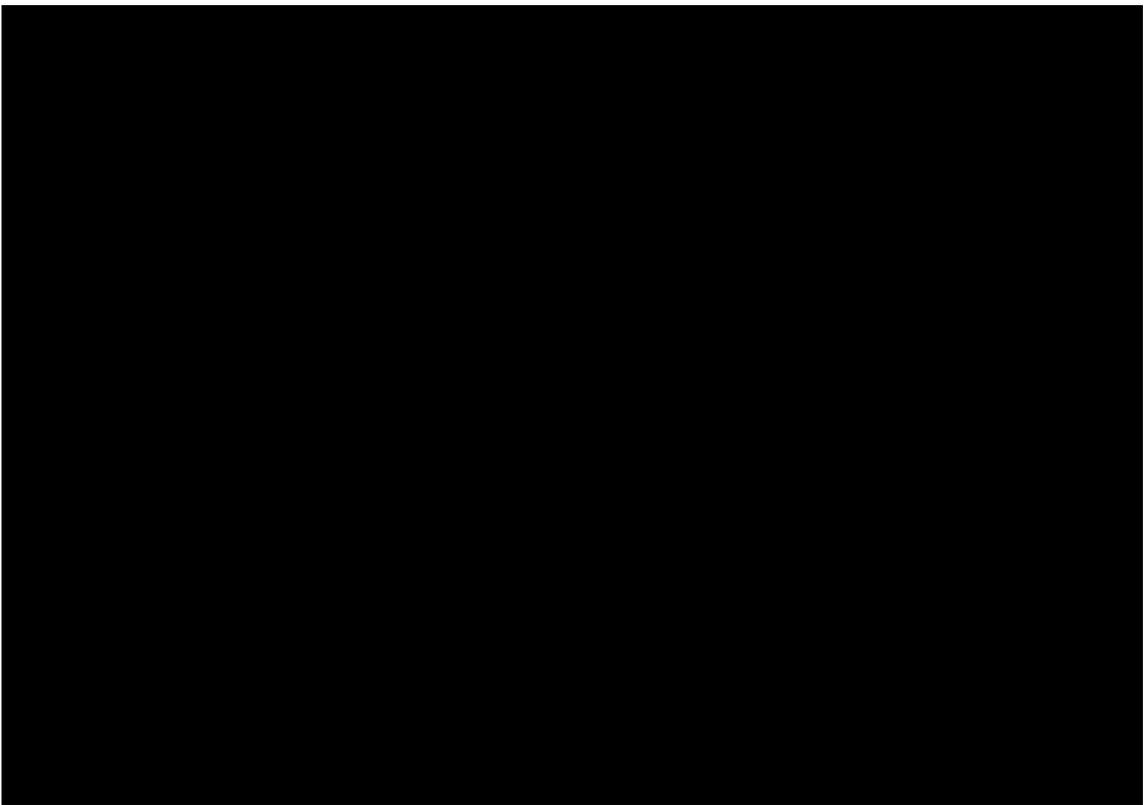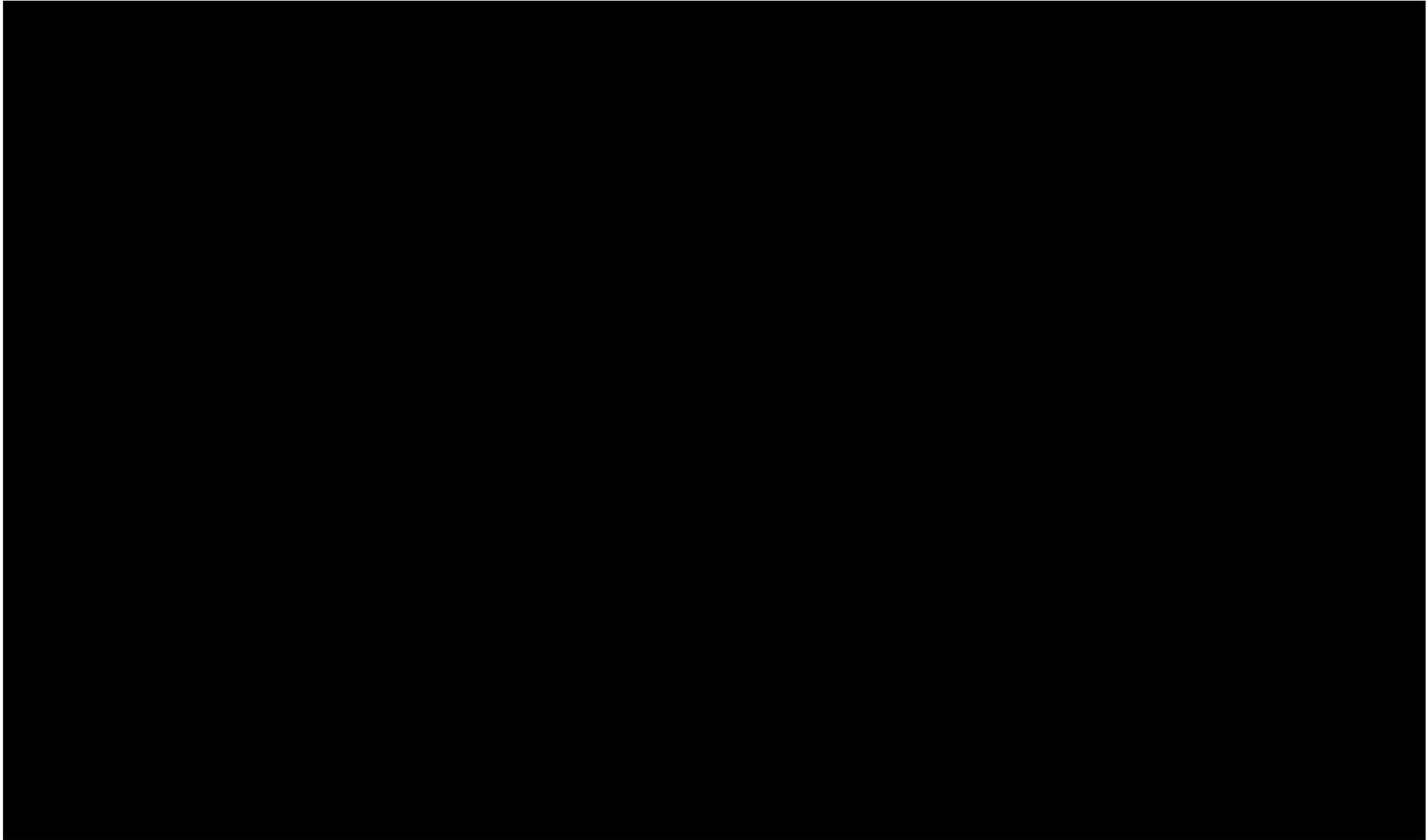
2.8　Stages 1 to 3 will be conducted twice to correspond to the two functional releases, defined as Release (a) for Wave 1 and Release (b) for Wave 2 as shown in Figure 1.

2.9　The principle of the Stage 1 to 3 Release (a) is to create the Core solution that can be adopted by all agencies and the subsequent iteration of Stages 1 to 3 for Release (b) will add specific functionality required by the Wave 2 agencies (e.g. Enterprise Asset Management and Flexible Real Estate Management (extended)).

2.10　The pricing and scope for all the Stages represents the price for these stages based on:

- the agreed services/scope or timelines as set out in this document including for onboarding of all agencies;
- all assumptions in the Customer Contract including as set out in Attachment 12-A Assumptions being correct; and
- all Customer Responsibilities as set out in this document and Schedule 1 General Order Form being performed without delay (including provision of CSIs).

2.11　For the avoidance of doubt:

(a) Any changes in scope or timeline to this Project will be managed as a Change Request and may impact pricing.

(b) Once an agency has [onboarded] to AESG 2.0, any existing AESG 1.0 contract will terminate in respect of that agency and all services for that agency will be performed under this Customer Contract.

(c) Customer's rights to terminate for convenience under clause 25.3 of the Customer Contract are limited to those circumstances set out in Schedule 13.

3.　Scope of Work

Transition Preparation: Stages 1, 2 and 3 – Release Planning, Smart Design (Stage 1), Development of Core Golden Client (Stage 2) and Product Validation (Stage 3)

3.1　The design of the AESG 2.0 solution will leverage the existing design from AESG 1.0 implemented for the MyHQ solution. The Contractor recognises the uplift required across a number of dimensions, including but not limited to: User Experience, Data and Taxonomy, and Analytics, while maintaining the core of the solution across Finance, Procurement and Human Capital Management. This principle is reflected in the approach detailed in Section 3.2below and related assumptions in Attachment 12-A.

3.2　Transition Preparation activities listed below will be conducted prior to the commencement of onboarding:

(a) The finalisation of outstanding design decisions for AESG Core and Common Components as defined in the Adopt and Adapt Principles documented in Schedule 3 Attachment 3-3: Service Definition. To facilitate the on-time completion of this activity, the Contractor will put forward a proposed design for all outstanding design decisions which will be adopted unless otherwise agreed to by both the Customer and Contractor. The review and approval of alternative design propositions by both the Customer and the Contractor will be completed within the Stage 1 time-frame. This approach will support the continued solution adoption underpinning Stage 1 to 3 and allow achieving an 85% reuse of the existing AESG design;

(b) The documentation of the high level design and detailed design of AESG;

(c) The definition of core taxonomy components; and

(d) The build of the reference AESG environment (Golden Client) to be leveraged by onboarding projects.

3.3 In this period, the Customer is responsible for conducting all business change management activities (Refer to section 4.87). For the avoidance of doubt, these activities are out of scope for the Contractor.

Release Planning

3.4 The project will be made up of a number of Releases to deliver the full scope of business process, application and Technical Architecture. The Release approach is summarised as follows:

(a) Release (a) – the Core solution that can be adopted by all agencies.

(b) Release (b) – Remaining capabilities specifically required for the agencies in Wave 2 e.g. Enterprise Asset Maintenance utilising SAP's Plant Maintenance capabilities.

(c) The release scope has been defined by the Customer and Contractor based on the following principles:

    a. No agencies go backwards (i.e. that the agencies do not go backwards from the current functionality available to them in their ERP systems as defined in the Corporate Services Customer Journeys);

    b. No migration of technical debt;

    c. Core capabilities must be in place up-front and this includes:

        i. Core user experience capabilities (set out in Attachment 3-14)

        ii. Core reporting and analytics capabilities (set out in Attachment 3-14)

        iii. Core integration capabilities (set out in Attachment 3-14) and API patterns

    d. Once core user experience, reporting and analytics capabilities are in place, there will be continuous, iterative drops of features (e.g. dashboards/views/apps); and

    e. Agency specific capabilities will be designed and setup in the Golden Client in time for their specific onboardings (e.g. Enterprise Asset Management (Asset Lifecycle Management) only needed for Stage 5 onboardings) as a follow-on from the Smart Design and Golden Client setup.

(d) Refer to Table 1: Release (a) Scope and Table 2: Release (b) Scope.

Release (a) – High-Level Summary

Domain	Capability	User Experience	Reporting & Analytics	Onboarding Agencies[2]
Finance	- Enterprise Structure & Core Taxonomy - General Ledger - Cash Management & Banking - Accounts Payable - Accounts Receivable - Fixed Assets - Project Accounting - Budgeting & Forecasting - Period End Closing & Consolidation	- Fiori 3.0 user experience with apps enabled as per Attachment 3-14 AESG Product Definition, section 3.6 User Experience (UX) for Stage 4 - A UX Pilot using SAP Cloud Platform is planned for Wave 1 and post successful deployment of that pilot capability, the User Experience for subsequent releases and waves will utilised the SAP Cloud Platform Capability	- QM (Query Manager) - S/4HANA Embedded Analytics - SAP Business Warehouse (BW) - SAP Analytics Cloud (SAC) - Refer Attachment 3-14 AESG Product Definition, section 3.4 Reporting and Analytics for further detail	██████████

Domain	Capability	User Experience	Reporting & Analytics	Onboarding Agencies[2]
Procurement	• Enterprise Structure & Core Taxonomy • Procurement Data Management • Contract Management • Request to Purchase • Purchase Order Processing • Procurement Workflow • Receipt of Goods & Services • Goods Issue • Supplier Invoice Processing	• As above	• As above	

HCM	• Enterprise Structure & Core Taxonomy
	• Establishment Structures & Personnel Data
	• Time Entry, Leave and Evaluation
	• Payroll
	• Self Service
	• HCM tools:
	  o Organisation Visualisation
	  o Work Schedule Automation
	  o Payroll Control Centre
	  o Variance Monitor
	  o Paylock
	  o Paymail
		• As above	• As above	

| Domain	Capability	User Experience	Reporting & Analytics	Onboarding Agencies[2]
Real-estate Management	• Flexible Real Estate Management (Foundation)	• As above	• As above	███████

Release (b) – High-Level Summary

Note: Additional capabilities implemented in Release (b) are denoted with an asterisk (*) and have been highlighted in bold font.

Domain	Capabilities	User Experience	Reporting & Analytics	Onboarding Agencies[2]
Finance	• Enterprise Structure & Core Taxonomy • General Ledger • Cash Management & Banking • Accounts Payable • Accounts Receivable • Fixed Assets • Project Accounting • Budgeting & Forecasting • Period End Closing & Consolidation	• Fiori 3.0 user experience with apps enabled as per Attachment 3-14 AESG Product Definition, section 3.6 User Experience (UX) for Stage 5	• Reporting & Analytics will be done under separate stream in an agile manner from start Stage 5 onwards	███████

Domain	Capabilities	User Experience	Reporting & Analytics	Onboarding Agencies[2]
Procurement	• Enterprise Structure & Core Taxonomy • Procurement Data Management • Contract Management • Request to Purchase • Purchase Order Processing • Procurement Workflow • Receipt of Goods & Services • Goods Issue • Supplier Invoice Processing	• As above	• As above	

HCM	• Enterprise Structure & Core Taxonomy
	• Establishment Structures & Personnel Data
	• Time Entry, Leave and Evaluation
	• Payroll
	• Self Service
	• HCM tools:
	   o Organisation Visualisation
	   o Work Schedule Automation
	   o Payroll Control Centre
	   o Variance Monitor
	   o Paylock
	   o Paymail
		• As above	• As above	

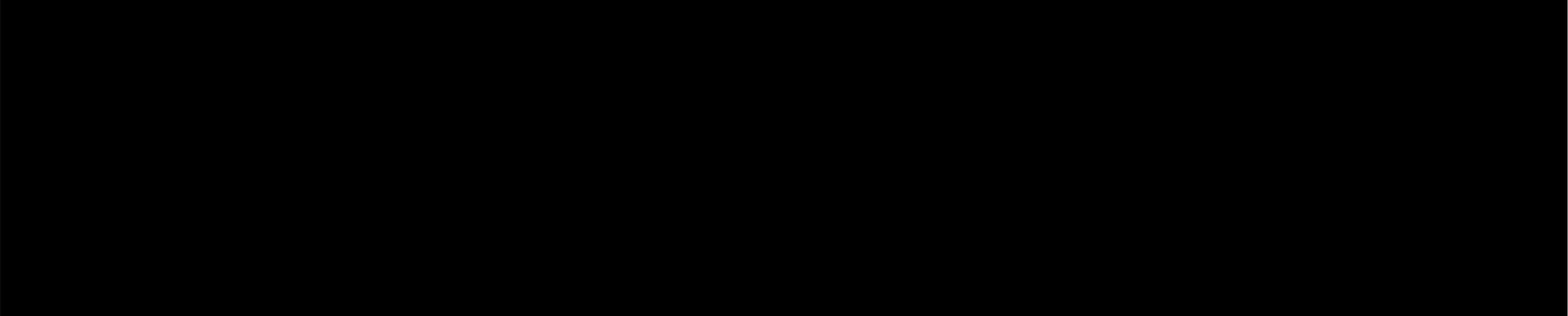| Domain	Capabilities	User Experience	Reporting & Analytics	Onboarding Agencies[2]
	○ Data Sync Manager			
Real-estate Management	• **Flexible Real Estate Management (extended capabilities from Stage 4 required for Stage 5)***	• As above	• As above	███████████████
Enterprise Asset Management	• **Enterprise Asset Management***	• As above	• As above	███████████████

Table 2: Release (b) Scope
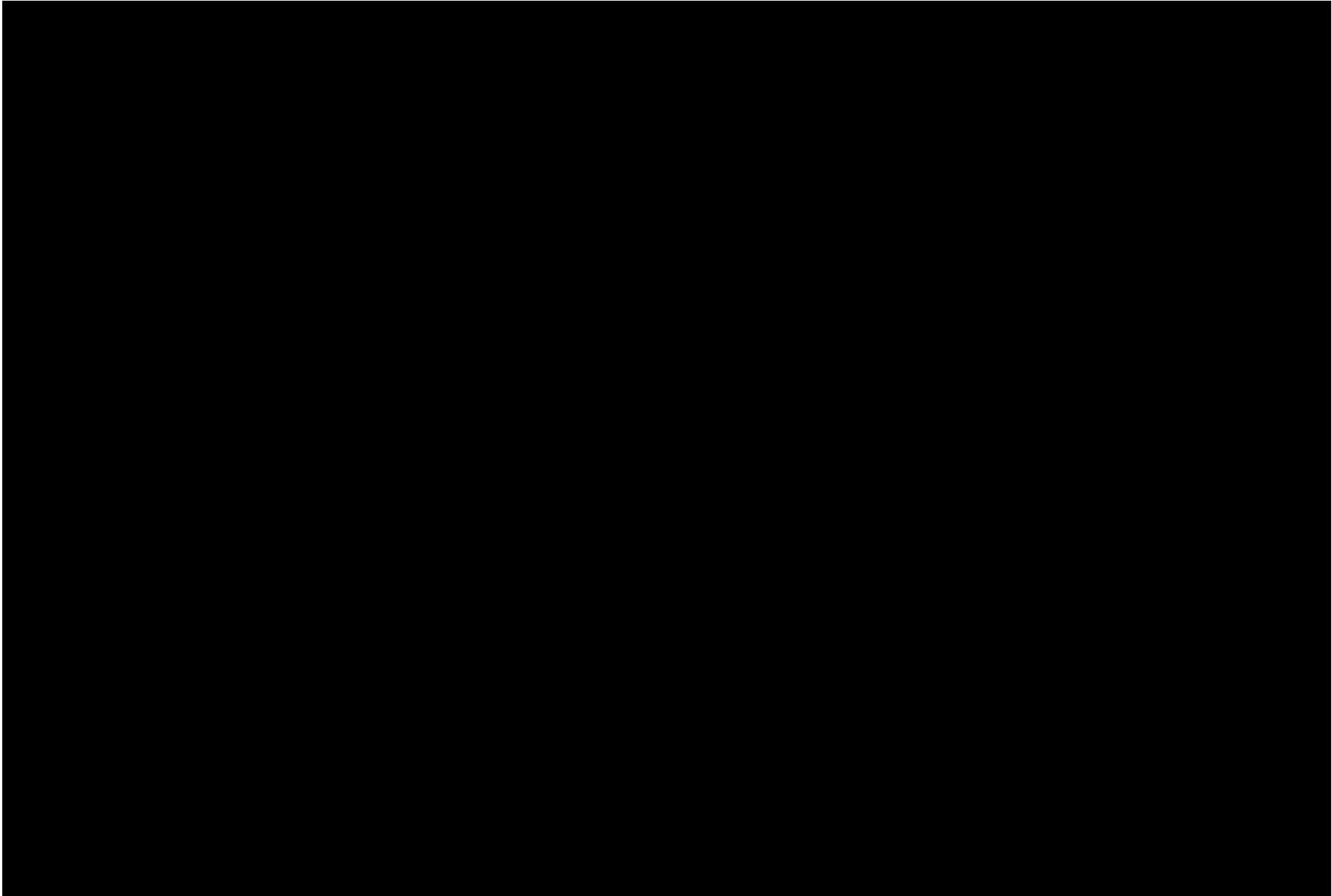
Table notes:

1.   Refer to Attachment 3-7 RICEFW List for the list of APIs and integrations in scope with Core/Common systems.

Further detail on the business process, application and technical architecture components in scope for Release (a), Release (b), Stage 4 and Stage 5 is provided in the following attachments:

(e) Attachment 3-14 – AESG Base Services

(f) Attachment 3-15 – AESG Supplementary Services

(g) Attachment 3-16 – AESG Additional Services

(h) Attachment 3-6 – CSCJ Processes

(i) Attachment 3-7 – RICEFW (Reports, Interfaces, Enhancements, Forms and Workflows) List

(j) Attachment 3-8 – SAP and Related Licenses

(k) Attachment 3-9 – Data and Taxonomy

(l) Attachment 3-13 – Application Security Role Matrix

The above documents will be updated on completion of each Release and Wave.

3.5 During the project preparatory activities that have been conducted to-date, a series of decisions have been identified in the Technology, Finance Design and HR (Human Resources) Design streams being run by the Customer with support from the Contractor and other parties such as SAP. These decisions are being worked through in decision papers and the recommendations are going to the steering committee (i.e. the Client Council / Program Board) for approval. The Contractor has taken an assumed position for the AESG Product Definition for each of these decision papers as per Table 4. Once the decision paper recommendations are finalised and endorsed by the Client Council / Program Board, the Contractor will conduct an impact assessment on the AESG Product Definition and Stages 1-5 onboarding schedule and any variations will be managed through a Change Request under Schedule 4 (Variation Procedures).

The "Scope Change To be Assessed During Stage 1" column in Table 4 contains the decision paper recommendations so far approved by the Client Council / Program Board that are different to the assumed position for the AESG Production Definition taken by the Contractor. The activity identified in the column will be undertaken as part of Stage 1 to assess the impact of the difference on both the implementation and run solution scope. For the avoidance of doubt, the recommendations in the below table are non-exhaustive and further recommendations and activities may be added as decision paper recommendations are approved by the Client Council / Program Board. Any changes to implementation, run solution scope and pricing as a result of the Stage 1 assessment will be made through a Change Request under Schedule 4 (Variation Procedures).
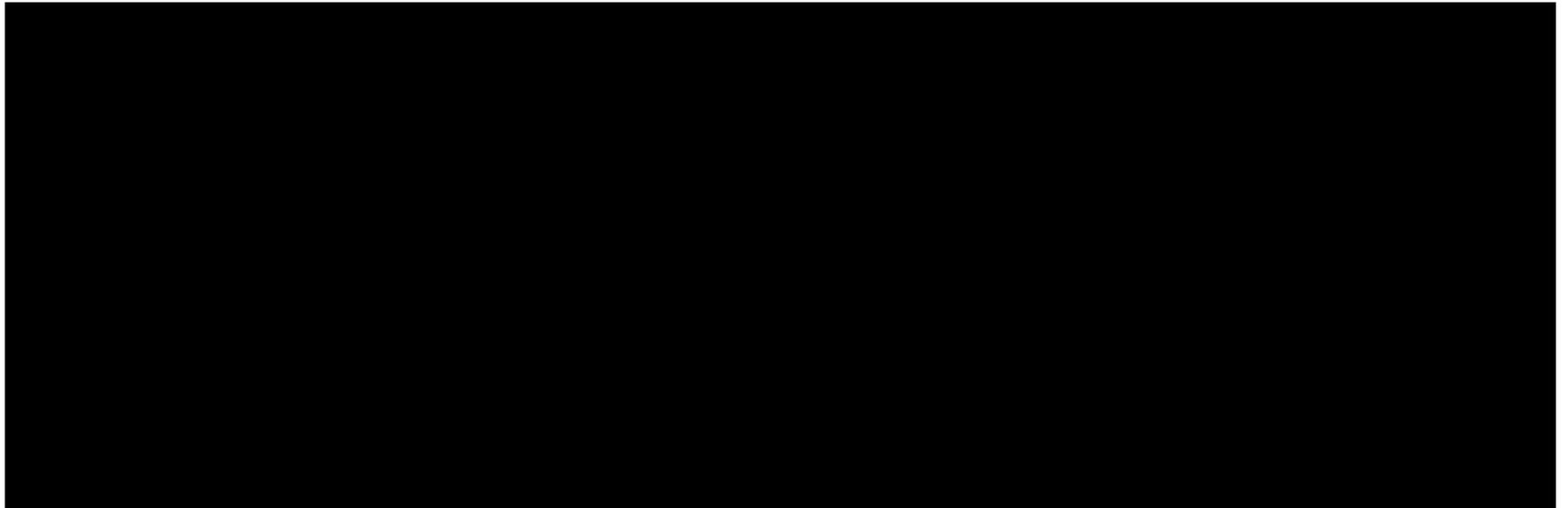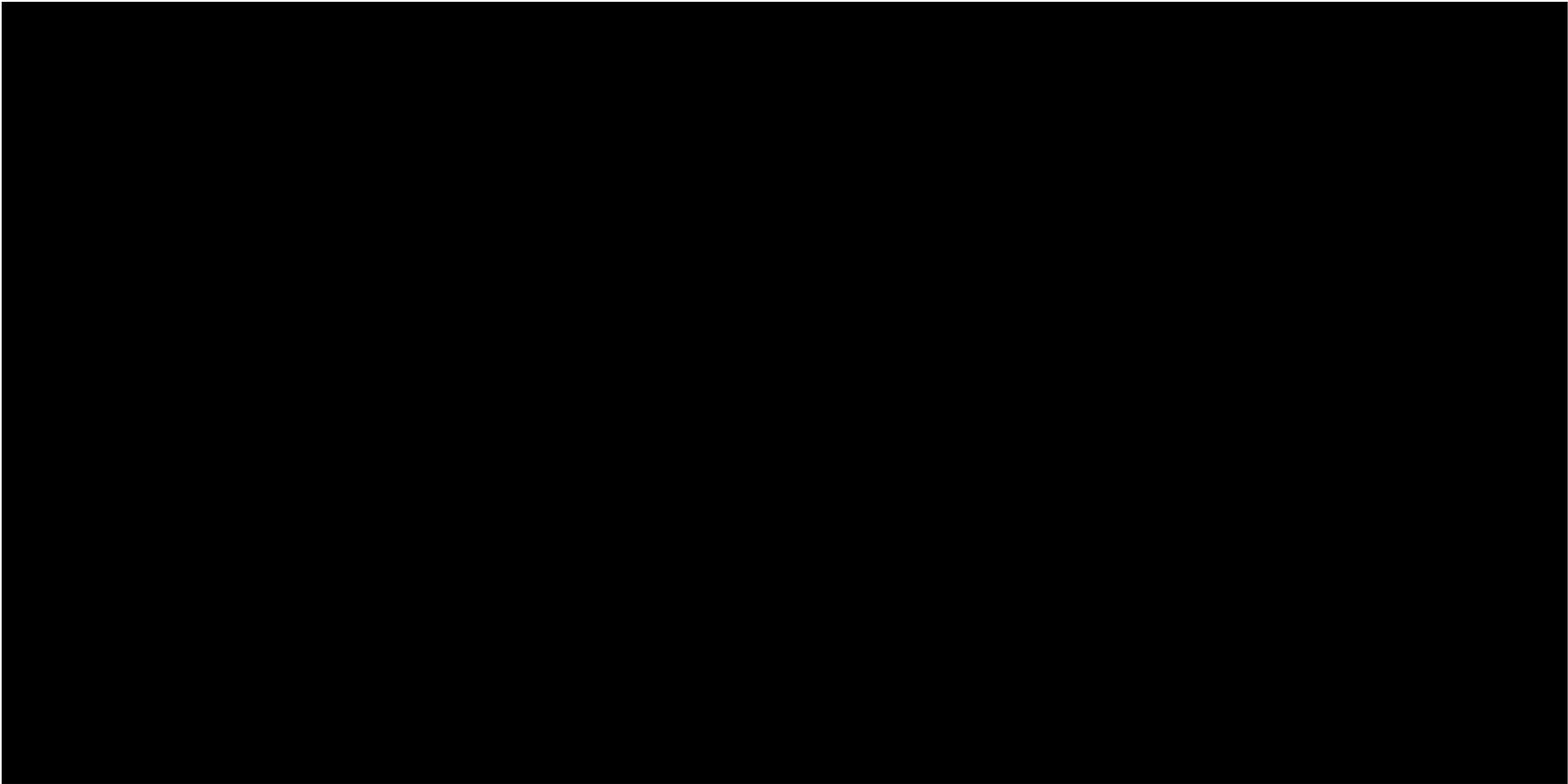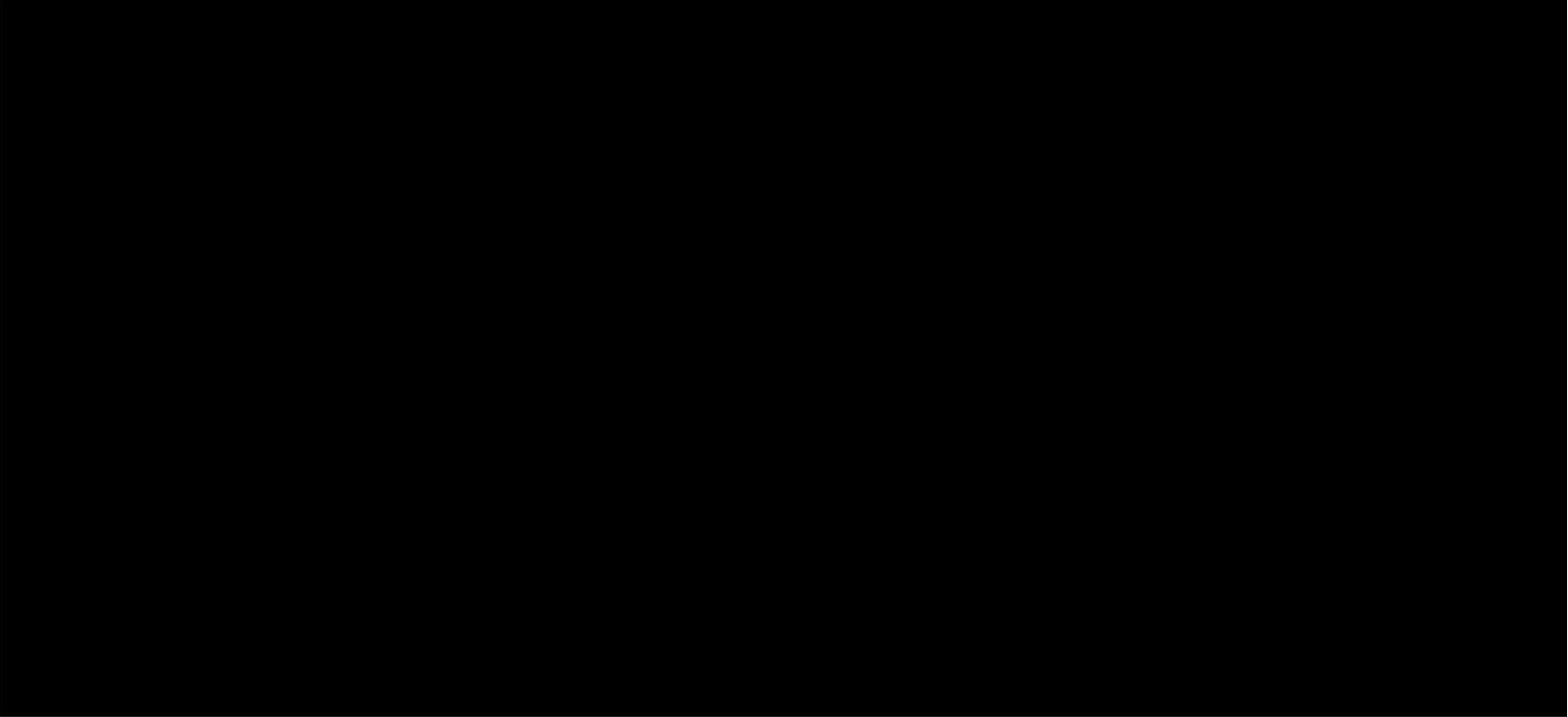
Methodology

3.6 Accenture Delivery Methods (**ADM**) for SAP – Core as shown in Figure 2 will be used as the basis for the Stage 1-3 methodology and will guide the activities and deliverables used throughout the Stages.
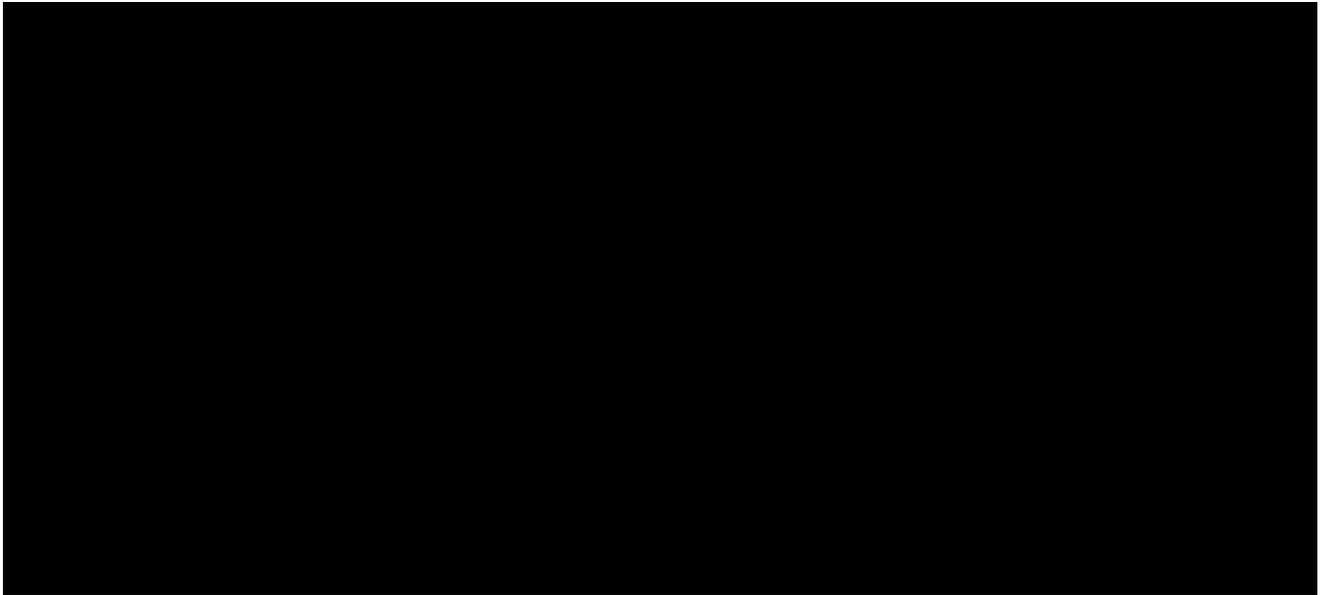

Figure 2: ADM for SAP - Core

The focus of Stages 1 to 3 is to design, Build and test the Core solution that will be adopted by all agencies, hence in Figure 2. the Deploy activities are not in scope. This is because Stages 4 and 5 are the Stages through which the Core solution and agency specific configuration, taxonomy, interfaces and migrated data are brought together, tested and deployed following the AESG Onboarding Methodology (Refer 4.1).

For Stages 1 to 3, the Plan and Analyse activities will be used to conduct release planning which will validate the scope for each Release being Releases (a) and (b) and develop the Stages 1 to 3 Project Plan for each release.

As the project has already undertaken preparatory activities, the ADM activities for the Plan and Analyse phase are complete for Release (a).

For Release (b) the same methodology will be followed, however some activities from Plan and Analyse will need to be conducted before commencing Design and Build, to confirm Release (b) scope closer to the time of Stages 1-3 commencing for that Release (e.g. confirming the enterprise asset management and (extended) flexible real estate management scope). The conduct of Plan and Analyse activities to confirm Release (b) scope will be conducted at the beginning of Stage 1 for Release (b).

As highlighted in Figure 2, the ADM phases of Design, Build and Test provide the framework for the key activities and deliverables to be under-taken for Stages 1-3 with the focus being to design and build the Core capabilities required for each Release, which in turn creates the Smart Design (Stage 1) and Golden Client (Stage 2) that can be verified by the Customer via Product Validation (Stage 3) and then becomes the basis for Stage 4 and 5 where agency

specific data, taxonomy and adapt items (e.g. system integrations) are designed, built, tested (e.g. systems integration test, parallel payroll test, User Acceptance Test) and deployed.

The Smart Design and Golden Client will be developed using a smart greenfield approach whereby a new SAP S/4HANA Enterprise Management system will be used as the basis and relevant enterprise structure, business process configuration and RICEFWs (developments) will be harvested from existing SAP systems in the clusters, with the assumption that the existing AESG design can be 85% re-used (as per section 3.2) as the basis.

Given the approach of a smart greenfield and high re-use of the existing AESG design, an iterative approach for Stages 1 and 2 is planned whereby Smart Design (i.e. design) and Golden Client (i.e. build) activities will be done in parallel via a series of iterations as shown in the Stages 1-3 High-Level Plan in Figure 3. Note: the detailed Project Plan is in Attachment 12-C.
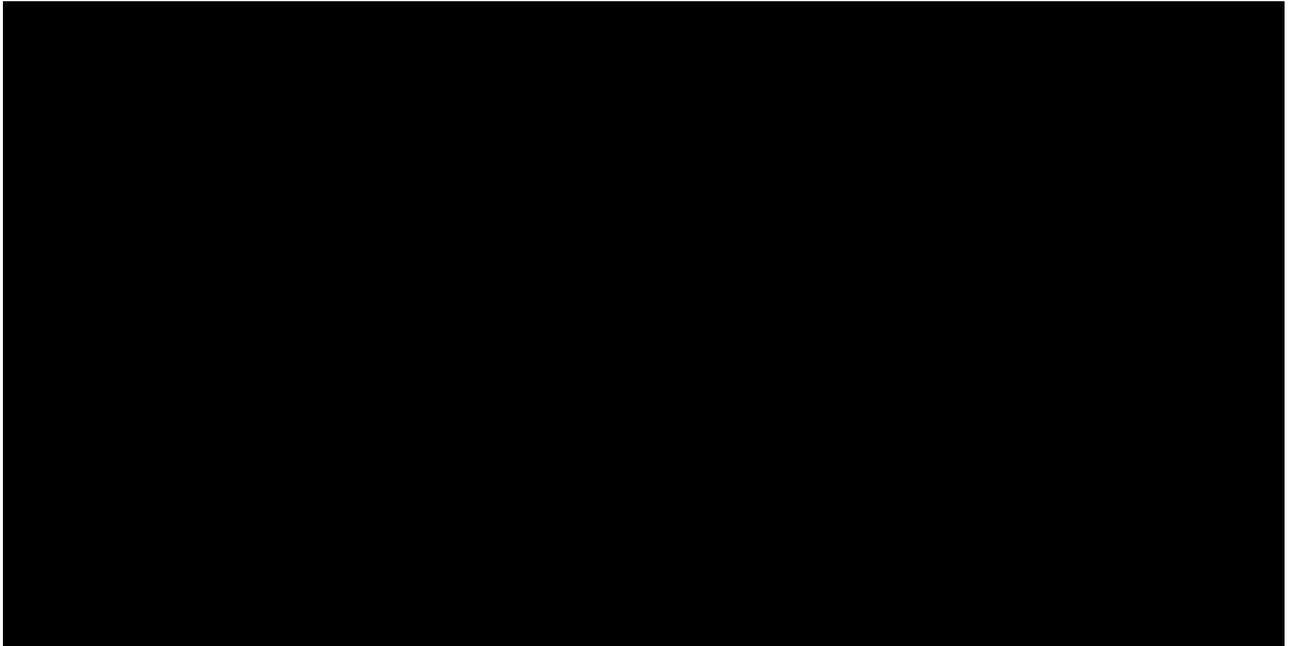
Figure 3: Iterative Approach for Stages 1-3

The objective for each iteration is summarised below:
- Iteration 0 – Mobilise project, finalise key decisions that impact product architecture and scope, and finalise the enterprise structure.
- Iteration 1 – Walkthrough BPDs (Business Process Design) documents and gain feedback on the "first draft" of each capability area which will in turn provide the input to the base configuration of the Golden Client. Refer to Table 6 for a list of the BPDs. As the Golden Client will not be available for this iteration, as it is being commissioned in parallel, system demonstrations will be conducted using existing AESG systems and SAP demonstration systems for new solution components (e.g. SAP PPM – Portfolio and Project Management).
- Iteration 2 – Walkthrough the Golden Client Design (**GCD**) and for each L3 process showing the system capability and configuration, along with reviewing the BPD documents and updates made from Iteration 1. Focus of this iteration will be on the user experience and finalising any open design items.

- Iteration 3 – Final walkthrough of the Golden Client Design, showing the ARIS process models for L4 and where relevant L5, the final BPDs and system demonstrations based on a "mock up" set of data for the business scenarios and cross functional capabilities as per Table 7.

In parallel with the iterations that complete the detail required in the BPDs, the Golden Client build in the SAP S/4HANA development environment will be progressed. The principle of what is setup in the Golden Client is as follows:

- Global configuration - Taxonomy and configuration that is core (i.e. needs to be the same) across all agencies (e.g. Chart of Accounts, Chart of Depreciation, Payment Methods).
- Reference configuration – Taxonomy and configuration for patterns (e.g. a company code that is an employing entity) that can then be used as a reference for when individual agency company codes are setup in Stages 4 and 5.

On completion of the final Golden Client Design walkthroughs, the preparation for Stage 3 Product Validation will commence. The Customer and Contractor have defined the principles for Stage 3 as follows:

- Stage 3 will be used to validate the Golden Client designed and established through Stages 1 and 2.
- The scope of Stage 3 will be aligned to Stages 1 and 2 scope. Validation of features delivered as part of Stage 4 and 5, such as interfaces with agency specific systems, will occur during the corresponding Stage.

The scope of testing for Stage 3 Product Validation is as follows:

- The product validation will cover two categories of testing:
  - Risk based approach for testing of CSCJ processes (e.g. those processes with highest degree of change and/or complexity)
  - Selected testing of cross-functional scope (e.g. Reporting and Analytics, and Security) based on Golden Client scope
- Risk based testing is an approach prioritising the business processes with the highest degree of change and/or complexity. The Contractor has performed a review of the CSCJ processes and identified a list of sub-processes to testing. Refer Table 7.
- The list of scenarios will be reviewed as part of Stage 1, Iteration 2 of the GCD walkthrough and the expected outcome for each test scenario will be documented in Stage 3 as part of the test script preparation for each scenario and will be agreed with the Product Guardians.
- For cross-functional features, product validation will focus on the elements of the solution available at the time of Stage 3, in particular: standard Fiori 3.0 user experience, reports and sample security roles.

The approach for testing for Stage 3 Product Validation is as follows:

- A small sample size of integrated data per object will be manually loaded to support Product validation testing.
- The Product Validation Test scenarios will be executed by the Contractor alongside the Customer's Central Team and Business Subject Matter experts. The Customer's Central Team will sign-off on the product validation outcome.
- Entry criteria for Stage 3 will include:
  - Test scripts completed and accepted by the Customer based on the agreed Acceptance Criteria
  - Business Process Design documents have been signed off by the Customer
  - All design/decision papers have been endorsed

- Taxonomy objects confirmed and documented
- Stage 2 build activities completed
- Exit criteria for Stage 3 will be execution of the test scripts against the agreed expected results (i.e. that the actual results match the expected results).
- The Customer and Contractor have agreed the time-frame for PVT execution for Release (a) will be four weeks in duration.

Work Streams

As shown in Figure 3 there are multiple work streams that need to run in parallel and given the integrated nature of the project, where the Customer and Contractor will work together for each of the work streams, a summary of the key responsibilities for the Contractor and Customer are shown in Table 5.

Work Streams	Contractor Responsibility	Customer Responsibility
Program & Project Management	• Leading and managing Contractor activities following ADM SAP – Core methodology for project mobilisation, governance, management and measurement • This includes defining and maintaining the Contractor's project plan as an input to the overall integrated project plan defined and maintained by the Customer	• Leading the overall program of work, which includes defining and maintaining the overall integrated project plan • Leading and managing Customer activities, including engaging and managing 3rd party activities (e.g. 3rd party's such as SAP)
Application Architecture	• Leading the application design and build, following ADM SAP – Core methodology, for the application scope as defined in Attachment 3-14 AESG Product Definition	• Leading the application design and build for the Core/Common applications supplied by the Customer
Technical Architecture	• Leading the design and build following ADM SAP – Core methodology, for the Technical Architecture covering both non-production and production environments for the application scope defined in	• Leading the Technical Architecture for the Core/Common applications supplied by the Customer • Working with the Contractor to integrate the AESG Product into the Customer's ICT landscape (e.g.

	Attachment 3-14 AESG Product Definition	establishing network connectivity and application integration between AESG and the Core/Common systems supplied by the Customer)

Table 5: Work Stream Responsibilities

Activity Scope

Overview – Stages 1-3

3.7 Below are the scope activities to be conducted for Stages 1, 2 and 3:

(a) Project Mobilisation – establish project management structures and processes:

    a. Creating a Project Management Plan (**PMP**) for Stages 1 to 3;

    b. Defining the Project Plan for Stages 1 to 3;

    c. Establishing Project Governance (governance processes and forum, status reporting cadence and format, risk and issue management, deliverable tracker); and

    d. Confirm design documentation standards for Business Process Design documents (**BPDs**), Process Models, Configuration Rational Documents (**CRDs**) and Functional Design Documents (**FDDs**).

(b) Product Definition – finalise product scope:

    a. Finalise decision papers, gain Client Council / Program Board endorsement (Customer responsibility) and assess impact of decision paper recommendations on AESG Product Definition (as per Table 4).

(c) Enterprise Structure Definition – finalise SAP Enterprise Structure:

    a. Finalise decision papers, gain Client Council / Program Board endorsement (Customer responsibility) and update Enterprise Structure BPDs.

(d) Business Process Design – Conduct Iteration 1 – BPD walkthroughs which will cover:

    a. Walkthrough Enterprise Structure

    b. Review level 0-3 ARIS processes, identify any gaps

    c. Review draft BPD (Business Process Design) documents

    d. Discuss and agree on best solution/s to harvest process design from (AESG 1.0 – MyHQ, Sport Agencies, JSAP/OneSAP)

    e. Review RICEFW inventory

    f. Review Fiori app list based on apps available for S/4HANA Enterprise Management version 2020

    g. Identify any needs for custom developed Fiori apps

    h. Identify open design decisions requiring activities to finalise

i. Review and agree on "mocked up" data set to be used during Golden Client Build and system demonstrations

(e) Business Process Design – Conduct Iteration 2 – GCD walkthroughs which will cover:

    a. Recap on Enterprise Structure

    b. Recap on open items from Iteration 1 walkthrough and actions taken to address open items (e.g. decisions made)

    c. Commence walkthrough of processes based on Golden Client setup

    d. Where Golden Client setup is complete, processes will be demonstrated on SAP S/4HANA and associated solutions/tools (e.g. Paymail, Paylock)

    e. Run through updates to BPD documents since iteration 1 and gain feedback

    f. Run through process models and gain feedback

(f) Business Process Design – Conduct Iteration 3 – Final GCD walkthroughs which will cover:

    a. Recap on open items from Iteration 2 walkthrough and actions taken to address open items (e.g. decisions made)

    b. Walkthrough of deliverables and work products:

        i. BPDs (Business Process Design documents)

        ii. Configuration design documents

        iii. Process models

        iv. RICEFW inventory

    c. Conduct system demonstrations for business scenarios and cross functional capabilities (Refer to Table 7)

(g) Cross Functional Solution Design – Documentation of cross functional solution definitions (User Experience Solution Design, Security Solution Design, Data Governance Solution Design and Reporting and Analytics Solution Design, and Technical Architecture Design documents) and the approach for developing these documents is as follows;

    a. For each of the above documents there is a Contractor lead and a Customer Lead / Technical Architect for the topic area (e.g. the Customer Solution Lead for Security for the Security Design document, the Customer Technical Architect for the Technical Architecture Design document)

    b. The Contractor will commence with an initial draft of the document and share with the relevant Customer Solution Lead / Customer Technical Architect to gain feedback on scope, content and determine contributors (e.g. Customer SMEs - subject matter experts)

    c. The Contractor will continue to build out content to go into the document via discussions with the relevant Customer Solution Lead / Customer Technical Architect and contributors, to further the detail captured in the document

    d. Throughout the course of developing the document the Contractor and Customer Solution Lead / Customer Technical Architect will agree on the approach for reviewing content in the document e.g. via a mix of one-on-one reviews between the Contractor and Customer Solution Lead / Customer

Technical Architect and also sessions with a broader audience (e.g. Customer SMEs)

e. The Contractor will present the final version of the document to the Customer Solution Lead / Customer Technical Architect for final review and approval

(h) Application Security Design – Application security will be designed as part of Stages 1-3 and will be built during Stages 4 and 5 as per the below sequence of activities:

a. The overarching design document for application security will be the Security Solution Design document which will be defined during Release (a). The Security Solution Design document will cover the high-level design of the security components of SAP IDM (Identity Management) and SAP GRC (Governance, Risk and Compliance) for the SAP solution components as outlined in Attachment 3-14 Section 3.8 Security.

b. As the Customer is taking a greater level of responsibility for application security in AESG 2.0, compared to AESG 1.0, there are a substantial number of inputs that the Customer is responsible for supplying to the Contractor, which will make up the final deliverable of the Application Security Role Matrix - these inputs are documented in Section 8 Customer Supplied Items (CSI).

c. The Application Security Role Matrix (full document name is Schedule 3 SLA Attachment 3-13 Application Security Role Matrix) will be defined during Wave 1. The Application Security Role Matrix will list the business roles that are to be setup in SAP GRC BRM (Business Role Management) and a mapping to the SAP technical roles known as single and composite roles. The combination of business roles mapped to single and composite roles provides application security access to an employee through their position.

d. The Security Role Matrix will be updated in Wave 2 as role definitions are updated to accommodate the additional functionality in that wave (e.g. Enterprise Asset Management). The Security Role Matrix will be the single source of truth for documenting the application security, throughout the project and also for BAU (business as usual) operations.

e. For the build and test of application security, for Stage 3 Product Validation Test sample roles will be available to demonstrate user and role provisioning. The complete role build and testing will be done as part of Stages 4 and 5.

f. ARIS is the source of truth for mapping business processes to enterprise business roles to business activities.

(i) User Experience Approach and Assessment – A set of activities will be carried out to complete an assessment of the user experience to determine the potential need for customisation of the user experience. The approach for the user experience assessment is described below in Section 3.9. Following on from the assessment, should customisation of the user experience be required, the customisation will be conducted following a Hybrid Agile Methodology as described in Section 3.21.

(j) Reporting and Analytics foundation – During Stages 1 to 3, the Contractor will develop a foundation capability for Reporting and Analytics. The foundation includes the following Reporting and Analytics technologies:

a. Query Manager (QM) in S/4HANA

b. SAP S/4HANA ABAP Reports in S/4HANA

c. SAP S/4HANA Embedded Analytics in S/4HANA

      d.   SAP Business Warehouse (BW) with SAP Business Objects including Analysis for Office as the user experience for SAP BW

      e.   SAP Analytics Cloud (SAC)

The Reporting and Analytics foundation will be delivered following a waterfall style of approach during Stages 1 to 3 with the focus being the establishment of Reporting and Analytics governance, integrating the technologies (e.g. SAP S/4HANA integrating to SAP BW and SAP Analytics Cloud) and delivering useful SAP business content (out of the box).

Once the Reporting and Analytics foundation is in place, the Hybrid Agile Methodology as outlined in Section 3.21 will be followed to deliver further Reporting and Analytics features (e.g. additional SAC dashboards).

For Stage 3 PVT the Reporting and Analytics foundation will include two key activities to focus on as a measure of success:

Integration of the SAP Reporting and Analytics tools across.   the NSW Government landscape:

      f.   Integration will demonstrate the connection and flow of data of the Reporting and Analytics tool to the source systems (BW/4 & S/4)

      g.   Integration will show web enabled reports presented in the Fiori Launchpad

Report tool features, including disposable example content report:

      h.   For transaction style reports (not dashboards or aggregated), standard report features can be assessed using a small test set of data

      i.   For aggregation or dashboards style reports, some features will be difficult if not impossible to test.

      j.   For best results, the hand crafted data would be created on a data extract from an existing cluster.

(k) Build and Unit Test of the Core Golden Client – build and unit test will be conducted for the following solution components:

      a.   SAP S/4HANA Enterprise Management (i.e. S/4HANA ERP)

      b.   SAP BW and SAP Analytics Cloud (SAC) for the Reporting and Analytics foundation

3.8   The following items are out of scope for Stages 1 to 3:

(a) Integration with Customer supplied Core/Common systems (e.g. BlackLine)

(b) Integration to Customer's retained / legacy ERP or non-ERP systems (e.g. Line of Business systems)

(c) Setup of cluster / Agency specific configuration / taxonomy / adapt items, with the exception of the two agencies, Sport Agencies and Resilience NSW, whose taxonomy will be setup and used to load data against for testing during Stage 3 Product Validation

The above items will be under-taken as part of the activities in Stage 4 and 5.

User Experience Approach and Assessment

3.9 A Human Centered Design (**HCD**) Framework will be used for user experience activities as illustrated in Figure 4: Human Centered Design (HCD) Framework below.
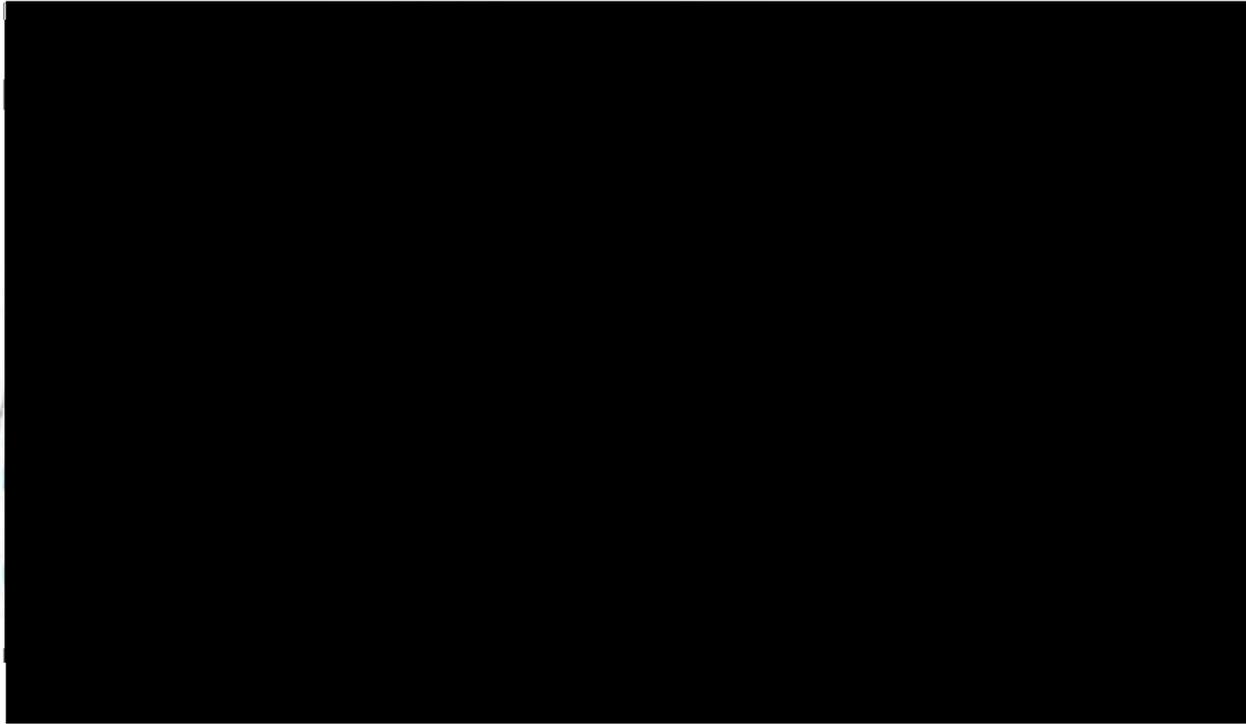
Using the HCD Framework, the Contractor and Customer have defined an approach for assessing the user experience and determining where customisation is required. This approach is illustrated in Figure 5 and described in further detail below.
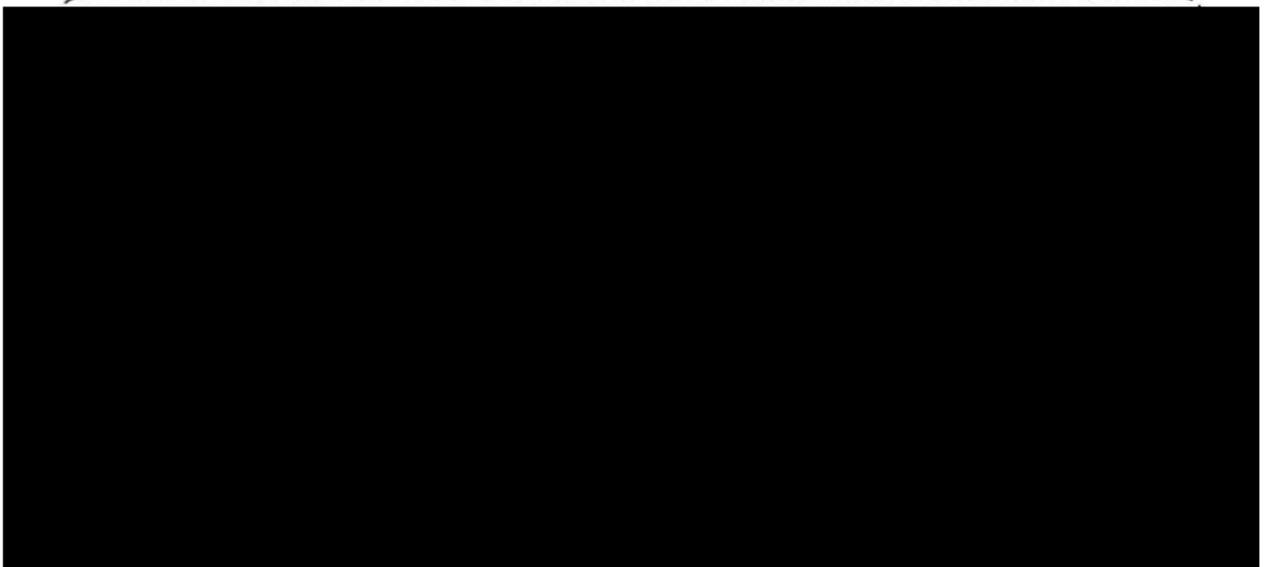
Following the numbers in Figure 5 on each activity is outlined below:

Discover – Activity 1

This activity has already been completed by the Customer and an output of this activity is the following:

- The Customer has defined the CX Design Principles including CX Goals, Indicators and Success Measures for the ERP 2.0 Program and this will be used as an input to define the ERP 2.0 UX Principles and Strategy.

Discover – Activity 2

This activity will comprise of the following sub-activities:

- The Customer will define ERP 2.0 UX Principles and Strategy. The principles and strategy will cover the ERP 2.0 Program scope and will be used by all teams working on user experience across the program to create a consistent user experience across technologies. For example, the ERP 2.0 UX Principles and Strategy will be used by the Contractor as an input to defining the user experience approach for the AESG solution components and will be used by other parties responsible for ERP 2.0 solution components such as BlackLine and ServiceNow.

- The Customer will complete mapping for the Corporate Services Customer Journeys, noting that 7 of the 8 Customer Journeys are relevant to the Contractor's scope (Enquire to Resolve is not in the Contractor's scope).

- The Customer will complete research on the Customer Journeys and collate information such as the volume and frequency for the pain points identified in the Customer Journeys (e.g. number of users experience pain points).

- The Customer will create a prioritisation matrix which will identify the key user experience interactions to be measured based on the following evaluation criteria:
    - Pain points from Customer Journeys
    - Fiori app gap analysis (which is an activity that has been completed by the Customer to compare Fiori app user experience between the various existing SAP systems within the clusters and the Fiori apps available in the SAP S/4HANA 2020 version being used as the basis for the Golden Client)
    - Feedback from Golden Client Design walkthroughs
    - Feedback from Product Guardians
    - High value (e.g. interactions that are high value / high resolution cost if they are not under-taken correctly)
    - High volume (e.g. interactions that are frequently under-taken such as users submitting timesheets each fortnight)

- The Contractor will utilise the prioritisation matrix as an input for Activity 3 which is the assessment of the SAP standard user experience. Not all user experience (e.g. every SAP screen, every Fiori app) will be assessed, only those that correlate to the prioritisation matrix will be assessed.

Discover – Activity 3

The Contractor and Customer will work together to measure the SAP standard user experience based on the prioritisation matrix.

The user experience measurement will be done using the System Useability Score (**SUS**) as shown below in Figure 6.
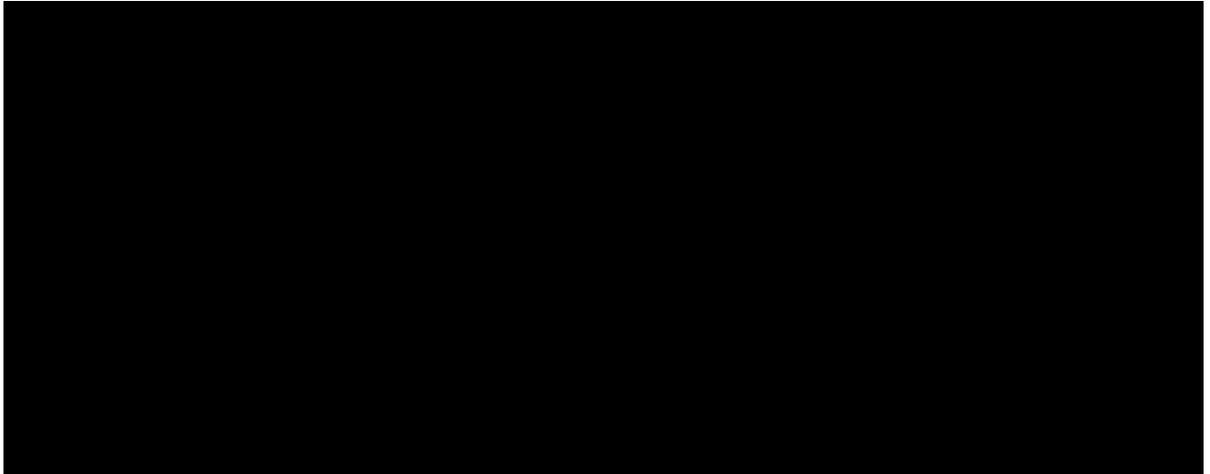
The user experience measurement activity will be conducted in a series of demonstration sessions, with there being one demonstration of four hours duration for each of the Customer Journeys, of which there are seven in scope for the Contractor. The prioritisation of user experiences that are demonstrated in the measurement sessions will be based on the Customer supplied prioritisation matrix.

The Contractor will demonstrate the system for the particular user experience that is being measured (e.g. raising a purchase order) and the Customer participants will measure the user experience based on the 10 questions from the SUS. The Customer is responsible for organising the user experience measurement tools and sessions, supplying participants with the SUS questions and compiling the responses from the session participants.

The Customer will compile a report that summarises the user experience measurement outcomes that will outline which user experiences are acceptable, marginal and not acceptable as per SUS. The user experiences that are acceptable will be marked as "good to go" and can be deployed as is, and the user experiences that are marginal or not acceptable will be discussed with the Contractor on potential solution options. User experience that can be addressed by training or change management will also be marked as "good to go" and can be deployed as is, the remaining user experience items that need will go into a list as an input into Activity 4.

Create – Activity 4

For the user experiences that are measured as marginal or not acceptable and cannot be address by training or change management, they will go onto the "backlog" for delivery of a custom user experience.

The Customer is responsible for running design thinking workshops and producing High Fidelity Designs where the Contractor will be engaged as early as possible in reviewing these designs. High fidelity designs and user flows will be jointly reviewed to ensure they adhere to the SAP Fiori Design Guidelines.

Usability testing will be done using prototypes developed by the Customer to ensure the design and user flows meet the usability requirements. Any changes required to address usability feedback will be iterated and incorporated into the prototype.

The Contractor will review the high fidelity design with user flows provided by the Customer to assess functional and technical feasibility.

The Customer is expected to refine the designs and flows to an agreed state that can be implemented by the Contractor. This agreed and UX approved design and user flows will be used for delivery in Activity 5.

In terms of delivering any custom user experience apps for Stage 4, the Contractor has assumed the technical design, build and test of custom user experience apps will be done in parallel with the Stage 4 Transition In activities, and will not be done as part of Stages 1-3.

Note: As Activity 4 relates to custom UX development, the activity is not included in the pricing for Stages 1-3 and would be covered under the Hybrid Agile stream contracting, which will be on a Sprint basis using a Sprint Statement to define the scope, timing and commercials.

Deliver – Activity 5

Following on from Activity 4, the Customer is responsible for assessing the backlog and determining the what and when user experiences should go into sprint backlog. i.e. what user experiences are valuable to be customised based on an investment criteria (for example business benefit versus cost to customise) and when, therefore determining the priority. The Contractor will be involved in assessing the deliverability of custom user experience being the technical complexity and effort to implement for each sprint, and jointly the Customer and Contractor will agree what goes into each sprint based on high fidelity design readiness, user stories readiness, technical readiness and delivery team capacity. It is expected that the high fidelity design provided by the Customer has passed the usability assessment and testing before development starts.

Customised user experience apps will be delivered through sprints using the Hybrid Agile Methodology as outlined in Section 3.15. The roles and responsibilities for custom user experience design are defined in Attachment 12-D.

Note: As Activity 5 relates to custom UX development, the activity is not included in the pricing for Stages 1-3 and would be covered under the Hybrid Agile stream contracting, which will be on a Sprint basis using a Sprint Statement to define the scope, timing and commercials.

Deliver – Activity 6

For the user experiences that are measured as acceptable, the Contractor will incorporate these will be deployed via the Waves in Stages 4 and 5 without any customisation.

Deliverables

3.10 The Deliverables as set out in Table 6 will be created as outcome of activities in Stage 1, 2 and 3 per the Deliverables and Acceptance Criteria defined in Table 6.

3.11   As there are multiple releases (i.e. Release (a) for Stage 4 and Release (b) for Stage 5) there are Deliverables that will be common across the releases and will be updated for each release. There are Deliverables that will be specifically created for a Release (e.g. the BPD for Enterprise Asset Management for Release (b)). The allocation of Deliverables into common (i.e. common for each Release) and Release specific is shown in Table 6.

ID	Deliverable Name	Description	Acceptance Criteria	Approver
D1	Project Management Plan (PMP)	The PMP describes: • The agreed scope • Schedule/work plan • Milestones • The project organisation • Risks and issue management approach • Scope change management approach • Quality management • Status reporting • Document management • Deliverable review and sign-off process • Resource management • The PMP serves as the basis for execution across all stages of the program and projects. • The schedule/work plan is updated throughout the Transition In.	✓ Project scope is clearly identified ✓ Project work plan is embedded / attached ✓ Milestones are clearly indicated ✓ Risk and issue management process is documented ✓ Information in the PMP is correct and sufficient to commence the Service Onboarding ✓ Status reporting schedule and format described ✓ Resource plan included ✓ Document management process defined ✓ Fit for Purpose	Program Director
C2-1	Business Process Design (BPD) for Adopt objects – Enterprise Structure	The BPD describes the steps of the business processes, the order in	✓ The documented processes meet the business requirements,	Product Owner

ID	Deliverable Name	Description	Acceptance Criteria	Approver
		which they are performed, and the decisions that are made along the way. • Context • Overview • In-scope Process (CSCJ level 3 – Business Process Steps) • Business Roles • Design Principles • Sub-process (CSCJ Level 4 System Process Steps) • RICEFW The complete list of these BPD documents is available below: • Finance Enterprise Structure • HCM: Enterprise Structure OM	and the requirements set out in this Client Contract ✓ Information in the BPD document is correct and sufficient to commence build ✓ Fit for Purpose	
C2-2	Business Process Design (BPD) for Adopt objects	The BPD describes the steps of the business processes, the order in which they are performed, and the decisions that are made along the way. • Context • Overview	✓ The documented processes meet the business requirements, and the requirements set out in this Client Contract ✓ Information in the BPD document is correct and sufficient to commence build ✓ Fit for Purpose	Product Owner

ID	Deliverable Name	Description	Acceptance Criteria	Approver

		• In-scope Process (CSCJ level 3 – Business Process Steps)
		• Business Roles
		• Design Principles
		• Sub-process (CSCJ Level 4 System Process Steps)
		• RICEFW
		
		The complete list of these BPD documents is available below:
		    • Finance: General Ledger & Period End Closing
		    • Finance: General Ledger Planning
		    • Finance: Cash Management & Banking
		    • Finance: Accounts Payable
		    • Finance: Accounts Receivable
		    • Finance: Fixed Assets
		    • Finance: Portfolio & Project Management
		    • Procurement		

ID	Deliverable Name	Description	Acceptance Criteria	Approver
		• HCM: Establishment Structures & Personnel Data PA • HCM: Payroll with FI Integration • HCM: Time Management • HCM: Self Service • Finance: Loans and Grants Management (for DRNSW – Rural Assistance Authority) • Finance: Real Estate Management (Foundation) For Release (b): • Enterprise Asset Management • Real Estate Management (Extended) – this will be the Real Estate BPD updated from Release (a) to cover the extended functional for Release (b)		
C27-1	Process models in ARIS – Priority 1	These deliverables will capture level 4 process flow,	✓ The documented process meets the Customer's	Product Owner

ID	Deliverable Name	Description	Acceptance Criteria	Approver
		and level 5 where required, in an ARIS format, to document the SAP systems steps of each level 3 CSCJ business processes. They will include: • System steps sequenced as per AESG process • User roles • Automated systems steps • Meta-data as per agreed ARIS framework Priority 1 Processes as per Schedule 12 and Attachment 3-6 CSCJ Processes	business requirements, and the requirements set out in the Customer Contract ✓ Information in the BPD document is correct and sufficient to commence build ✓ Fit for Purpose	
C27-2	Process models in ARIS – Priority 2	These deliverables will capture level 4 process flow, and level 5 where required, in an ARIS format, to document the SAP systems steps of each level 3 CSCJ business processes. They will include:	✓ The documented process meets the Customer's business requirements, and the requirements set out in the Customer Contract ✓ Information in the BPD document is correct and sufficient to commence build	Product Owner

ID	Deliverable Name	Description	Acceptance Criteria	Approver
		• System steps sequenced as per AESG process • User roles • Automated systems steps • Meta-data as per agreed ARIS framework Priority 2 Processes as per Schedule 12 and Attachment 3-6 CSCJ Processes	✓ Fit for Purpose	
C27-3	Process models in ARIS – Priority 3	These deliverables will capture level 4 process flow, and level 5 where required, in an ARIS format, to document the SAP systems steps of each level 3 CSCJ business processes. They will include: • System steps sequenced as per AESG process • User roles • Automated systems steps	✓ The documented process meets the Customer's business requirements, and the requirements set out in the Customer Contract ✓ Information in the BPD document is correct and sufficient to commence build ✓ Fit for Purpose	Product Owner

ID	Deliverable Name	Description	Acceptance Criteria	Approver
		• Meta-data as per agreed ARIS framework Priority 3 Processes as per Schedule 12 and Attachment 3-6 CSCJ Processes		
C28	Core and Common Solution Design Document	The SDD describes the technical design, across Security, User Experience, Data Governance and Reporting, required to enable the AESG solution. Only changes to existing AESG technical designs or new technical design documents are included in the Deliverable as part of: Personalisation (e.g. User Experience pattern, System access type) Adopt objects (with configuration or RICEFW) The complete list of these SDD documents is available below: • Reporting & Analytics Solution Design	✓ The documented process meets the Customer's business requirements, and the requirements set out in the Customer Contract ✓ Information in the SDD document is correct and sufficient to commence build ✓ Fit for Purpose	Product Owner

ID	Deliverable Name	Description	Acceptance Criteria	Approver
		• User Experience Solution Design • Data Governance Solution Design • Security Solution Design This document will be delivered in two iterations: C28-1 covering the following sections of the document: • Context • Overview • Design principles • Configuration principles • Naming conventions C28-2 covering: Section 6 and beyond: Technical Settings		
C3	Core Taxonomy Configuration Design	The Core taxonomy configuration design documents describe: • Configuration settings required to create the required core taxonomies in the AESG solution	✓ The documented solution meets the Customer's documented business requirements ✓ Information in the functional design document is correct and	Product Owner

ID	Deliverable Name	Description	Acceptance Criteria	Approver
		• The test considerations for the configuration Development components (RICEFW) associated with the configuration In alignment with the split of C2 Business Process Design documents into two groups, Core taxonomy configuration design documents will be delivered in two groups: C3-1 • Finance & Procurement: Enterprise Structure • HCM: Enterprise Structure C3-2 for all remaining areas as listed under C2-2.	sufficient to commence configuration build ✓ Fit for Purpose	
C4	Functional Design (FDD) for new Adopt Objects[1]	The functional design describes the enhancements that will be put in place to meet the requested core functional requirements. Only changes to existing AESG functional designs or new functional design	✓ The documented solution meets the Customer's documented business requirements, and the requirements set out in this Customer Contract ✓ Information in the functional design	Product Owner

ID	Deliverable Name	Description	Acceptance Criteria	Approver
		documents are included in the Deliverables as part of: Personalisation (e.g. awards, organisational structures, release strategies) Release (a) scope: ReadSoft integration Functional Design	document is correct and sufficient to commence build ✓ Fit for Purpose	
C7	Core Technical Architecture Design	The Core Technical Architecture Design documents will consist of: • Core technical infrastructure scope • Core integration and connectivity approach and patterns • Security and authorisations scope and approach • SAP Environment strategy scope and provisioning plan This document will be delivered in two iterations: C7-1 covering the following sections of the document:	The plan is prepared by the Contractor and reflects: ✓ Scope and Customer requirements for the Technical Architecture of the AESG solution ✓ Requirements specified for Customer to setup and configure Active Directory Federation Services ✓ Roles and responsibilities for delivery of scope as required ✓ Fit for Purpose	Product Owner

ID	Deliverable Name	Description	Acceptance Criteria	Approver
		• Context • Overview • Design principles • Configuration principles • Naming conventions C7-2 covering: • Section 6 and beyond: Technical Settings		
C26	Core Golden Client Build Closure Memo	The build closure memo documents the finalisation of the AESG Golden Client's set-up as per the Client's requirements and includes: • List of FDDs • List of Taxonomy Documents • List of Unit Test scripts and execution status	✓ All new Adopts identified in the Business Process Design documents have a corresponding Functional Design Document ✓ All Taxonomy Documents have been completed ✓ Unit Test scenarios have been executed and successful execution recorded. ✓ Fit for Purpose	Program Director
C30	Adapt RICEFW List	List of Adapt RICEFW as identified at by the end of Golden Client Detailed Design	The list is created by the Contractor: ✓ RICEFWs are identified for every cluster	Cluster Program Directors

ID	Deliverable Name	Description	Acceptance Criteria	Approver
			✓ Attachment 3-7 is amended accordingly ✓ Fit for Purpose	
D6	Provide input into the Program Data Conversion Strategy	Providing input into Program Data Conversion Strategy for Contractor's scope of data conversion as follows: • Data conversion scope (list of objects) • Data conversion test and final load cycles • Roles and responsibilities The Contractor will provide input to the following areas, with the Customer being the lead in terms of responsibility: • Data conversion methodology including data cleansing Note: the Customer is the lead for the Program Data Conversion Strategy as the strategy will cover the program wide scope which is broader than AESG.	✓ Data conversion scope is defined ✓ Data conversion cycles are clearly identified, and activity owners have been determined for each activity ✓ Fit for Purpose	Program Director

ID	Deliverable Name	Description	Acceptance Criteria	Approver
D5	Provide input into the Program Test Strategy	The test plan (for Acceptance Testing) will consist of: • Objective and scope of testing • Test stages and activities per stage • Test schedule • Roles and responsibilities • Entry and exit criteria that are objective and consistent with this Customer Contract • Test criteria for User Experience as per design principles defined in Core Solution Design Document (C28) • Test criteria for System Performance Test • Test defect handling Note: the Customer is the lead for the Program Test Strategy as the strategy will cover the program wide scope which is broader than AESG.	✓ Test scope is clearly identified ✓ Test management tool is identified ✓ Test methodology is documented ✓ Acceptance test criteria are agreed (consistent with the Acceptance Criteria set out in this PIPP) ✓ Test stages and roles and responsibilities per test stage are clear ✓ Detailed test schedule is attached ✓ Defect handling process is documented ✓ Information in the test plan is correct and sufficient to commence the validation phase ✓ Fit for Purpose	Program Director

ID	Deliverable Name	Description	Acceptance Criteria	Approver
D5-1	Test Plan (Test cycle control sheet)	Test Plan for PVT which is a test cycle control sheet describing: • The test scripts in scope for testing • When and by whom test scripts are executed	✓ Test scripts for each test cycle are defined ✓ Fit for purpose	Program Director
D8	Test Closure Memo (for input into Program Test Summary Report)	A report summarising the executed test and including the number of Defects identified in each test cycle and their causes, details on how particular Defects were resolved, the number of outstanding Defects, the priority level of the outstanding Defects, observation records and such other information as the parties agree relevant. The report includes any Workarounds which are accepted by the Customer as the basis for the decision to cutover. A test closure memo will be created for each of the following test stages: • Product Validation Test (End of Stage 3)	✓ All executed tests are documented including their completion status and any outstanding Defects are documented ✓ Workarounds for outstanding Defects are clearly documented ✓ Zero Critical and High Severity Defects ✓ Medium Severity Defects have been accepted by the Customer, there is an accepted Workaround and there is a resolution plan with times that has been agreed ✓ Low Severity Defects have been documented for further investigation ✓ Fit for Purpose	Program Director

ID	Deliverable Name	Description	Acceptance Criteria	Approver
C31	Update Schedule 3 SLA Attachments	Update Schedule 3 SLA Attachments where activities from Stages 1 to 3 have updated solution and scope, as follows: • Attachment 3-14 – AESG Base Services • Attachment 3-15 – AESG Supplementary Services • Attachment 3-16 – AESG Additional Services • Attachment 3-6 – CSCJ Processes • Attachment 3-7 – RICEFW (Reports, Interfaces, Enhancements, Forms and Workflows) List • Attachment 3-8 – SAP and Related Licenses • Attachment 3-9 – Data and Taxonomy • Attachment 3-13 – Application Security Role Matrix	✓ All attachments have been updated	Product Owner

ID	Deliverable Name	Description	Acceptance Criteria	Approver
C32	Highlights table for Schedule 3 SLA	Prepare highlights table from contract negotiations for Schedule 3 SLA	✓ All highlights have been captured	Product Owner

Table 6: Stages 1 to 3 Deliverables

Notes:

1. The Customer will be required to sign-off new and enhanced Adopt design objects created for AESG 2.0 and for the avoidance of doubt, existing AESG 1.0 RICEFWs that are being brought across to AESG 2.0 will be included in the BPDs but will not require Customer sign-off.

3.12 Table 7 provides the list of business scenarios and cross functional capabilities for:

- System demonstrations during Iteration 3 – GCD Final Walkthrough; and
- Test scenarios for Stage 3 Release (a) Product Validation.
- Note: For Release (b) the Product Validation test scenarios will be confirmed during Stage 1 of the release and the test scenario table will be updated accordingly.

No.	CSCJ	Business Scenario / Cross Functional Capability	Description
1	Revenue to Bank	• Manage Customer Master • Sales Order Processing • Accounts Receivable Transaction • Banking Processing • GL Intercompany Transaction	• Creation / Update Business Partner Data • Processing Sales Order for Fixed Billing, Milestone Billing and Payment Plan • Issue Customer Invoice / Credit Note Portal Based • Perform Bank Reconciliation • Process Intercompany Transaction and Settlements • Process Direct Debit run
2	Procure to Pay	• Manage Vendor Master • Requisition and Purchase Order Processing • AP Invoice Processing	• Creation / Update Business Partner Data • Process Purchase Requisition, Order to PO Based Invoice • Process Non-PO Invoice / Credit Note Data Portal base • PR approval workflows • Process Payment Run – EFT, Cheque, BPAY
3	Acquire to Dispose	• Fixed Assets Transactions	• Create Fixed Assets • Assets Revaluation, Asset Period End Accounting and Reporting
4	Plan to Deliver	• Portfolio and Project Accounting	• Plan, Execute and Review OPEX and CAPEX Portfolio / Project Structure, including OPEX and CAPEX project structure, settlement, and statistical WBS
5	Budget to Report	• Cost Object Master • General Ledger Master • Run and Review Consolidations	• Creation / Update Cost Centre and Profit Centre • Create and Maintain GL Master Data

No.	CSCJ	Business Scenario / Cross Functional Capability	Description
			• Group Reporting and Financial Statement Versions
6	Real Estate Management	• Real Estate Management	• Lease Out Contract Management, Accounting Posting and Invoice Generation
7	Finance	• Loans and Grants	• Process Loan Contract Creation and disbursement
8	Hire to Retire	• Employee Data Management • Exit Management • Staff Movement	• Maintain Employee Master Data • Maintain Employee Personal Data • Request Prior Service Recognition • Manage Retirement or Voluntary Termination • Administer Non-Executive Staff Transfer and Secondment • Administer Role Reassignment • Manage Return from Long Term Leave and Secondment
9	Plan to Deliver	• Organisational Design and Management	• Maintain Organisational and Job Data • Manage Organisational Alignment • Manage Organisational Design
10	Time to Pay	• Remuneration Administration • Time Administration	• Administer Ad Hoc Remuneration Adjustment • Administer Increment Adjustment • Administer Temporary Assignment Allowance • Administer Time Schedule • Cancel Leave Request • Process Time • Purchase Leave • Report and Approve Time • Request Leave

No.	CSCJ	Business Scenario / Cross Functional Capability	Description
			• Request Leave Balance Payment
11	Time to Pay	• Payroll Administration	• Administer Deduction and Garnishee Order • Administer Payroll Schedule • Administer Superannuation Set-up • Manage Salary Packaging • Manage Superannuation (Defined Benefits) Annual Review • Prepare Payroll • Prepare Payroll Reports • Process Off-cycle Payroll • Process Ad-hoc Payroll • Process On-cycle Payroll • Process Payroll Payment • Process Payroll Payment Amendment • Process Single Touch Payroll Report • Process Superannuation Change
12	Analytics	Finance – General analytics	• Walkthrough of the finance operational reports built in Fiori and SAC on S/4HANA • Walkthrough of the ABAP finance reports in S/4HANA • Walkthrough of the finance operational reports built in BW Analysis for Office
13	Analytics	Finance – Executive analytics	• Walkthrough of the finance executive dashboard built in SAC • Note: Due to limited data at PVT, the SAC dashboard testing will be split: • (1) Main SAC dashboard connected to BW. This will show data flow, with data loaded from S4 to BW to SAC, which will be a limited data set based on data

No.	CSCJ	Business Scenario / Cross Functional Capability	Description
			• (transactions posted) during PVT execution • 2) Temporary SAC dashboard which will show a more complete set of summary data for dashboard feature testing purposes using manually created summary data)
14	Analytics	Procurement — General analytics	• Walkthrough of the procurement operational reports built in Fiori and SAC on S/4HANA • Walkthrough of the ABAP procurement reports in S/4HANA
16	Analytics	HR — General analytics	• Walkthrough of the ABAP HR reports in S/4HANA • Walkthrough of a selection of standard HR Query Manger reports in S/4HANA
17	Analytics	Finance — Self-service	• Walkthrough of key self-service features available in SAC on S/4HANA • Walkthrough of key self-service features available in SAC on BW • Walkthrough of key self-service features available in BW Analysis for Office
18	Analytics	Procurement — Self-service	• Walkthrough of key self-service features available in SAC on S/4HANA
19	Analytics	HR — Self-service	• Walkthrough of key self-service features available in Query Manager on S/4HANA
20	Security	End user provisioning	• Provision of system access for a new employee
21	User Experience	Launchpad Overview	• Overview of the Fiori Launchpad and personalisation features

No.	CSCJ	Business Scenario / Cross Functional Capability	Description
22	User Experience	Mobility	• Leave request and approval on a mobile device

Table 7: Business Scenarios and Cross Functional Capabilities

User Experience (UX) on SAP Cloud Platform Pilot

3.13   UX Pilot Introduction

The Customer and Contractor have worked together to define an interim and end-state UX architecture for the project. The interim-state architecture is based on Fiori Apps and Fiori Launchpad on SAP's on-premise solution capability provided via the SAP Gateway. The end-state architecture is aligned to SAP's roadmap of using a combination of both the Fiori Launchpad on-premise and also utilising SAP Cloud Platform capabilities, including the Fiori Central Launchpad and Workzone.

As aspects of the end-state UX architecture on SAP Cloud Platform are new, the Customer and Contractor have agreed to take a step-by-step approach for implementing the new technology.

The principles through which the step-by-step approach have been determined are as follows:

- User experience led – recognising that the project is focused on providing a user experience designed using a Human Centered Design approach. The UX approach will identify aspects of the user experience that will be addressed through various actions, for example, enhancements to the user experience, changes to processes and policies, and support through training and performance support, to address pain points identified through the prioritisation matrix process as documented in section 3.9 in this schedule.

- End-state focus - recognising that having the Single Portal UX architecture on SAP Cloud Platform is a key end-state goal for the project, and whilst it does not have to be implemented on day 1, there needs to be a plan in place to move to the architecture throughout the course of the project.

Taking these principles into account, the Customer and Contractor have defined the following step-by-step approach for the UX architecture:

- Step 1 – Wave 1 – Establishing the interim-state architecture – Having a stable and "tried and tested" baseline UX architecture using the SAP UX on-premise architecture for Stage 4 Wave 1. The interim state architecture is established through Stages 1-3 Release (a) and implemented (deployed) in Stage 4 Wave 1a.

- Step 2 – Conducting a pilot – In parallel with establishing the interim-state architecture, conduct a pilot with a sub-set of users from Wave 1 with a single standard Fiori app to establish technical viability of UX on SAP Cloud Platform. The

single Fiori app should also be available on the on-premise Launchpad so that there is a fall-back for users, should there be any issues with the pilot.

- The UX pilot would be conducted using the Hybrid-Agile methodology as outlined in Section 3.20.

- Step 3 – Full deployment of the end-state architecture – Post successful completion of the pilot, the full deployment of the end-state architecture would be under-taken. Timing of the deployment of the end-state architecture would be agreed between the Customer and Contractor post completion of the pilot, and could be done as a separate BAU (Business as Usual) project initiative or could be done as part of a Wave. For avoidance of doubt, the Contractor has not included scope and pricing to migrate to a full deployment of the end-state architecture in this schedule.

3.14   UX Pilot Commencement Criteria

The ambition of the program is to have the pilot available for deployment at the same time that Wave 1a goes live, and to deploy a single app accessed via the Central Launchpad to assess technical viability of the cloud solution, without putting undue risk on the Wave 1 go-live. Therefore, the Contractor and Customer will jointly define a set of criteria to be assessed at the start of Wave 1 activities, that will determine whether the UX pilot can commence within the Wave 1 time-frame. The assessment criteria will take into consideration the status and progress of Wave 1 activities.

3.15   UX Pilot Scope

The user experience pilot will be conducted for the SAP Cloud Platform products of Central Launchpad, Workzone and Identity Provisioning Service (IPS) to verify the technical viability.

The pilot will contain three main activities (Epics):

- Setup of Central Launchpad on Cloud Platform with connectivity to the on-premise Launchpad for a single Fiori app

- Setup of Workzone on Cloud Platform as the entry point for accessing the Central Launchpad

- Provisioning of users and roles via SAP IPS (Identity Provisioning)

Epic 1 - Adoption of Central Launchpad on Cloud has the following features:

#	Scope Item
1	Enablement of Central Launchpad: • Setup connectivity between S/4HANA On Premise and Central Launchpad • Setup content Federation with S/4HANA • Setup Central Launchpad with same design and layout defined for On Premise
2	Configure Central Launchpad
3	Setup test roles / users

Epic 2 - Applicability of Workzone Solution as a portal for accessing the Central Launchpad has the following features:

#	Scope Item
1	Enablement of Workzone: • Enablement of Workzone and activation of business user roles. • Access of standard SAP business applications including tasks, notifications through desktop and mobile device (where applicable) • Integration of Workzone to Central Launchpad for accessing the app identified for pilot • Note: Workzone content will be based on users being able to access the Central Launchpad (i.e. no other content will be configured e.g. showing ServiceNow tickets in a window on the screen or other "portlets" within Workzone) – the main purpose of including in the pilot is to prove Workzone can be used as a portal to access the Central Launchpad. • Further setup of Workzone can be done after the pilot e.g. adding other capabilities

Epic 3 - Security related provisioning processes as part of the UX Pilot has the following features:

#	• Scope Item
1	Following services within SAP IPS/IAG will be covered in the pilot: • Access Request – Self-service access request forms for user and role provisioning • Role Design - Design access roles (Note: role design and setup is limited to role requirements for users to be able to access the single pilot app) • Access Analysis – Visibility and analysis over access risks in core Cloud Applications (Central Launchpad and SAP Workzone) • SAP Access Control-IAG Bridge - Use existing SAP Access Control environment as the primary system for Access Control and have the IAG bridge take care of the Access Control services for the cloud environment.
2	• Integrate SAP IDM with SAP IPS via SAP Cloud Connector • Integrate SAP GRC with SAP IAG via SAP Cloud Connector
3	• Validate the automation of user and role provisioning originating from SAP S/4HANA and identify any potential limitations

3.16 UX Pilot High Level Schedule, Activities, Deliverables and Responsibilities

In terms of timing for UX pilot activities, should the assessment criteria be met for commencement, Table 8 shows a high-level summary of the timing of each of the key activities. Note: the timing of each of the activities is based on the Wave 1 schedule. Should the Wave 1 schedule change, then timing of the UX pilot activities may also need to change.

Month	Activity	Description	Contractor Deliverables	Contractor Responsibilities	Customer Responsibilities	Customer Supplied Items
▇	• Define Architecture (Sprint 0)	Draft architecture (end-to-end view of architecture) Workzone & Launchpad: • Identify services to be in scope for UX component of the pilot (portal - workzone and single entry point - launchpad) Access and security: • Identify services to be in scope for access/security component of pilot (SSO, user and role provisioning) Run workshop/s with SAP and Customer to present and get feedback	• Update D7 – Technical Architecture Design document (as required) • Update C28 – UX Solution Design document (as required) • Update C28 –Security Solution Design document (as required)	• Define and document architecture • Run workshop/s to solicit input from Customer and SAP • Address feedback and finalise architecture for sign-off by Customer • Conduct showcase	• Provide input into architecture • Engage SAP to provide support for the duration of the pilot • Participate in workshops and showcase • Provide security SME (subject matter expert) to provide input into Access and Security Solution Design • Sign-off architecture and solution	• Licensing for SAP components (Workzone, Central Launchpad, IPS and IAG) • SAP support for pilot duration (note: SAP support should be supplied as part of product support)

Month	Activity	Description	Contractor Deliverables	Contractor Responsibilities	Customer Responsibilities	Customer Supplied Items
		Address feedback and finalise architecture Conduct showcase			design documents	
	• Build, Test, Demo (Sprints 1 and 2)	Build (setup): • Workzone services • Central launchpad services • Access and security services Test: • Entry point – Workzone and then linking to Central launchpad • Central launchpad – 1 Fiori app in launchpad in cloud platform • Access relevant S/4HANA content from Central Launchpad from the Fiori app • Verify that Launchpad functions (Notifications) are	• User Stories	• Conduct build activities and document in solution design documents • Define user stories • Conduct (unit) testing • Conduct demos via showcase	• Participate in demos (showcase) • Provide security SME (subject matter expert) to provide support during build and test activities	• Hi-fi design for Workzone

Month	Activity	Description	Contractor Deliverables	Contractor Responsibilities	Customer Responsibilities	Customer Supplied Items
		working as expected • Access and security – user and role provisioning (for the one app) Demo: • Conduct showcase				
■■■■■	• Feature Integration	• Move to QA environment (QA S4 + QA in cloud platform) • Update Wave 1 Cutover Plan with tasks executed to go from Dev to QA • Execute SIT (same scope that was tested in unit test – to verify migration from Dev to QA is complete and functionality is working) • Additional SIT testing – test from different devices	• Cutover Plan • SIT Test scripts (Work Product) • SIT closure memo	• Document steps to move from Dev to QA in Cutover Plan • Conduct SIT	• Conduct UAT	

Month	Activity	Description	Contractor Deliverables	Contractor Responsibilities	Customer Responsibilities	Customer Supplied Items
		and different network locations • Execute UAT (Customer responsibility)				
▇	• Cutover and Deploy	• Cutover to production with Wave 1 go-live (single app)	• System Deployed Closure Memo	• Conduct cutover activities	• Conduct business readiness activities	

Table 8: UX Pilot – High-Level Schedule of Activities

3.17 UX Pilot Deploying to Production and Ongoing Operations

The Contractor's scope of services for the provision of ongoing operations does not include the UX pilot solution components (i.e. Workzone, Central Launchpad, IPS and IAG) and associated Service Level Agreements, therefore to deploy the pilot into production, the Contractor is proposing that an interim support arrangement is agreed between the Contractor and the Customer, prior to the pilot deployment, and defined in Attachment 3-16 Additional Services. This interim arrangement for additional services would be utilised for the duration of ongoing support for the pilot, until the transition is made to include the pilot solution scope in the Base Services (as defined Schedule 3 SLA and Attachment 3-14 to Schedule 3 SLA). This would be done via a Change Request.

3.18 Full Deployment of the UX Cloud Architecture

Post completion of the pilot, the UX Cloud Platform capabilities can be utilised to create a personalised single point for users to be able to access the underlying systems, including SAP on-premise applications, SAP Cloud Applications and custom built and 3rd party applications (e.g. ServiceNow) that support the Customer Journeys. The UX Cloud Platform can provide to a user all their business apps, tasks, notifications, workflow items, and reports in the one place. Furthermore, the features of SAP Cloud Platform can be utilised to design and build customised user experiences to address pain points and challenges, and provide opportunities to innovate using features such as chatbots and AI (Artificial Intelligence).

Accessibility

3.19   The approach for accessibility for persons with disabilities to utilise AESG is as follows:

- SAP Product Accessibility Standards – SAP software has Product Accessibility Standards which the Contractor understands follow the recommendations of WCAG (Web Content Accessibility Guidelines), noting that not every SAP product is accessible. The accessibility status of SAP products can be found in SAP's accessibility status documents. The Customer acknowledges that the Contractor is not responsible for the compliance of the SAP products with any specific standards nor to remediate the standard SAP Product on the basis of any defects found in any Customer initiated accessibility testing;

- AESG Accessibility guidelines – AESG Accessibility will follow the NSW Digital Accessibility and Inclusivity guidelines, based on the guidelines as at the Commencement Date, which will be documented in the User Experience Solution Design Document;

- The Contractor will configure the SAP UX to meet the NSW Digital Accessibility and Inclusivity guidelines;

- Development of custom UX – Any development of custom UX will follow the NSW Digital Accessibility and Inclusivity guidelines. The Contractor will conduct Unit Testing on custom UX using web accessibility evaluation tools. The Contractor is responsible for correcting any defects raised.

- Where the Customer has designed the UX, including the use of a third party to develop the UX design, the Customer is responsible for ensuring the design follows the NSW Digital Accessibility and Inclusivity guidelines; and

- The Customer is responsible for conducting any specific accessibility testing for the demographic of abilities within the Customer's end-user community, such as testing using assistive technologies such as screen readers. As at the Commencement Date, the Customer has not defined an accessibility testing strategy and plan. Therefore, the Contractor has not made any provision in terms of schedule, effort, infrastructure and price to participate in Customer initiated accessibility testing (e.g. accessibility testing performed by the Customer using technologies such as screen readers). To the extent any such support is required from the Contractor, the parties will agree a Change Request.

Hybrid Agile Methodology – For Reporting and Analytics, and User Experience

3.20   Post the completion of Stage 3 Release (a), an iterative approach to the delivery of Reporting and Analytics, and user experience capabilities will be under-taken based on the Accenture Delivery Methods (**ADM**) SAP-Hybrid Agile methodology based on Scrum methodology as shown in Figure 7.
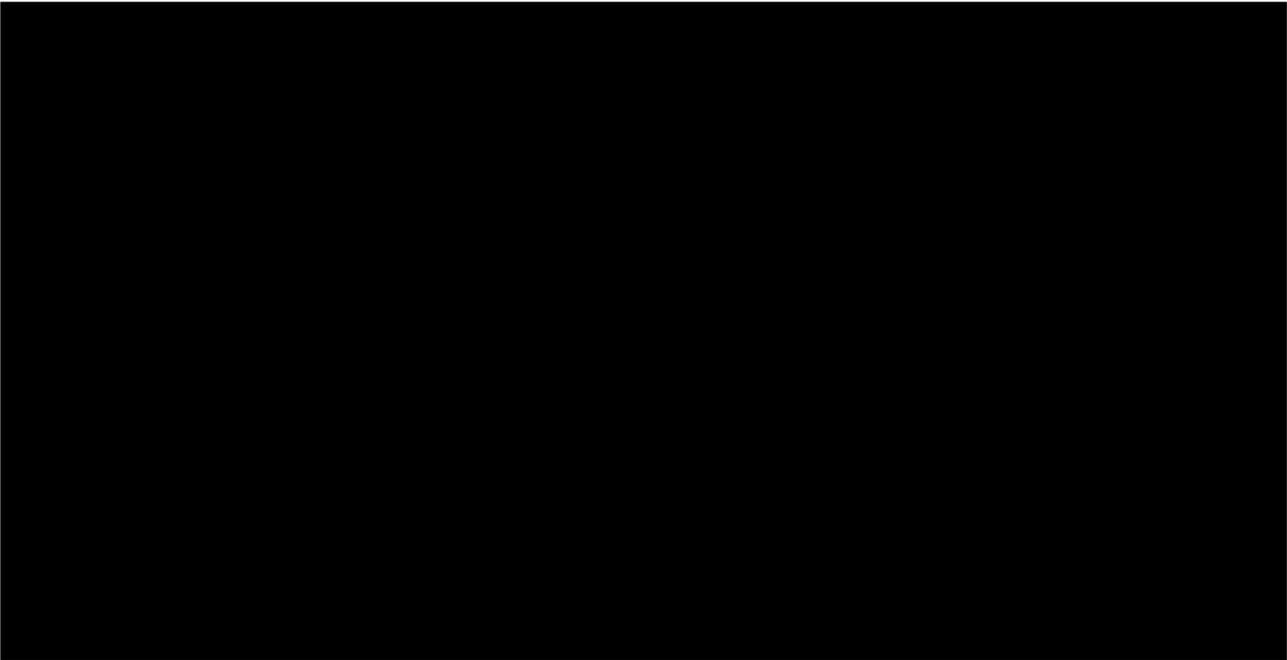
As shown in Figure 7 the "Foundation" architecture for Reporting and Analytics, and user experience will have been established via Stages 1-3. For the delivery of Reporting and Analytics, and user experience capabilities at intervals that are more rapid than the Transition In (i.e. onboarding) intervals in Stages 4 and 5, the project will move to a hybrid agile approach for Reporting and Analytics, and user experience whereby features (such as the delivery of additional SAC dashboards and Fiori apps) can be grouped into Sprints, that can in turn be grouped into Sprint Releases.

The Hybrid Agile methodology is a combination of using Agile methodology with elements of waterfall where applicable. The scope of delivery using the Agile methodology will be based on the creation of Backlog Items (e.g. SAC dashboards, Fiori apps) by the Customer Product Owner/s. Initial Sprint Release Planning is conducted to determine the priority items from Backlog that need to go into Sprints. The number of Sprints required to deliver the Backlog Items are then planned with high level estimates which are maintained and managed in Sprint Scrum Board. The initial Sprint Release Plan will be detailed in a Sprint Scrum Board containing details including:

- number of sprints;

- duration of the sprints;

- the "**Sprint Deliverables**" are defined as user stories with Acceptance Criteria and all dependencies defined, e.g. supporting High Fidelity designs, testing data set, integration APIs; and once the user stories are agreed, they will be fixed for that Sprint, and the user stories for that Sprint may not be varied without agreement of the parties;

- a set of criteria that Sprint Deliverables must satisfy to be accepted by the Customer Product Owner as completed and acceptable ("**Definition of Done**");

- the estimation methodology, using story points required to complete the Sprint Deliverables;

- agreed total story points per Sprint based on the Sprint Team delivery capacity;

- detailed any dependencies;

- any expenses or Fees associated with the Contractor Personnel allocated to the Sprint ("**Sprint Estimate**").

The Sprint Release Plan would form the basis of a Change Request that will be executed under the terms of this Schedule.

Agile Delivery using Sprints.

1. **Sprints.** The Contractor will structure its delivery of solution in the form of Sprints. The precise scope of the Services will be set out in the Sprints as agreed by the Customer Product Owner/s and the Contractor.

2. **Sprint Planning Meeting.** A Sprint will be completed and agreed during a meeting at the start of the sprint cycle. The Sprint Planning Meeting must involve the Customer Product Owner and the Contractor or their nominated representatives. During the Sprint Planning:
   a. The Customer Product Owner will identify those items of the backlog which are the highest priority ("Nominated Backlog Items") and those members of the Agile Delivery Team who are to constitute the team to perform that Sprint ("Sprint Team");
   b. In consultation with the Sprint Team, the Customer Product Owner will determine which of the Nominated Backlog Items can be achieved within the contemplated Sprint. These Nominated Backlog Items will, as agreed in the Sprint become the Sprint Deliverables. The Customer Product Owner will propose, and the Sprint Team may agree in the Sprint, a subset of the Sprint Deliverables as the minimum Sprint Deliverables which are to be achieved during a Sprint. The Minimum Sprint Deliverables are determined based on a pre-agreed Sprint Delivery Capacity;

3. **Sprint Statement.** Each Sprint Statement in the Sprint Scrum Board will contain the following information for the sprint:

   a. The Sprint Deliverables are defined as user stories with acceptance criteria and all dependencies met, e.g. supporting High Fidelity designs, testing data set, integration APIs, and once the user stories are agreed, they will be fixed for that Sprint and the user stories for that Sprint may not be varied without agreement of the parties;

   b. the criteria which a Sprint Deliverable must satisfy to be considered completed and deployable ("**Acceptance Criteria**");

   c. the estimating effort in story points required to complete the Sprint Deliverables by the Sprint Team;

   d. detailed any dependencies;

   e. duration of the Sprint;

   f. any expenses or Fees associated with the Contractor Personnel allocated to the Sprint ("**Sprint Estimate**").

4. **Conduct of Sprint.** Each Sprint will be conducted in accordance with the following agreed arrangements:
   a. During a Sprint the Sprint Team will collaborate and liaise as frequently as necessary concerning the Sprint and achievement of the Sprint Deliverables including progress on timelines, functionality, problems encountered and potential solutions or workarounds.
   b. The Sprint Team will conduct and participate in progress meetings at least once a day during the Sprint ("**Daily Stand up**"). The agenda of these meetings will cover: (i) work completed since the last Daily Stand up; (ii) work to be completed before the next Daily Stand up; (iii) problems encountered in performing the work (whether those problems have an impact on the immediate Sprint, any anticipated Sprints or the entire Project); (iv) the actual progress of the Sprint Deliverables to be delivered in

the Sprint against the expected progress of such Sprint Deliverables ("**Sprint Burndown Rate**" or "**Sprint Burnup Rate**"); and (v) any Sprint progress issues.

    c. Changes as a result of Backlog prioritisation during Sprints will be managed by agreement of the parties. Each User Story in the Backlog will have a "Scope" status and the scope will be baselined prior to the start of the Sprint, with all User Stories in scope given a status of "Baseline". Changes to the baseline scope will be reflected by creating a new User Story and link to the original User Story as agreed by both parties, that is, from "Baseline" to one of the following:

        i. "Proposed Change"
        ii. "Approved Change"
        iii. "Rejected Change"
        iv. "Future Phase"

5. **User Stories Testing.** During each Sprint, the testing team will subject the Sprint Deliverables to testing in accordance with the development process and test strategy, including unit testing and code review, quality assurance (**QA**) testing, testing for compliance with the agreed acceptance criteria for each user story, and error or bug fix testing. If and to the extent not specified to the contrary in the Sprint Statement:

    a. The parties will apply the User Stories to confirm when a Deliverable (or increment of a Deliverable) has been provided and meets the relevant Acceptance Criteria (i.e. is "Done"); and

    b. Where the Customer Product Owner gives written confirmation that (in their opinion) a Deliverable or increment of a Deliverable (as applicable) is Done during the Sprint, the parties will not submit the Deliverable or increment of a Deliverable (as applicable) to any separate or additional acceptance or testing processes and provisions for the purpose of the Sprint, and the written confirmation will be treated as a final acceptance of the Deliverable or increment of a Deliverable (as applicable) for the purposes of completion of the Sprint.

6. **Sprint Progress Issues**

    a. Where the Contractor cannot achieve the Sprint Deliverables in accordance with the requirements of the Sprint Statement and reasonably considers that the inability to provide the Sprint Deliverables within that Sprint is due to a circumstance or cause outside the Contractor's control, the Contractor will promptly notify the Customer Product Owner and provide information regarding the causes of the delay. The Contractor will also advise, acting reasonably, its required increase in Sprint Team Personnel to achieve the Sprint Deliverables for that Sprint.

    b. If the Customer agrees that the circumstance or cause preventing the achievement of the Sprint Deliverables in accordance with the requirements of the Sprint Statement is outside the Contractor's control, then the Customer will elect either or both of the following: (i) that Contractor increase the Sprint team Personnel allocated to that Sprint to achieve the Sprint Deliverables for that Sprint in which case the Sprint Estimate will increase; and/or (ii) that certain Sprint Deliverables will be removed from that Sprint in which case such Sprint Deliverables will be returned to the Backlog.

7. If the Customer does not agree that the circumstance or cause preventing the achievement of the Sprint Deliverables in accordance with the requirements of the Sprint Statement is outside the Contractor's control, then the parties will discuss the matter in good faith with a view to resolving the matter as part of the operational performance of the Sprint. During resolution of the matter, the parties will work together to continue performance of the Sprint as much as commercially reasonable, and if it is determined that the Contractor's inability to provide the Sprint Deliverables was due to a circumstance or cause outside the Contractor's control, the Customer will pay the agreed additional amounts incurred by the Contractor to achieve the Sprint Deliverables.

8. **Residual Sprint Deliverables.** Sprint Deliverables that are not achieved in a Sprint will be returned to the Backlog for re-prioritisation for subsequent Sprints by the Customer Product Owner

9. **Sprint Showcase:** At the end of the Sprint, the Sprint Team will showcase what has been achieved and accepted as Done for that Sprint to the Customer Product Owner and Customer's stakeholders. The Customer may conduct a Net Promoter Score survey during the Showcase to assess satisfaction level on what has been delivered. Any feedback or enhancements, i.e. usability improvements will be captured as a Sprint Deliverable and added to the Product Backlog for prioritisation in future sprints.

10. **Sprint Retrospective.** After the conclusion of each Sprint the Customer Product Owner and the Sprint Team involved in that Sprint will participate in a Sprint Retrospective Meeting. During that meeting:
    a. the parties will identify any issues, problems or deficiencies concerning the conduct of the Sprint or its outcomes; and
    b. the parties will identify any improvements for implementation in subsequent Sprints.

Additional Testing.

1. At the end of the final sprint, the solution will be ready for Sprint Release, i.e. the Solution will be released to the designated environment ready for:

    a. Integration Test
    b. User Acceptance Test
    c. Technical Architecture Connectivity Testing
    d. System performance test

as described in the Validate phases in the onboarding methodology.

Data Management and Protection Plan

3.21 The Contractor will develop a Data Management Protection Plan (DMPP) within six months from Commencement Date. The DMPP will provide:

- A description of the Contractor's approach to meet its obligations under Privacy Laws as they apply to the Contractor in its capacity as an IT services provider; and

- A description of measures to protect Personal Information based on security controls in place for AESG including in respect of data security, data breach notification, and transfer of data.

Transition In Services: Stage 4 and 5

3.22 In accordance with Section 1, the following scope for Stages 4 and 5 - Transition In Services is included in the price provided for these Stages subject to section 1.3.

3.23 Contractor will provide Transition In Services for the following AESG Service scope:

(a) Delivery of AESG ERP as a Service which will provide ERP functionality to Customer's 40,419.8 FTE. The breakdown as of 08/10/2021 is as follows:

Cluster	Agency / Department	FTE	Wave
Planning, Industry and Environment	Department of Planning, Industry and Environment	8,260.5	Multiple
	Aboriginal Housing Office	93.1	1b
	Centennial Park and Moore Park Trust		2
	Corporate Services - DPIE		1a
	Crown Lands and Water Division		1a
	Heritage Stoneworks	42.5	2
	Hunter and Central Coast Development Corporation		2
	Manly Hydraulics Laboratory	32.3	2
	NSW Chief Scientist and Engineer		1a
	NSW Land and Housing Corporation	503.5	1b
	Office of Environment & Heritage		2
	Office of Local Government (Entity)		2
	Office of the Secretary - DPIE		1a
	Office of the Valuer General	5.3	2
	Place Management NSW	51.5	2
	Planning and Environment		1a and 2
	Property NSW	293.8	2
	Royal Botanic Gardens and Domain Trust		2
	Sydney Olympic Park Authority	242.2	2
	Teacher Housing Authority of NSW	18.1	2
	Waste Assets Management Corporation	15.8	2
	Western Sydney Parklands Trust		2
	Environment Protection Authority	**562.4**	**2**
	Natural Resources Commission	**21.0**	**2**
Premier & Cabinet	**Art Gallery of NSW Trust**	**247.8**	**2**
	Australian Museum Trust	**191.7**	**2**
	Library Council of NSW	**291.3**	**2**
	Resilience NSW	**77.6**	**1a**
	Create NSW	**500.0**	**2**
	Heritage Division		2
	State Archives and Records Authority of NSW		2
	Sydney Living Museums		2
	Trustees of the Museum of Applied Arts and Sciences	**279.3**	**2**
Regional NSW	**Cross Border Commissioner**	**2.9**	**1a**
	Department of Regional NSW	**2,869.5**	**Multiple**
	Corporate - Regional NSW		1a
	Department of Primary Industries		1a
	Mining Exploration and Geoscience		1a
	Office of the Secretary - Regional NSW		1a
	Public Works Advisory	339.4	2
	Public Works Advisory and Regional Development	133.3	1a
	Resource Regulator		1a
	Rural Assistance Authority		1a
	Strategy, Delivery and Performance		1a
	Forestry Corporation of NSW	**577.5**	**2**
	Local Land Services	**951.0**	**1a**
	Regional Growth NSW Development Corporation	**6.4**	**1a**
Stronger Communities	**Crown Solicitor's Office**	**390.4**	**1b**
	Department of Communities and Justice	**21,850.2**	**Multiple**
	Advocate for Children and Young People		1b
	Child Protection and Permanency, District and Youth Justice Services		2
	Corporate Services - DCJ		1b
	Corrective Services NSW		2

	Courts Tribunals and Service Delivery		**1b**
	Housing, Disability and District Services		**1b**
	Judicial Officers		**1b**
	Law Reform and Legal Services		**1b**
	Office of the Secretary - DCJ		**1b**
	Strategy, Policy and Commissioning		**1b**
	Veteran's Affairs/ANZAC Memorial Board		**1b**
	Institute of Sport	91.0	**1a**
	Legal Aid NSW	1,199.2	**1b**
	Legal Aid NSW - CEO/Executive		**1b**
	Legal Aid NSW - Civil Law		**1b**
	Legal Aid NSW - Client Service		**1b**
	Legal Aid NSW - Criminal Law		**1b**
	Legal Aid NSW - Deputy CEO		**1b**
	Legal Aid NSW - Family Law		**1b**
	Legal Aid NSW - Finance		**1b**
	Legal Aid NSW - Grants		**1b**
	Legal Aid NSW - Human Resources		**1b**
	Legal Aid NSW - ICT		**1b**
	Legal Aid NSW - Policy Planning & Programs		**1b**
	Legal Aid NSW - Regional Administration		**1b**
	Multicultural NSW	93.4	**1b**
	NSW Trustee and Guardian	537.3	**1b**
	Office of Sport	440.9	**1a**
	Office of the Chief Executive - OoS		1a
	Policy and Planning		1a
	Regional Delivery		1a
	Venues NSW		1a
	Office of the Ageing and Disability Commissioner	13.9	**1b**
	Office of the Children's Guardian	161.9	**1b**
	Office of the Director of Public Prosecutions	802.6	**2**
Total		40,419.8	

Table 9: FTE Count

(b) The functional scope is described in Attachment 3-6 (Customer Journey Processes and Functional Scope) to Schedule 3 (SLA);

(c) The RICEFW scope is described in Attachment 3-7 (RICEFW Scope) to Schedule 3 (SLA);

(d) The following award types and agreements will be set up as part of the Services to meet the Customer requirements (this set up includes minor variations of the awards in use at the clusters, noting the Customer's intention to consolidate):

For existing AESG 1.0 awards, note that the implementation of these awards is limited to the extent that they are in use for the existing AESG 1.0 tenants; award conditions not in use or not applicable may not have been configured. Incremental conditions not implemented but required by new AESG 2.0 agencies may represent a variation.

Awards
Adventure Facilitator, Oberon Correctional Centre - Department of Corrective services. Section 130 (1) Determination No: 955 of 2007
Architects etc. Agreement No. 1733 of 1971
Bandmaster, Department of Corrective Services, Determination No.936 of 2004
Boards and Committees Procedural Handbook
Cadet Conditions and Rates of Pay, Various Departments Determination No. 938 of 2004
Cartographers, Engineering Survey Drafting Officers, Survey Drafting Officers, Photogrammetrists, Computers All Departments Agreement No. 2439 of 1982
Classification and Remuneration Framework for NSW Government Boards and Committees
Cleaning Services Award 2010 [MA000022]
Community Offender Support Program Centres, Department of Corrective Services Determination No. 960 of 2008
Conditions of Service for Case Workers, Compulsory Drug Treatment Correctional Centre (ADTCC), Department of Corrective Services. Determination No.968 of 2010
Conditions of Service for Program Support Officers, Offender External Leave Program, Department of Corrective Services. Determination No. 966 of 2009
Conditions of Service for Program Support Officers, Tabulam, Department of Corrective Services. Determination No. 964 of 2008
Conditions of Service for Program Support Officers, Yetta Dhinnakkal Centre, Department of Corrective Services. Determination No. 969 of 2011
Conservation Field Officers Department of Lands, Department of Water and Energy, Department of Environment and Climate Change and State Water Corporation Award
Conservators Cultural Institutions Agreement
Coordinator, Visual Arts, Long Bay Correctional Complex – Department of Corrective Services Determination No.929 of 2002
Coordinators and Directors, Community Justice Centres, Attorney–General's Department Determination No.808 of 1983
Crown Employees – Legal Officers (Crown Solicitors Office, Office of Legal Aid Commission, Office of Director of Public Prosecutions and Parliamentary Counsel's Office) Reviewed Award 2012
Crown Employees (Administrative and Clerical Officers - Salaries) Award 2007
Crown Employees (Administrative and Clerical Officers - Salaries) Award 2007 (under shift worker, 38hrs/wk arrangement)
Crown Employees (Correctional Officers, Department of Attorney General and Justice – Corrective Services NSW) Award
Crown Employees (Correctional Officers, Department of Corrective Services) Award 2007 for Kempsey, Dillwynia and Wellington Correctional Centres
Crown Employees (Department of Attorney General and Justice – Attorney General's Division) (Reporting Services Branch) Sound Reporters Award 2007
Crown Employees (Department of Attorney General and Justice (Juvenile Justice) - 38 Hour week Operational Staff 2012) Reviewed Award
Crown Employees (Department of Finance, Services and Innovation) Award 2015
Crown Employees (Department of Finance, Services and Innovation) Wages Staff Award 2016
Crown Employees (Department of Industry, Skills and Regional Development) Domestic Services Award

Crown Employees (Department of Industry, Skills and Regional Development) Fisheries Employees Award

Crown Employees (Department of Industry, Skills and Regional Development) Food Safety Officers Award

Crown Employees (Department of Industry, Skills and Regional Development) Local Coordinator Allowance Award

Crown Employees (Department of Industry, Skills and Regional Development) Operational Staff Award

Crown Employees (Department of Industry, Skills and Regional Development) Professional Officers Award

Crown Employees (Department of Industry, Skills and Regional Development) Regulatory Officers Award

Crown Employees (Department of Industry, Skills and Regional Development) Technical Staff Award

Crown Employees (Departmental Officers) Award

Crown Employees (DFSI - Waste Assets Management Corp.) Salaried Staff Award 2012

Crown Employees (Education Employees Department of Attorney General and Justice – Corrective Services NSW) Award 2014

Crown Employees (General Managers, Superintendents, Managers Security and Deputy Superintendents, Department of Attorney General and Justice – Corrective Services NSW) Award 2009

Crown Employees (General Staff – Salaries) Award 2007

CROWN EMPLOYEES (INTERPRETERS AND TRANSLATORS, MULTICULTURAL NSW) AWARD

Crown Employees (Librarians, Library Assistants, Library Technicians and Archivists Award

Crown Employees (Librarians, Library Assistants, Library Technicians and Archivists) Award 2002

Crown Employees (Museum of Applied Arts and Sciences - Casual Guide Lecturers) Award 2007

Crown Employees (NSW Department of Justice) – Museum of Applied Arts and Sciences Electrical Preparators) Award

Crown Employees (NSW Department of Primary Industries) Domestic Services Officers Award

Crown Employees (NSW Department of Primary Industries) Fisheries Staff Award

Crown Employees (NSW Department of Primary Industries) Operational Staff Award

Crown Employees (NSW Department of Primary Industries) Regulatory Officers Award

Crown Employees (NSW Department of Trade and Investment, Regional Infrastructure and Services) Exhibition Project Managers and Project Officers) Australian Museum Award

Crown Employees (Office of Environment and Heritage — National Parks and Wildlife Service) Conditions of Employment Award 2015

Crown Employees (Office of Sport – Catering Officers) Award

Crown Employees (Office of Sport – Centre Managers) Award

Crown Employees (Office of Sport – Program Officers) Award

Crown Employees (Office of Sport – Service Officers) Award

Crown Employees (Office of the Board of Studies - Education Officers) Salaries and Conditions Award

Crown Employees (Office of the Sydney Harbour Foreshore Authority) Award 2007
CROWN EMPLOYEES (PHYSIOTHERAPISTS, OCCUPATIONAL THERAPISTS, SPEECH PATHOLOGISTS AND MUSIC THERAPISTS) AWARD
Crown Employees (Planning Officers) Award 2008
Crown Employees (Planning Officers) Award 2016
Crown Employees (Police Officers - 2017) Award
Crown Employees (Psychologists) Award
Crown Employees (Public Sector – Salaries – January 2016) Award
Crown Employees (Public Sector - Salaries 2016) Award
Crown Employees (Public Service Conditions of Employment Award 2009
Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009
Crown Employees (Public Service Training Wage) Reviewed Award 2008
Crown Employees (Research Scientists) Award 2007
Crown Employees (Security & General Services) Award
Crown Employees (Senior Assistant Superintendents and Assistant Superintendents, Department of Attorney General and Justice - Corrective Services NSW) Award 2009
Crown Employees (Senior Officers Salaries) Award 2007
Crown Employees (Senior Officers Salaries) Award 2012
Crown Employees (Sheriff's Officers) Award 2007
Crown Employees (Tipstaves to Justices) Award 2007
Crown Employees (Transport Drivers) Award
Crown Employees Conservation Field Staff Officers, (Department of Industry, Skills and Regional Development and NSW office of Environment and Heritage) Reviewed Award 2015
Crown Employees Food Safety Officers Award
Crown Employees Parks and Gardens (Horticulture and Rangers Staff) Award 2007
Curators and Registrars Cultural Institutions Agreement
Curators and Registrars, Cultural Institutions Agreement No. 2508 of 1987
Departmental Professional Officers Determination 866 of 1987
Departmental Professional Officers Determination No. 866 of 1987
Destination NSW Employee Handbook
Education Officers - Department of Leisure, Sport and Tourism, Premier's Department (Art Gallery, Australian Museum and Museum of Applied Arts and Science) Section 82 (1) Determination No. 806 of 1983

Education Officers – Department of Sport, Recreation and Racing, Premier's Department (Art Gallery, Australian Museum and Museum of Applied Arts and Sciences) Determination No. 473 of 1975
Engineers Agreement No. 1734 of 1971
Entertainment and Broadcasting Industry – Live Theatre and Concert (State) Award 343
Escorts and Travelling Attendants Agreement No 2270 of 1980
Government Sector Employment (Senior Executive Bands) Determination 2014
Junior Legal Secretary (CSO)
Laboratory Attendants, Tech Officers (Scientific) & Snr Tech Officer (Scientific), Agreement 2369 of 1982
Laboratory Attendants, Trainee Technical Officers (Scientific), Technical Officers (Scientific) and Senior Technical Officer (Scientific), Various Departments Agreement No. 2369 of 1982
Laboratory Attendants, Trainee Technical Officers (Scientific), Technical Officers (Scientific), Various Departments; Agreement No.2369 of 1982
Legal Officers, Various Departments Agreement No.2375 of 1982
Local Land Services Award 2013
Managed Sports Venues Award
Ministerial Drivers' Salaries and Conditions – New South Wales Premier's Department Determination No 953 of 2007
Ministerial Drivers' Salaries and Conditions – Premier's Department Determination No.953 of 2007
Miscellaneous Professional Officers, Department of Water Resources Agreement No.2535 of 1991
Natural Resources Commission (Staff Agency) Enterprise Agreement 2018-2020
NSW Institute of Sports EA 2017-2019
OFFICE OF SPORT WIN SPORTS AND ENTERTAINMENT CENTRES AUSTRALIAN WORKERS UNION (STATE) AWARD 2017
Psychologists, Community Offender Services, Department of Corrective Services Determination No 963 of 2008
Public Service General Division Staff Salaries Agreement 2368 of 1982
Quantity Surveyors Dept of Public Works and Housing Determination No. 421 of 1974
Scientific Officers Various Departments Agreement No. 2433 of 1982
Security Industry (State) Award
Security Officers and Senior Security Officers, Various Departments Determination No. 768 of 1982
Senior Executive Service (SES)
Senior Executive Service (SES) & Chief Executives
Service NSW (Salaries and Conditions) Employees Award 2018
Statutory and Other Officers Remuneration Tribunal (SOORT) Determination

Statutory and Other Offices Remuneration Tribunal - Court and Related Officers Group
Statutory and Other Offices Remuneration Tribunal - Judges and Magistrates Group
Statutory and Other Offices Remuneration Tribunal - Public Office Holders Group
Statutory and Other Offices Remuneration Tribunal - Public Service Senior Executives
Surveyors, Trigonometrical Surveyors and Cartographic Surveyors, Various Departments Agreement No. 2449 of 1982
Technical Officers (Engineering) Determination No. 803 of 1983
Venues NSW Award 2017
Young Offenders Act 1997
General Division Driver/Assistant etc. Various Departments Agreement No. 2478 of 1985
Crown Employees (Department of Industry, Skills and Regional Development) Geoscientists Award
Crown Employees (Department of Industry, Skills and Regional Development) Land Information Officers Award
Crown Employees (Department of Industry, Skills and Regional Development) Mine Safety and Environment Officers Award
Crown Employee (Office of Environment and Heritage and the Office of Environment Protection Authority) General award
Crown Employees (Office of Environment and Heritage - NPWS) Field Officers and Skilled Trades Salaries and Conditions 2018 Award
Crown Employees Transitional Centre Workers Award Agreement
Interpretive Assistants, National Parks and Wildlife Service, Industrial Authority Determination
Office of Environment and Heritage (NSW) Flight Officers' Enterprise Agreement 2019
Planning Officer Determination No 476 of 1975
Court Reporters, Department of Courts Administration Enterprise Agreement No. 3 of 1993
Crown Employees (NSW Department of Premier and Cabinet) State Library Security Staff Award
General Division (Trade Based Groups Salaries Section 82(1) Determination No. 764 of 1982
Legal Profession Admissions Board examiners
Office of the Director of Public Prosecutions Enterprise Agreement
Crown Advocate Act 1979
District Court Act 1973
Land and Environment Court Act 1979
Public Defender Act 1955
Solicitor General Act 1969

Law Reform Commission Act 1967
Crown Prosecutor Act 1986
State Coroners Act 2009
Industrial Relations Act 1996
Local Court Act 2007
Supreme Court Act 1970
Workplace Injury Management and Workers Compensation Act 1998
Information Commissioner Act
Privacy and Personal Information Act 1998
Inspector of Custodial Services Act 2012
NSW Civil and Administrative Tribunal Act 2013
Officers under the Crown Employees OEH NPWS Field Officers and Skilled Trades Staff Award
Officers under the Crown Employees (NSW Fisheries Salaries and Conditions of Employment) Award

Table 10: Awards

Agreements
NSW Trade & Investment Flexible Working Hours Agreement
Local Land Services Flexible Working Hours Agreement
Department of Sport and Recreation Flexible Working Hours Agreement
Flexible Working Hours Agreements 2016 of Crown Employees (Planning Officers) Award 2016
Officers under the Crown Employees (Office of Environment and Heritage and the Office of Environment Protection Authority) General award flex condition
Office of the Director of Public Prosecutions Flexible Working Hours Agreement
Department of Housing Flexible Working Hours Guidelines
NSW Department of Community Services Field FWHA
NSW Department of Community Services Standard FWHA
Department of Justice FWHA 2017
Legal Aid Flexible Working Hours Agreement 15 September 1997

Table 11: Flex Agreements

(e) Transition In Services comprise the activities described in section 4 including:

- Solution Adoption;
- Tenant Setup;
- Validate;
- Deploy;
- Program and Project Management; and
- Technical Architecture;

RICEFW Scope

AESG 2.0 BUILD OBJECTS APPROACH

AESG 2.0 is an enhancement to AESG 1.0 providing new business processes and associated build objects. The build object scope comparison is contained in the following table. These figures are a summation of the build objects for the program, further information including complexity (low, medium, high) can be found in Attachment 3-7.
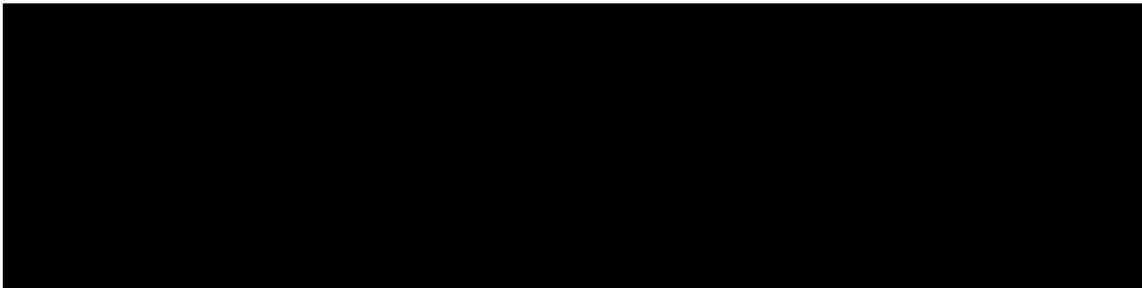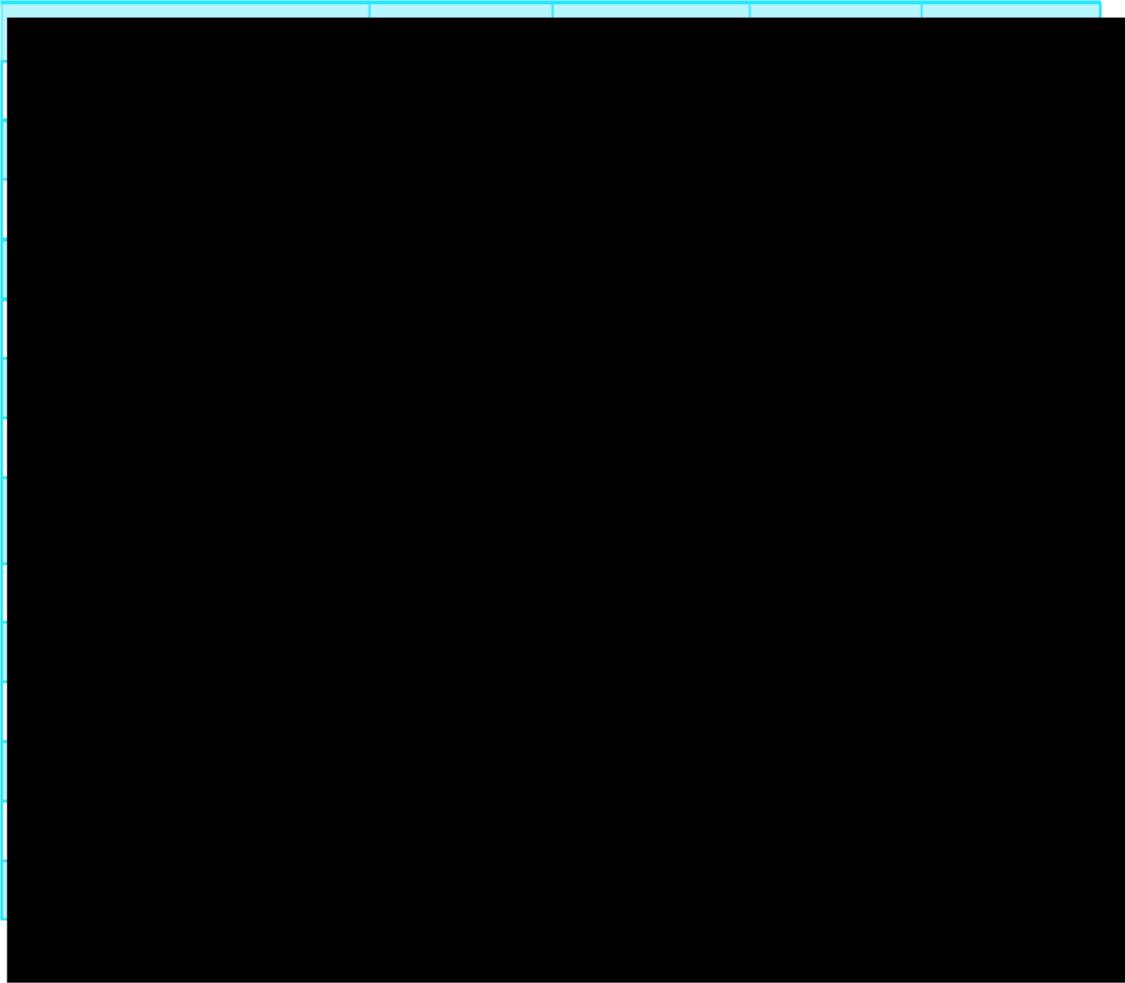
The fixed scope of delivery includes the new build objects and the technical migration of AESG 1.0 build elements to conform to the AESG 2.0 data taxonomy and technical system.

A smart greenfield approach will be adopted and the development of any new build objects will be reflected as a new AESG product standard aligned to the NSW Government CSCJ process standards.

Build Object CR Fund

In addition, on contract commencement as a once-off, a change request fund████████████Build Object CR Fund) will be established on the basis of an assumed level (85% reuse of Enhancements, Forms and Workflows on AESG 1.0 as detailed in Attachment 3-7) of redevelopment as a result of business process optimisation and harmonisation. It is established to accommodate design changes as a result of the harmonisation of the business processes of the Customer. The Build Object CR Fund can be utilised for any of the build objects listed in Table 12. Pricing for the build objects will be drawn down from the Build Object CR Fund will be based on the AESG Service Catalogue.

Changes to the scope will be handled via the Change Management Board (CMB) change request process. Change request will be approved taking into account:

- The deliverability of the build object element
- Impact to the implementation schedule.
- Availability of Build Object CR Funds

Once the Build Object CR Fund has been exhausted further Change Requests will be processed through Schedule 4 (Variation Procedures).

Unused Build Object CR Funds at the end of Stage 5 will be transferred to the Customer in the form of a credit note.

Governance of RICEFW List

The RICEFW list in Attachment 3-7 will be reviewed and updated at the commencement of each Wave for changes that have occurred in the AESG 1.0 environments, e.g. additional interfaces that have been implemented as part of BAU activities. The inclusion of changes to the RICEFW list will be managed by the project's change management process, as consideration will need to be given to such changes in terms of both the solution and commercial impacts.

ROM provision for additional customisations

The Customer has requested the Contractor include ROM (rough order of magnitude) pricing for a business capability that will require customisation of the SAP S/4HANA solution, and is required by DPIE's Property Works Advisory (PWA) group. This business capability is known as COVAT (Contract Management and Valuation Adjustments). ROM Pricing for COVAT is included in Section 14 Payment Plan. The ROM pricing has been determined by the Contractor based on an assessment the Contractor conducted in July, 2020 to onboard PWA onto AESG 1.0 and the assessment was done based on the inputs provided by the Customer at that point in time.

During the Solution Adoption Phase in Wave 2, which is when PWA will be onboarded to AESG 2.0, the scope and solution approach for COVAT will be confirmed and final pricing to implement COVAT will be provided to the Customer. If the final pricing varies from the ROM pricing, the variation will be managed via a Change Request.

High Level Plan

Stage 1, Stage 2 and Stage 3 (Transition Preparation) high-level plan

3.24 The proposed high-level project plan for Stage 1, Stage 2 and Stage 3 is shown in Figure 3

Stage 4 and Stage 5 (Transition In) Plan

3.25 The proposed high-level Transition In project plan is depicted in Figure 1.

3.26 Table 13 shows cluster / Agency per Wave in Stages 4 and 5.

Stage	Wave Number	Agencies	Transition In Type[1]

Table 13: Transition In Agencies and Transition In type

Notes:

1. Refer to Appendix 12-E for list of cluster and Agency scope and FTE count.
2. Definition of a migration – where the cluster/agencies is already on AESG 1.0 and there is an AESG to AESG migration of the cluster/agency's data, taxonomy and interfaces to AESG 2.0. Inputs taken to derive the scope of the migration are based on AESG 1.0 systems (e.g. the number of interfaces in the AESG 1.0 systems for those clusters/agencies).
3. Definition of an onboarding – where the cluster/agencies is not on AESG 1.0 and will be onboarding onto AESG 2.0, with that cluster/agency's data, taxonomy and interfaces being new for AESG. Inputs taken to derive the scope of the onboarding are based on information that has been provided to AESG pre-contract.

4. DCJ Corrections (HR/Payroll) is assumed a migration from AESG 1.0 to AESG 2.0 as a project is underway to onboard this entity onto AESG 1.0 with a planned ████████████████

Overview of Deliverables

3.27 As part of the AESG Service and Transition In, the Contractor will create a range of AESG artefacts. A subset of these will be Deliverables for the Customer.

3.28 The AESG artefacts are divided into two categories:

    (a) **Deliverables**: These are documents specifically created for the Customer and will require Acceptance by the Customer. These are as listed in Table 14 below.

    (b) **Work Products**: These are Contractor's supplementary artefacts that are created to enable the delivery of final deliverables.

3.29 The below table (Table 14) lists the Deliverables that Contractor will provide as well as the applicable Acceptance Criteria for each Deliverable and the Customer Authorised Representative who can accept the Deliverable. Not all Deliverables are relevant for every Stage and will be replicated as required in each Stage. In Table 14 below, "Fit for Purpose" refers to fit for the purposes for which the Deliverable was created under this Customer Contract. Deliverables for Stage **1, 2** and **3** are **identified** in section 3.10.

ID	Deliverable Name	Description	Acceptance Criteria	Approver
D1	Project Management Plan (**PMP**)	The PMP describes: The agreed scope Schedule/work plan Milestones The project organisation Risks and issue management approach Scope change management approach Quality management Status reporting Document management Deliverable review and sign-off process Resource management The PMP serves as the basis for	✓ Project scope is clearly identified ✓ Project work plan is embedded / attached ✓ Milestones are clearly indicated ✓ Risk and issue management process is documented ✓ Information in the PMP is correct and sufficient to commence the Service Onboarding ✓ Status reporting schedule and format described ✓ Resource plan included ✓ Document management process defined ✓ Fit for Purpose	Program Director

ID	Deliverable Name	Description	Acceptance Criteria	Approver
		execution across all stages of the program and projects. The schedule/work plan is updated throughout the Transition In.		
C2	Business Process Design (**BPD**) for Adopt objects	The BPD describes the steps of the business processes, the order in which they are performed, and the decisions that are made along the way. Only changes to existing CSCJ business process designs for AESG solution scope or new business process design for AESG solution scope documents are included in the Deliverable as part of: Personalisation (e.g. awards, organisational structures, release strategies) Adopt objects (with configuration or RICEFW)	✓ The documented process meets the Customer's business requirements, and the requirements set out in the Customer Contract ✓ Information in the BPD document is correct and sufficient to commence build ✓ Fit for Purpose	Product Owner
C27	Core and Common Process Flow in ARIS	These deliverables will capture level 4 process flow, and level 5 where required, in an ARIS format, to document the SAP systems steps of each level 3 CSCJ business processes. They will include: System steps sequenced as per AESG process User roles	✓ The documented process meets the Customer's business requirements, and the requirements set out in the Customer Contract ✓ Information in the BPD document is correct and sufficient to commence build ✓ Fit for Purpose	Product Owner

ID	Deliverable Name	Description	Acceptance Criteria	Approver
		Automated systems steps Meta-data as per agreed ARIS framework		
D2	Business Process Design (**BPD**) for Adapt objects	The BPD describes the steps of the business processes, the order in which they are performed, and the decisions that are made along the way. Only changes to existing CSCJ business process designs for AESG scope solution or new business process design documents for AESG scope solution are included in the Deliverable as part of: Personalisation (e.g. awards, organisational structures, release strategies) Adapt objects (with configuration or RICEFW)	✓ The documented process meets the Customer's business requirements, and the requirements set out in this Customer Contract ✓ Information in the BPD document is correct and sufficient to commence build ✓ Fit for Purpose	Product Owner
C28	Core and Common Solution Design Document	The SDD describes the technical design, across Security, User Experience, Data Governance and Reporting, required to enable the AESG solution. Only changes to existing AESG technical designs or new technical design documents are included in the Deliverable as part of: Personalisation (e.g. User Experience pattern,	✓ The documented process meets the Customer's business requirements, and the requirements set out in the Customer Contract ✓ Information in the SDD document is correct and sufficient to commence build ✓ Fit for Purpose	Product Owner

ID	Deliverable Name	Description	Acceptance Criteria	Approver
		System access type) Adopt objects (with configuration or RICEFW)		
C3	Core taxonomy configuration design	The Core taxonomy configuration design document describes: Configuration settings required to create the required core taxonomies in the AESG solution The test considerations for the configuration Development components (RICEFW) associated with the configuration	✓ The documented solution meets the Customer's documented business requirements ✓ Information in the functional design document is correct and sufficient to commence configuration build ✓ Fit for Purpose	Product Owner
D3	Customer taxonomy configuration design	The Customer taxonomy configuration design document describes: Configuration settings required to create the required customer taxonomies in the AESG solution The test considerations for the configuration Development components (RICEFW) associated with the configuration	✓ The documented solution meets the Customer's documented business requirements ✓ Information in the functional design document is correct and sufficient to commence configuration build ✓ Fit for Purpose	Product Owner
C4	Functional design for Adopt objects (FDD)	The functional design describes the enhancements that will be put in place to meet the requested core functional requirements. Only changes to existing AESG functional designs or new functional	✓ The documented solution meets the Customer's documented business requirements, and the requirements set out in this Customer Contract ✓ Information in the functional design document is correct and sufficient to commence build ✓ Fit for Purpose	Product Owner

ID	Deliverable Name	Description	Acceptance Criteria	Approver
		design documents are included in the Deliverables as part of: Personalisation (e.g. awards, organisational structures, release strategies)		
D4	Functional design for Adapt objects (FDD)	The functional design describes the solution that will be put in place to meet the requested functional requirements. Only changes to existing AESG functional designs or new functional design documents are included in the Deliverables as part of: Personalisation (e.g. awards, organisational structures, release strategies) Adapt objects (with configuration or RICEFW)	✓ The documented solution meets the Customer's documented business requirements, and the requirements set out in this Customer Contract ✓ Information in the functional design document is correct and sufficient to commence build ✓ Fit for Purpose	Product Owner
D5-1	Provide input into the Master Test Plan	The Customer will define a Master Test Plan for each Wave and the Contractor will provide input as follows: • Testing phases in scope for the wave • Test environments • Test execution schedule • Any Wave specific testing requirements • Data scrambling requirements	✓ Test phases, environment, and schedule defined for the Wave ✓ Any Wave specific testing requirements are identified ✓ Fit for Purpose	Program Director

ID	Deliverable Name	Description	Acceptance Criteria	Approver
		• Non-functional testing details for Performance Testing For each testing phase within the Wave there will be a test plan (test cycle control sheet), which is a Work Product, describing: • The test scripts in scope for testing		
D6-1	Provide input into the Data Conversion Plan	The Customer will define a data conversion plan for each Wave and the Contractor will provide input as follows of: • Data conversion scope (for the wave) • AESG 1.0 Source systems scope (for the wave) The Customer is responsible for creating a data conversion workplan for each wave, describing: • When and by whom data extraction, transformation and load activities will be carried out • Dependencies between data objects	✓ Data conversion scope is defined ✓ AESG 1.0 Source systems are identified and listed ✓ Fit for Purpose	Program Director
C7	Core Technical Architecture Design	The technical architecture design documents the following: (**Technical Architecture Design**):	The plan is prepared by the Contractor and reflects: ✓ Scope and Customer requirements for the Technical Architecture of the AESG solution	Product Owner

ID	Deliverable Name	Description	Acceptance Criteria	Approver
		Core technical infrastructure scope Core integration and connectivity approach and patterns Security and authorisations scope and approach SAP Environment strategy scope and provisioning plan	✓ Requirements specified for Customer to setup and configure Active Directory Federation Services ✓ Roles and responsibilities for delivery of scope as required ✓ Fit for Purpose	
D7	Technical Architecture Design	The technical architecture design documents the following: **(Technical Architecture Design)**: Cluster specific technical infrastructure scope Integration and connectivity to Customer systems approach Security and authorisations scope and approach SAP Environment strategy scope and provisioning plan	The plan is prepared by the Contractor and reflects: ✓ Scope and Customer requirements for the Technical Architecture of the AESG solution ✓ Requirements specified for Customer to setup and configure Active Directory Federation Services ✓ Roles and responsibilities for delivery of scope as required ✓ Fit for Purpose	Product Owner
C26	Core Golden Client Build Closure Memo	The build closure memo documents the finalisation of the AESG Golden Client's set-up as per the Client's requirements and includes: List of FDDs List of Taxonomy Documents List of Unit Test scripts and execution status	✓ All new Adopts identified in the Business Process Design documents have a corresponding Functional Design Document ✓ All Taxonomy Documents have been completed ✓ Unit Test scenarios have been executed and successful execution recorded. ✓ Fit for Purpose	Program Director
C30	Adapt RICEFW list	List of Adapt RICEFW as identified at the	The list is created by the Contractor:	Program Director and Cluster

ID	Deliverable Name	Description	Acceptance Criteria	Approver
		end of Golden Client Detailed Design	✓ RICEFWs are identified for every cluster ✓ Attachment 3-7 is amended accordingly ✓ Fit for Purpose	Program Directors
D8 D9 D11 D12 D13 D15 D16 D26 D27 D28	Test Closure Memo (for input into Program level Test closure report which is the responsibility of the Customer)	A report summarising the executed test and including the number of Defects identified in each test cycle and their causes, details on how particular Defects were resolved, the number of outstanding Defects, the priority level of the outstanding Defects, observation records and such other information as the parties agree relevant. The report includes any Workarounds which are accepted by the Customer as the basis for the decision to cutover. A test closure memo (Deliverables D8, D9, D10, D11, D13, D15, D16, and D26) will be created for each of the following test stages: System Integration Test (D8) Technical Architecture Connectivity Testing (D9) Parallel Payroll Testing (D11) Data Trial Conversion Testing (D12)	✓ All executed tests are documented including their completion status and any outstanding Defects are documented ✓ Workarounds for outstanding Defects are clearly documented ✓ Zero Critical and High Severity Defects ✓ Medium Severity Defects have been accepted by the Customer, there is an accepted Workaround and there is a resolution plan with times that has been agreed ✓ Low Severity Defects have been documented for further investigation ✓ Fit for Purpose	Program Director

ID	Deliverable Name	Description	Acceptance Criteria	Approver
		System Performance Testing (D13) Dress Rehearsal (D15) User Acceptance Test (D16) Adapt Objects Unit Testing (D26) Functional Testing (D27) Regression Testing (D28)		
D17	Cutover Plan (Contractor to contribute to master cutover plan for the wave)	The Cutover Plan details: The tasks necessary for the Customer to transition from their legacy/retained system(s) to the AESG Service The Cutover Plan will cover readiness activities e.g. firewalls, access, GUI installation, portal, change and training etc. By whom and when each of the tasks needs to be executed Dependencies between the cutover tasks	✓ All tasks in the Cutover Plan are clearly understood ✓ Cutover task owners are specified for each task ✓ Any dependencies are clearly documented ✓ Information in the Cutover Plan is correct and sufficient to commence the "Deploy" phase ✓ Schedule includes all Customer and Contractor tasks required to complete cutover activity ✓ Fit for Purpose	Program Director
D19	Consolidation Plan	The consolidation plan includes activities to move from the Consolidation Period to the business as usual state	✓ Open Defects resolved or agreed Workarounds are in place ✓ Ongoing governance arrangements in place ✓ Fit for Purpose	Program Director
D20	Business Contingency Plan	Refer to Schedule 3 (Service Level Agreement)	The plan is prepared by the Contractor and reflects: ✓ The tasks, duration and sequence ✓ The testing schedule ✓ Roles and responsibilities for all parties for the execution of the Plan ✓ Compliance with relevant standards	Program Director

ID	Deliverable Name	Description	Acceptance Criteria	Approver
			✓ Any potential costs associated with disaster recovery ✓ A plan to overcome interruptions to the Customer's business caused by the Contractor ✓ Fit for Purpose	
D21	Transition Out Plan	Refer to Attachment Transition Out Services and Schedule 3 Service Level Agreement Note: AESG Transition Out Plan will be input to a broader Transition Out Plan that the Customer or the oncoming provider is responsible for and will cover Customer and / or oncoming provider activities.	The plan is prepared by the Contractor and reflects: ✓ The scope of activities to achieve transition of the Services to a new service provider (or back to the Customer) ✓ The sequence and timing of relevant activities ✓ The roles and responsibilities of the Customer and the Contractor ✓ Fit for Purpose	Program Director
D22	Consolidation Closure Memo	The consolidation closure memo documents the following: Any additional agreed criteria, for determining that the AESG Service has completed the phase consistent with the Acceptance Criteria in this table. The explanation of any variance from the actual to target values. Description of any agreed remaining remediating actions that are required during ongoing Service delivery. Schedule 3 Service Level Agreement including Rebates and Performance Criteria, applies at	For Incidents raised during the period between Go-Live and the end of the stabilisation period: ✓ All Severity 1 and 2 Incidents have been closed. ✓ Actions to resolve open Severity 3 and 4 are agreed documented and prioritised ✓ Fit for Purpose	Program Director

ID	Deliverable Name	Description	Acceptance Criteria	Approver
		the end of the Consolidation Period, whether or not the consolidation closure memo has been accepted.		
D24	System Deployed Closure Memo	The system deployed closure memo documents the following: Migration complete Service available for production use	The system has been cutover.	Program Director
D29	Data Management Protection Plan (Wave 1 deliverable only)	Data Management Protection Plan describing the Contractor's obligations under Privacy Laws and measures to protect Personal Information	✓ A description of the Contractor's approach to meet its obligations under Privacy Laws as they apply to the Contractor in its capacity as an IT services provider; and ✓ A description of measures to protect Personal Information based on security controls in place for AESG including in respect of data security, data breach notification, and transfer of data.	Product Owner
D30	Hypercare Closure memo	The Hypercare closure memo documents the following: List of Severity 1 and 2 Incidents closed during Hypercare period. Any open Severity 3 Incidents with temporary Customer approved workaround List of completed knowledge transfer sessions between Project Team and Operations Team	The hypercare closure memo reflects: ✓ All Severity 1 and 2 Incidents have been closed. ✓ Actions to resolve open Severity 3 Incidents ✓ List of completed knowledge transfer sessions ✓ Fit for Purpose	Program Director
C31	Update Schedule 3 SLA Attachments	Update Schedule 3 SLA Attachments where activities from Stages 1 to 3 have updated solution and scope, as follows:	All attachments have been updated	Product Owner

ID	Deliverable Name	Description	Acceptance Criteria	Approver
		- Attachment 3-14 – AESG Base Services - Attachment 3-15 – AESG Supplementary Services - Attachment 3-16 – AESG Additional Services - Attachment 3-6 – CSCJ Processes - Attachment 3-7 – RICEFW (Reports, Interfaces, Enhancements, Forms and Workflows) List - Attachment 3-8 – SAP and Related Licenses - Attachment 3-9 – Data and Taxonomy - Attachment 3-13 – Application Security Role Matrix		

Table 14: Deliverables and Acceptance Criteria

Milestones

Milestones, estimated dates, and associated deliverables for Stage 1, 2 and 3 are detailed below.

Release (a)

ID	Milestone Description	Deliverable ID	Deliverable Name	Due Date
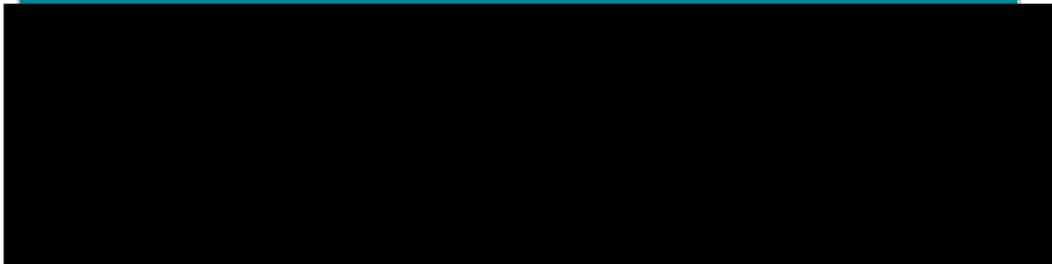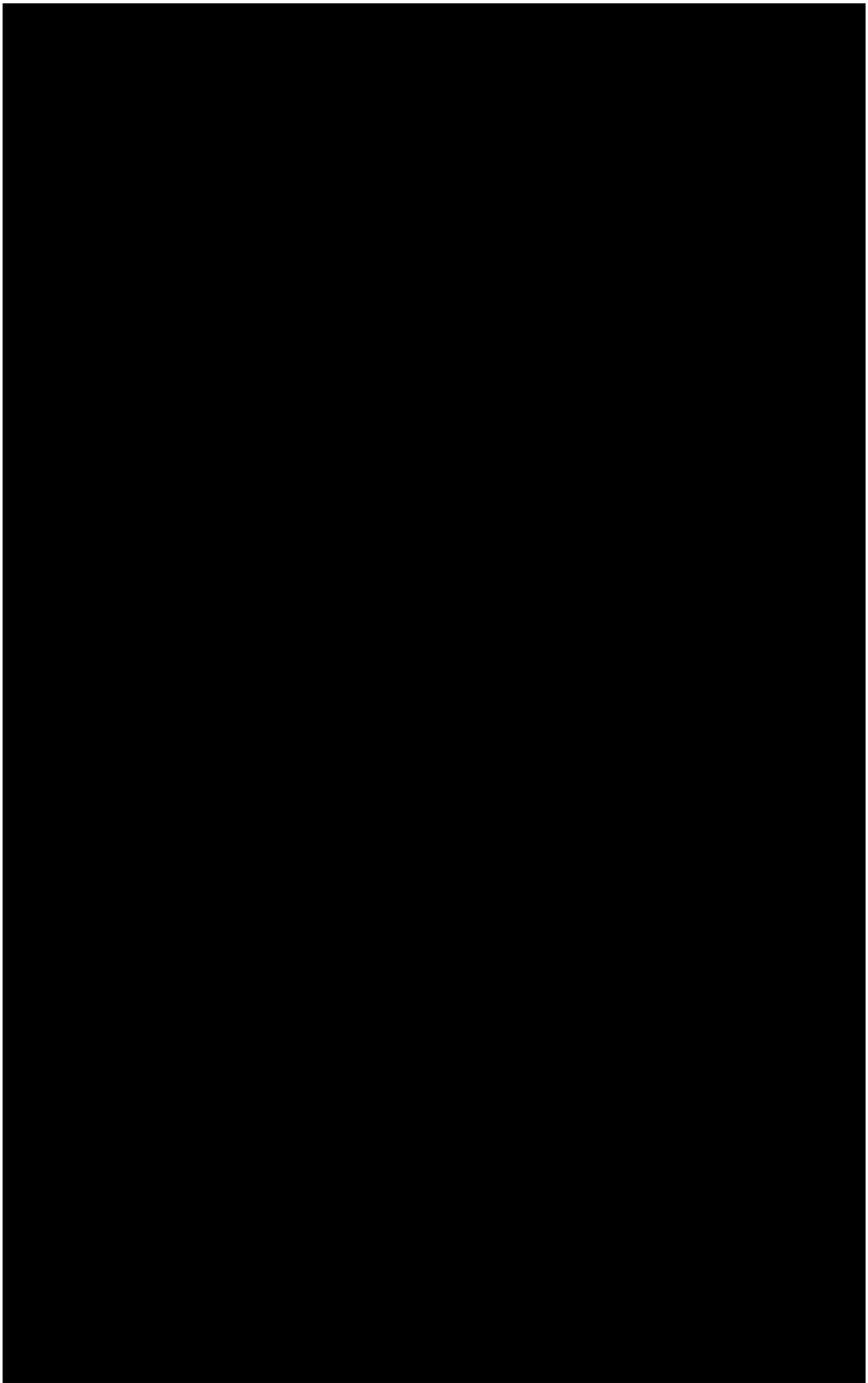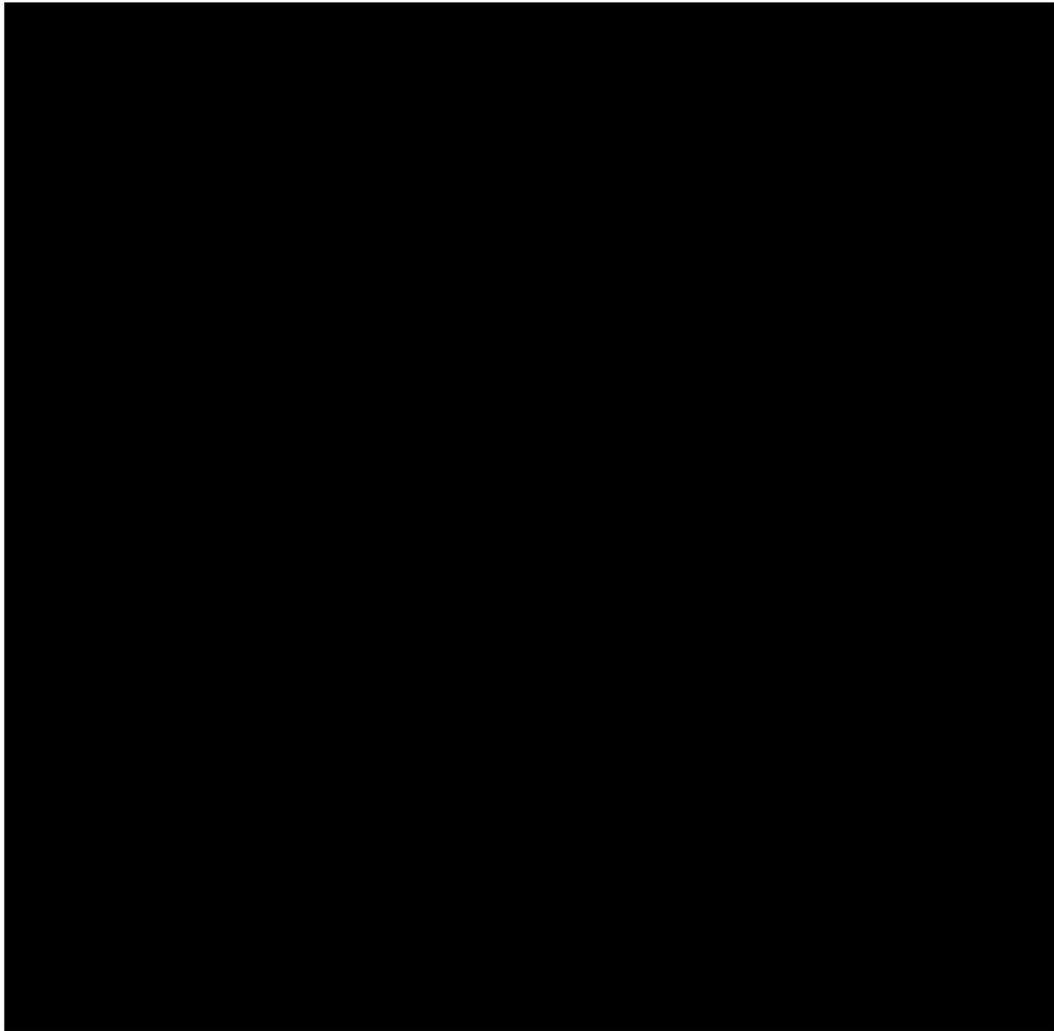
Release (b)

ID	Milestone Description	Deliverable ID	Deliverable Name	Due Date
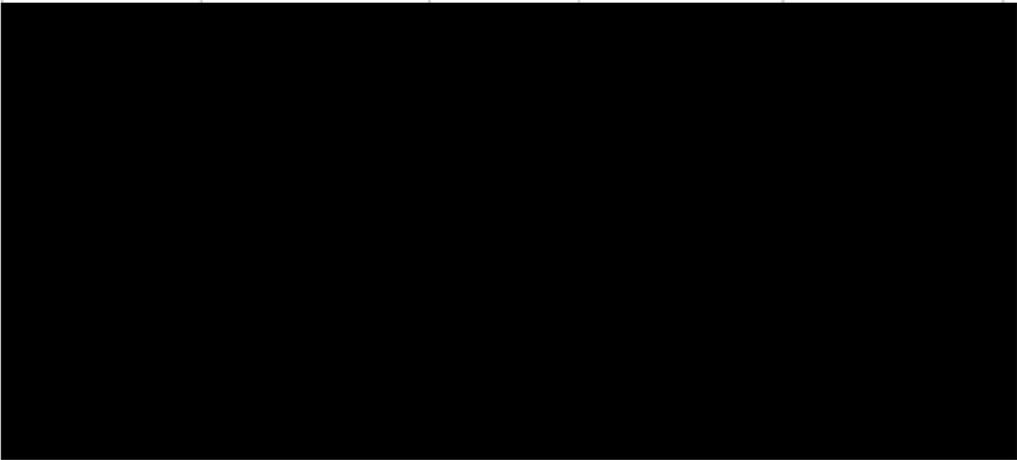
Milestone estimated dates and associated deliverables for Stage 4 are detailed below.

Wave 1 (Agencies list detailed in Table 13)

Milestone / Phase	Transition In Milestone Description	ID	Name	Due Date

Milestone / Phase	Transition In Milestone Description	ID	Name	Due Date

Milestone / Phase	Transition In Milestone Description	ID	Name	Due Date

Table 17: Stage 4 - Wave 1 Transition In Milestones

3.30 Milestone estimated dates and associated deliverables for Stage 5 are detailed below.

Wave 2 (Agencies list detailed in Table 13)

Milestone / Phase	Transition In Milestone Description	ID	Name	Due Date

Milestone / Phase	Transition In Milestone Description	ID	Name	Due Date
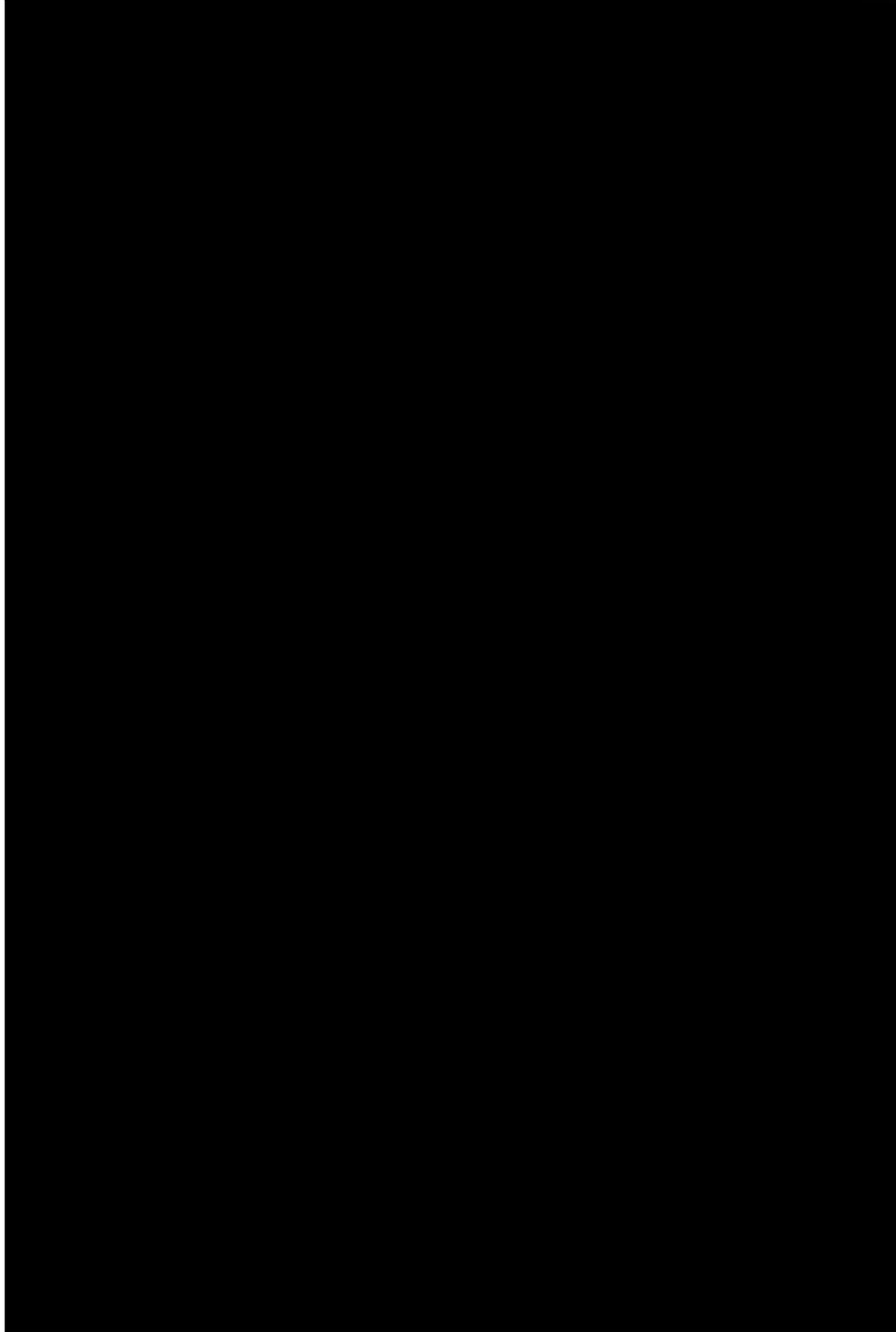
Milestone / Phase	Transition In Milestone Description	ID	Name	Due Date

Table 18: Stage 5 – Wave 2 Transition In Milestones

Other Services

3.31 Other services to be provided under this Customer Contract are detailed in Schedule 3 (Service Level Agreement).

3.32 Additional Services as detailed in the AESG Service Catalogue may be purchased by the Customer.

Contract Period

3.33 The Contract Period is as specified in Item 10 of the General Order Form.

Contract Specifications

3.34 The Contract Specifications are as specified in Item 13 of the General Order Form

Assumptions

3.35 The assumptions are as included in Attachment 12-A (Assumptions) to Schedule 12 (PIPP) and elsewhere in this Schedule 12 (PIPP).

4. Transition In

Methodology

4.1 The Contractor applies the methodology described in this section for Transition In of Customer (Stages 4 and 5) to the AESG Service. The Contractor will follow the methodology set out in the diagram below when performing the Transition In Services.
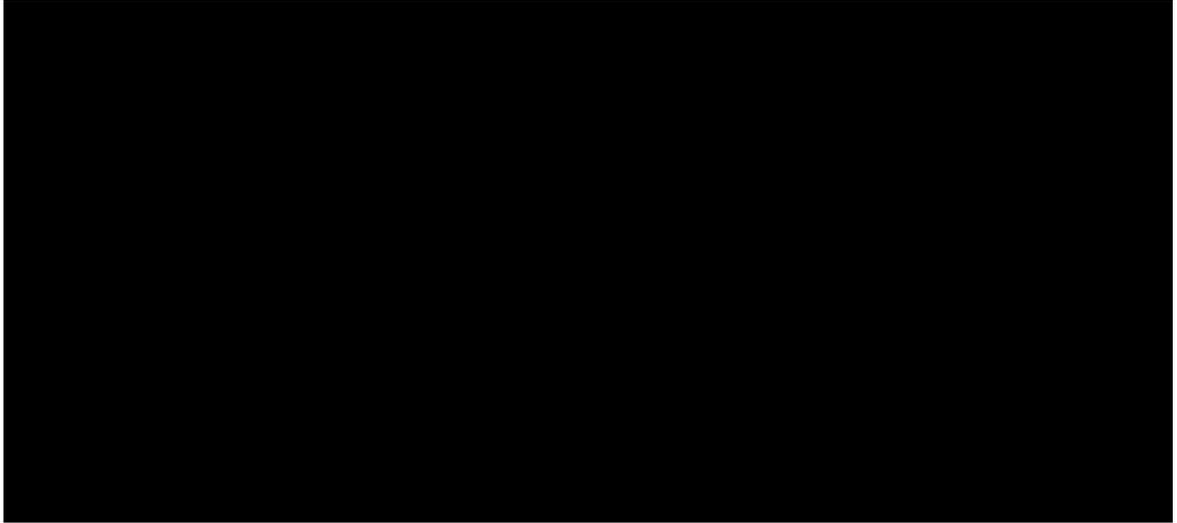
4.2 The Transition In Services comprise the following activities for all Waves:

    (a) Solution Adoption;

    (b) Tenant Setup;

    (c) Validate;

    (d) Deploy;

    (e) Program and Project Management; and

    (f) Technical Architecture;

together with such other services and tasks which are required to achieve Transition In of the Software as a Service Services to the Contractor.

4.3 The Customer is responsible for the execution of the activities identified as 'Customer responsibilities' in Attachment 12-B (Data Conversion Roles and Responsibilities) to Schedule 12 (PIPP).

4.4 The sections below describe each of the Transition In Services, including the roles and responsibilities of Contractor and Customer.
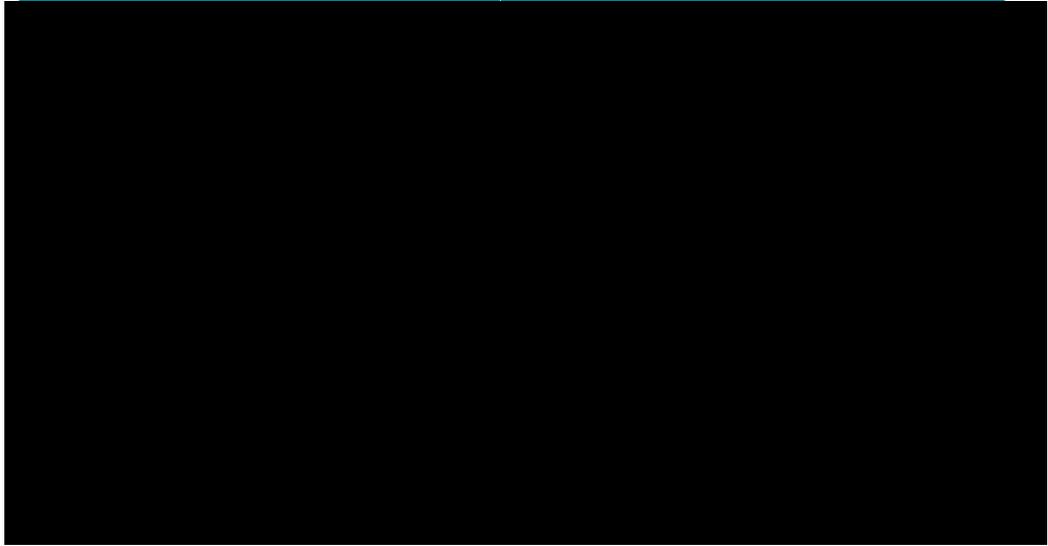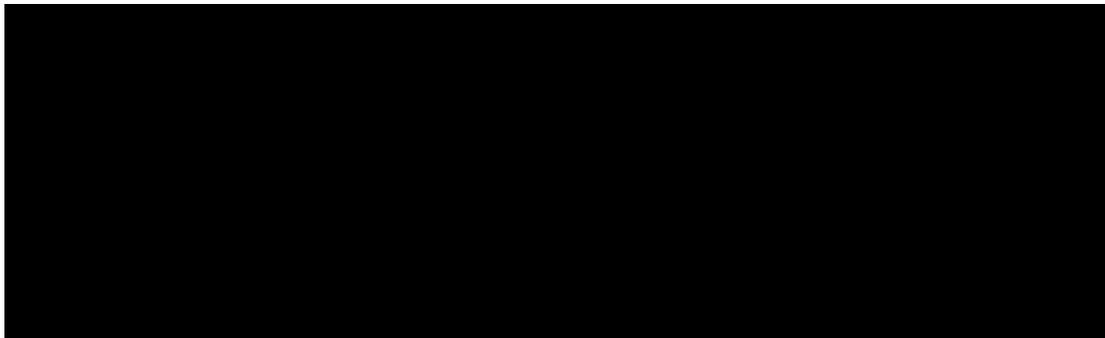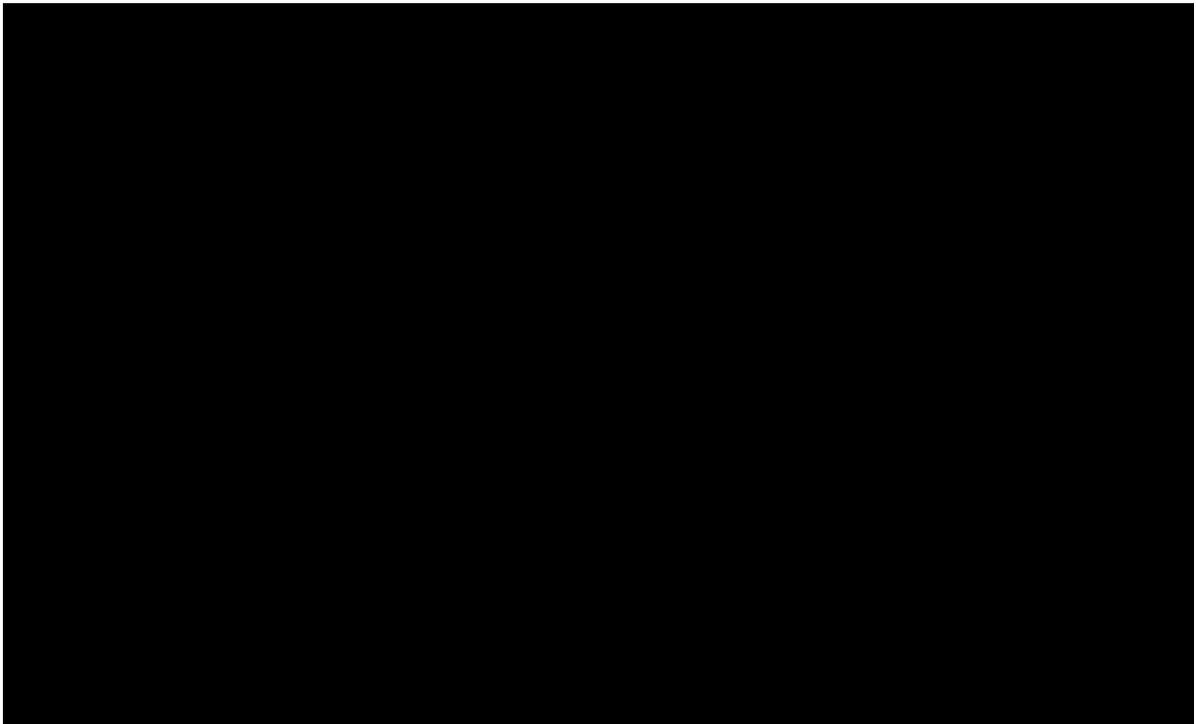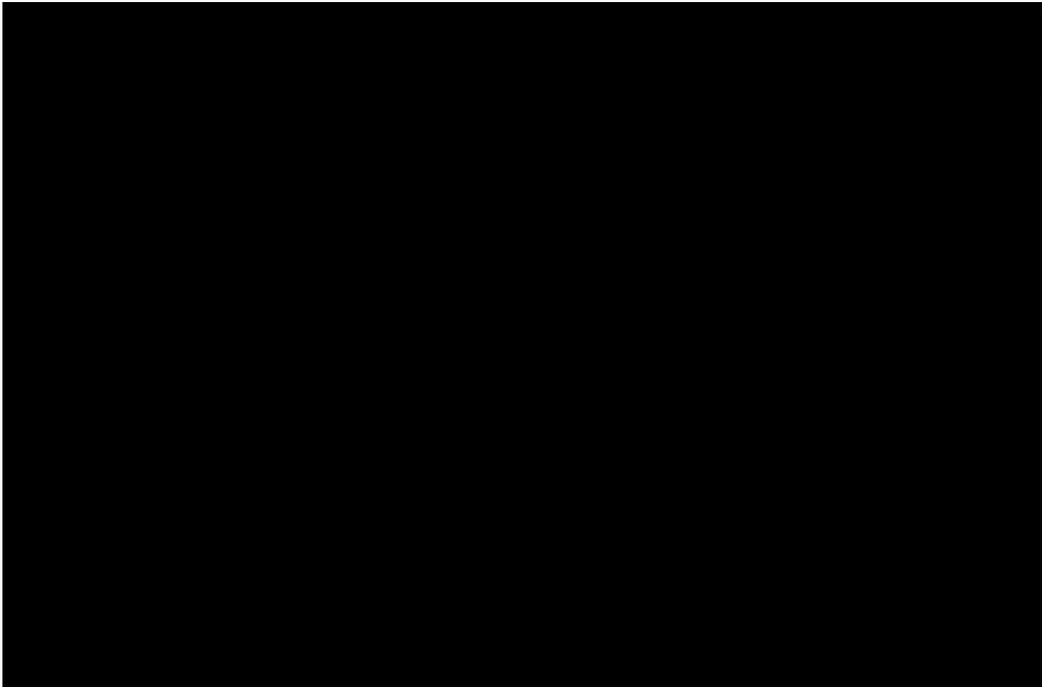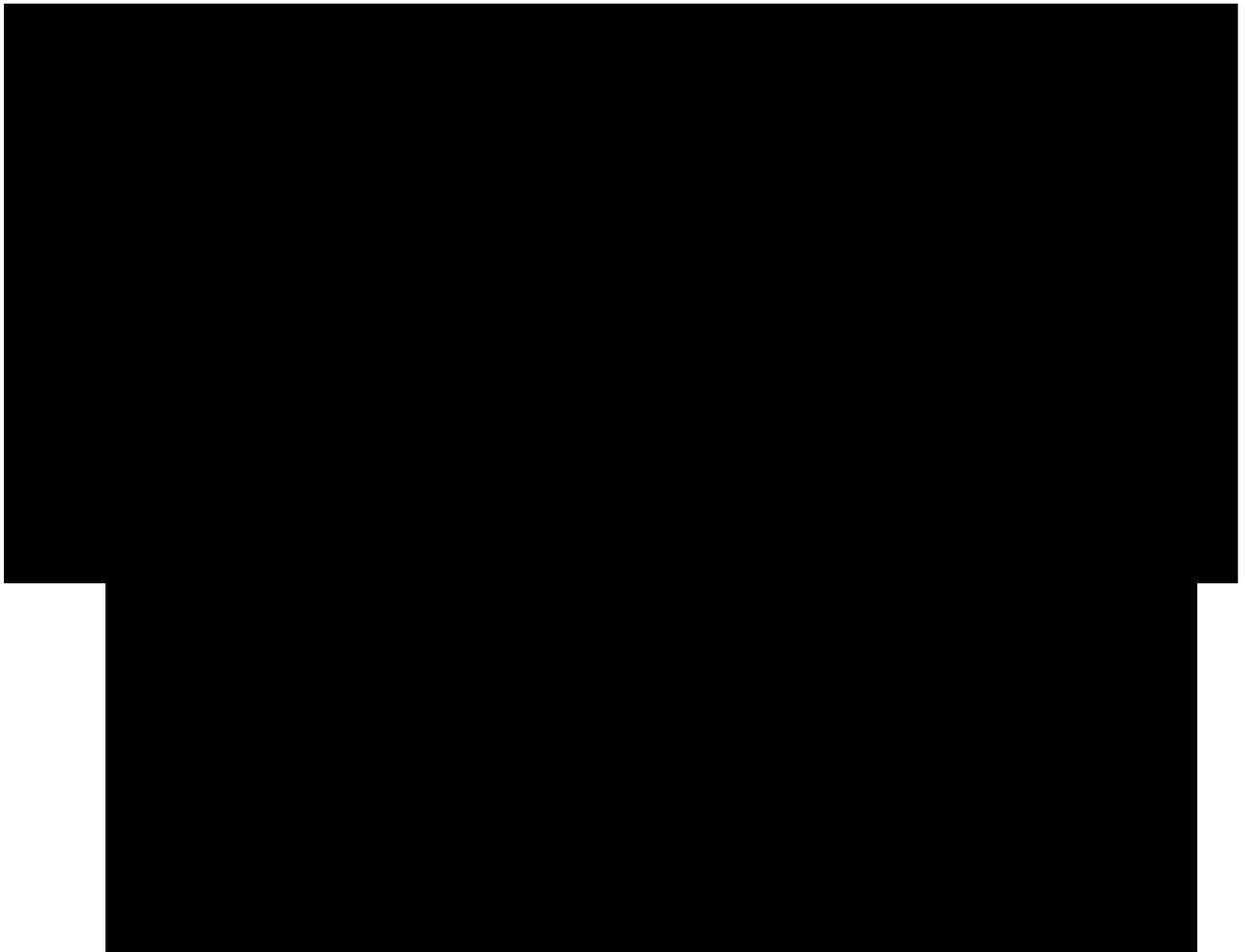
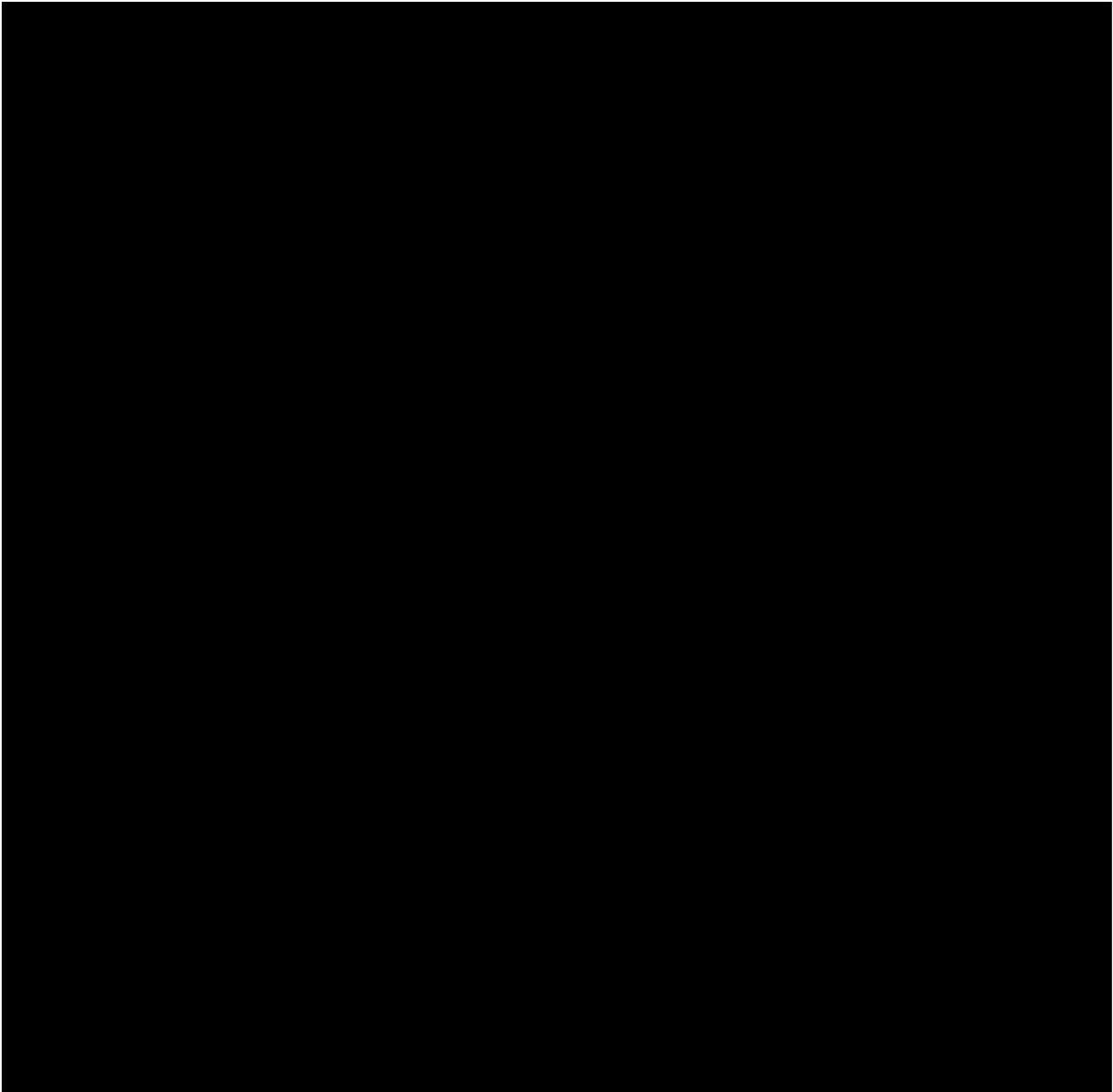## Solution Adoption
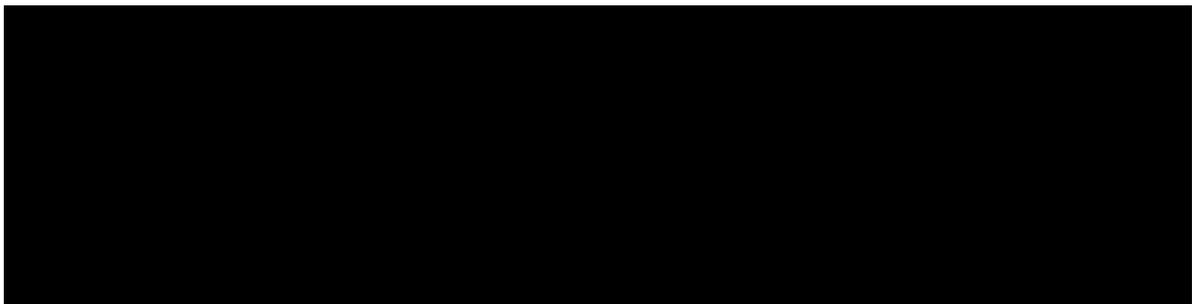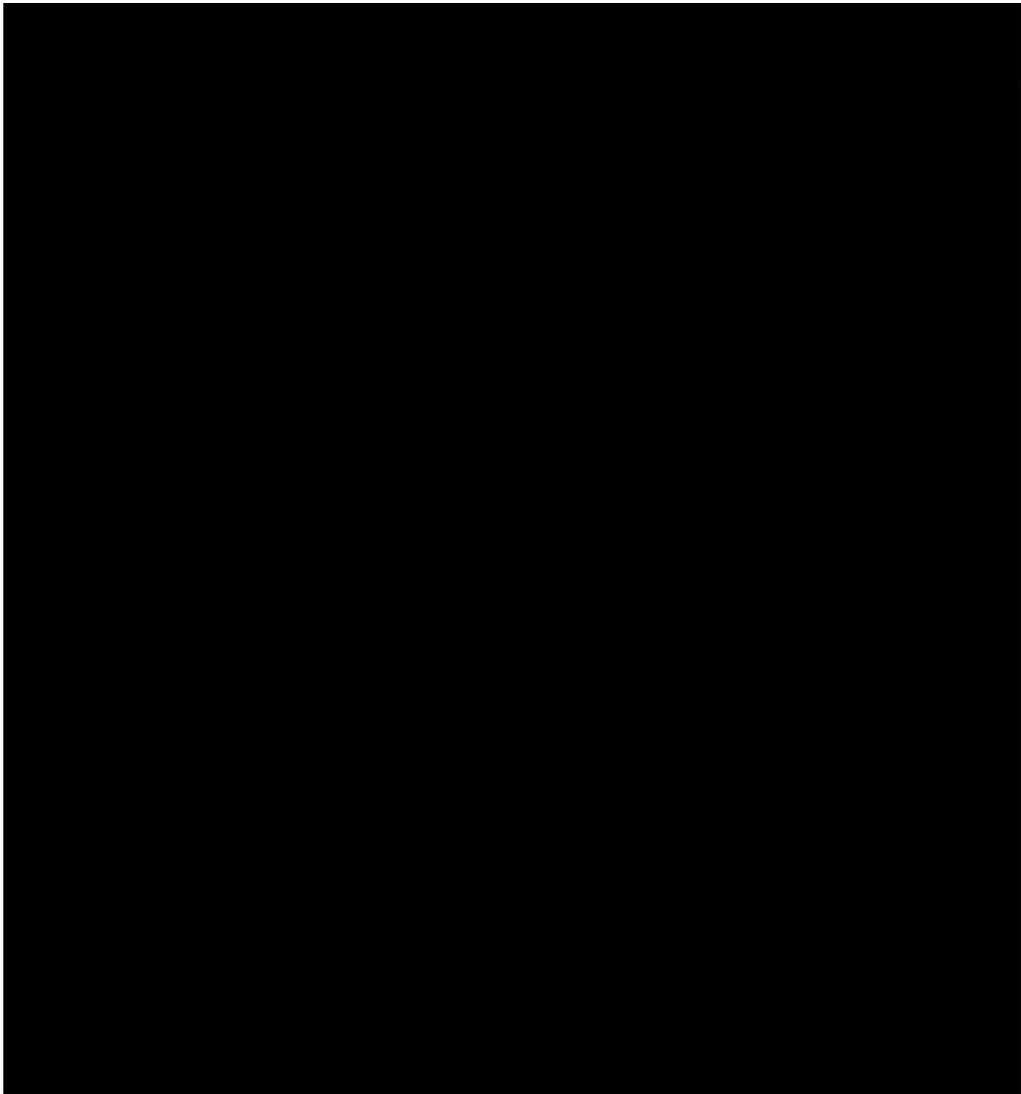
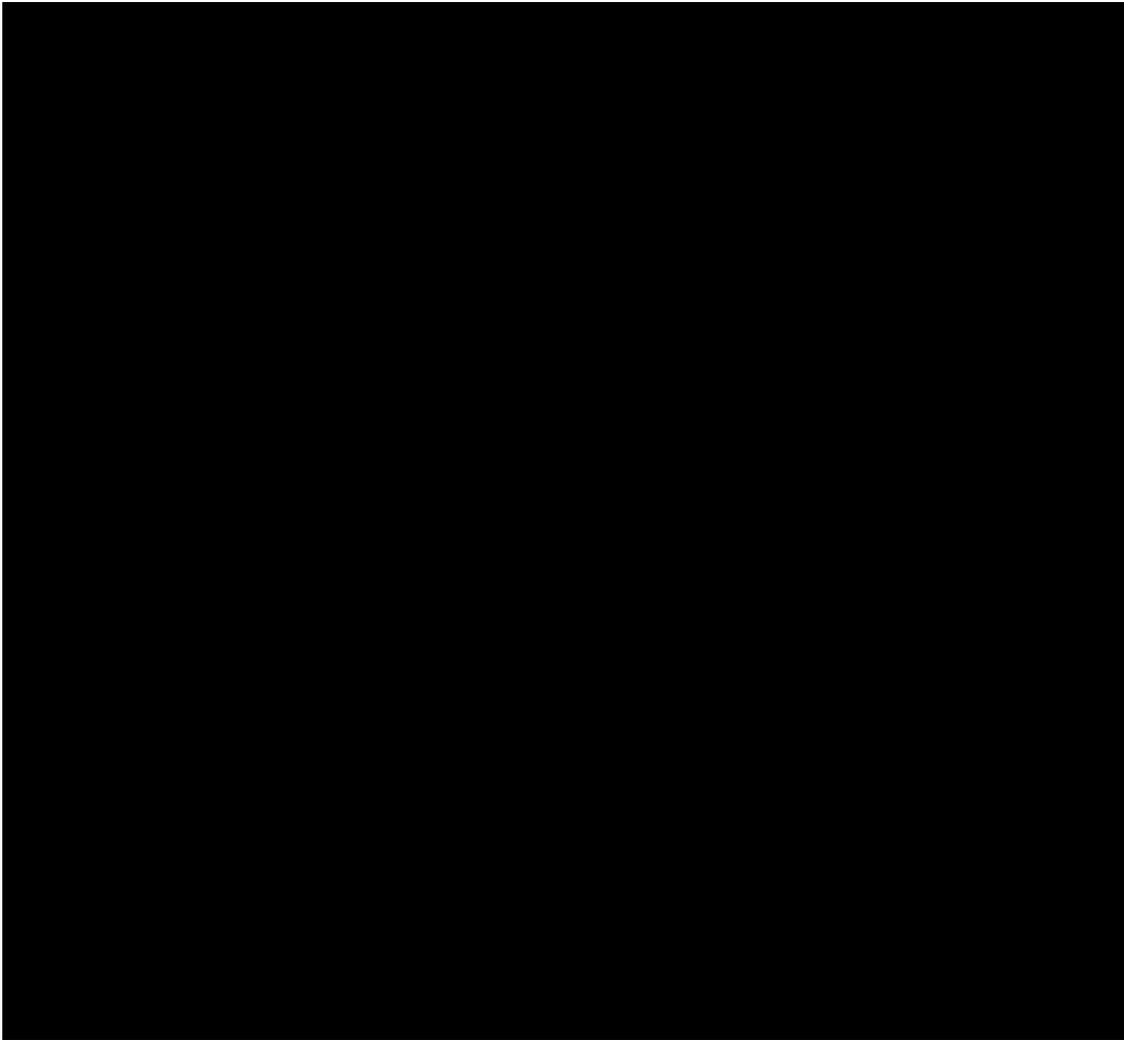Tenant Setup
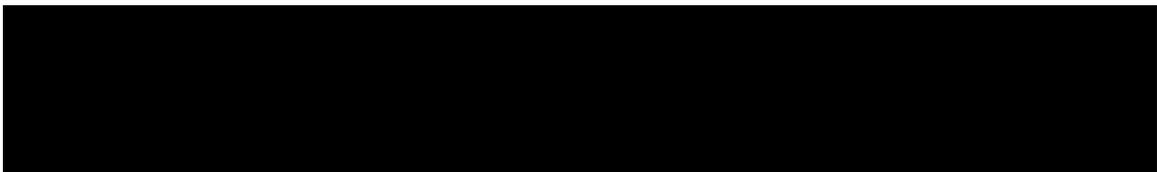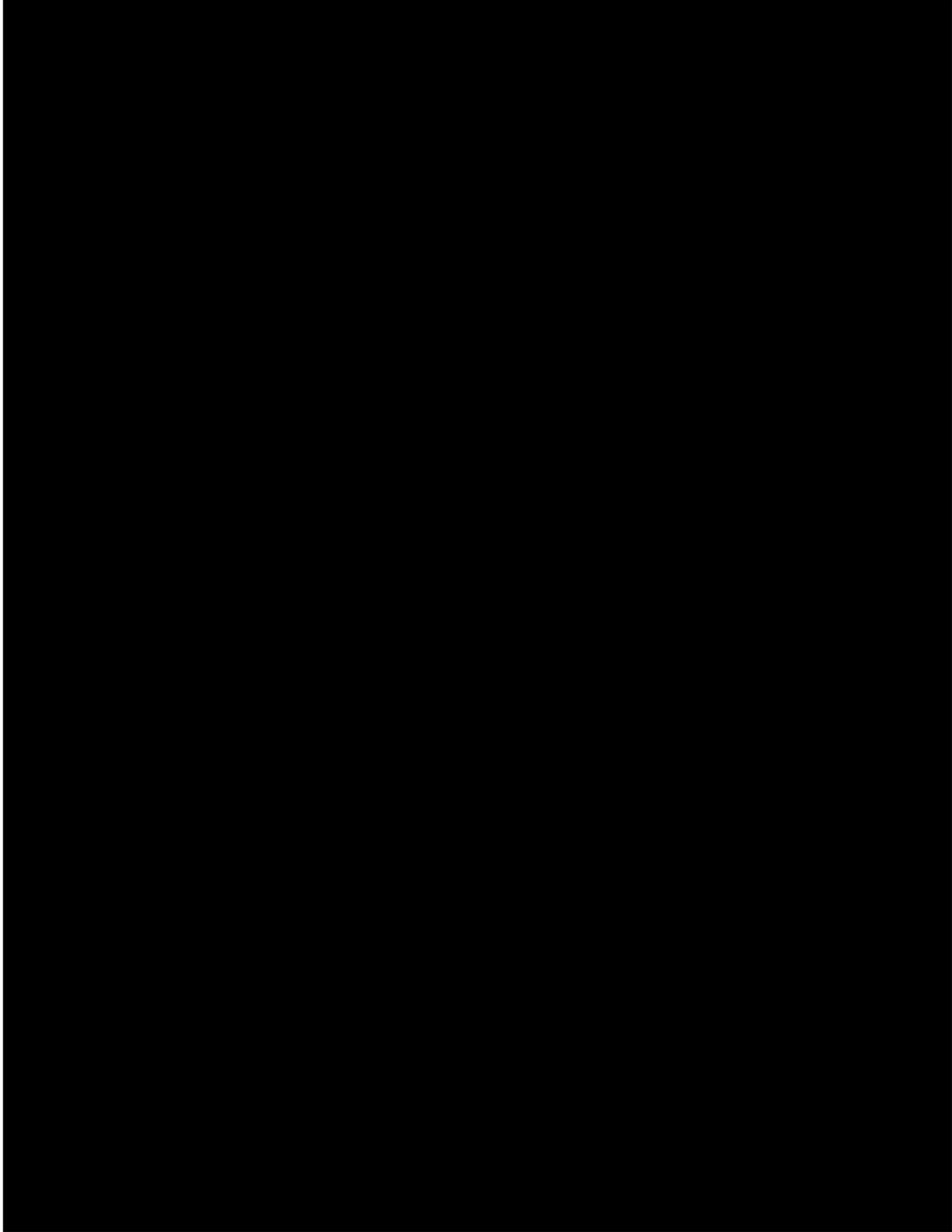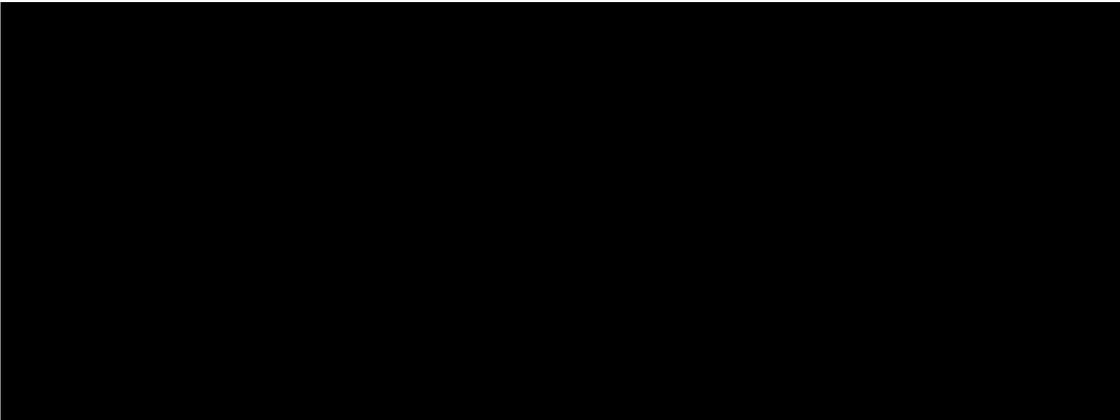
Validate

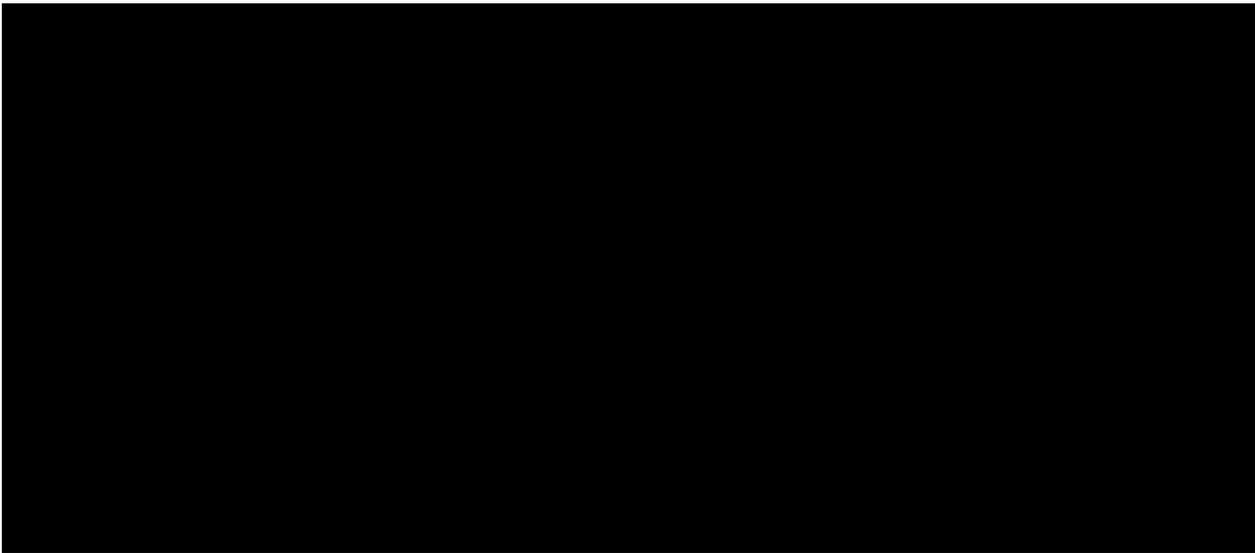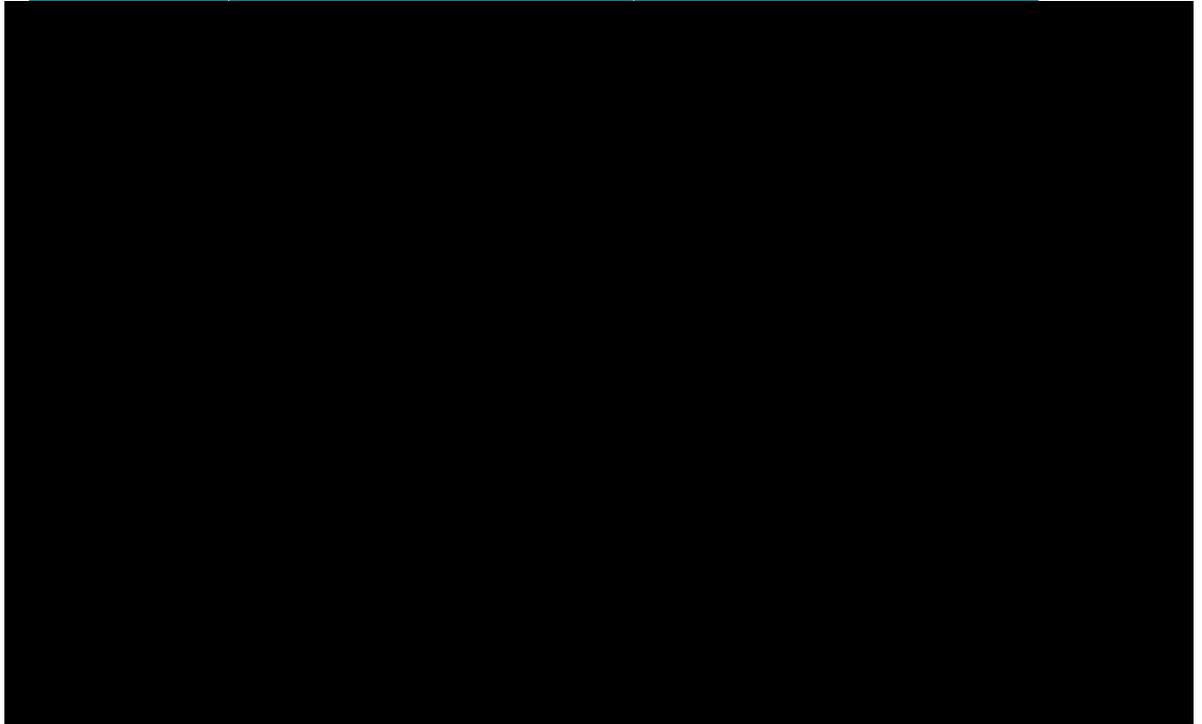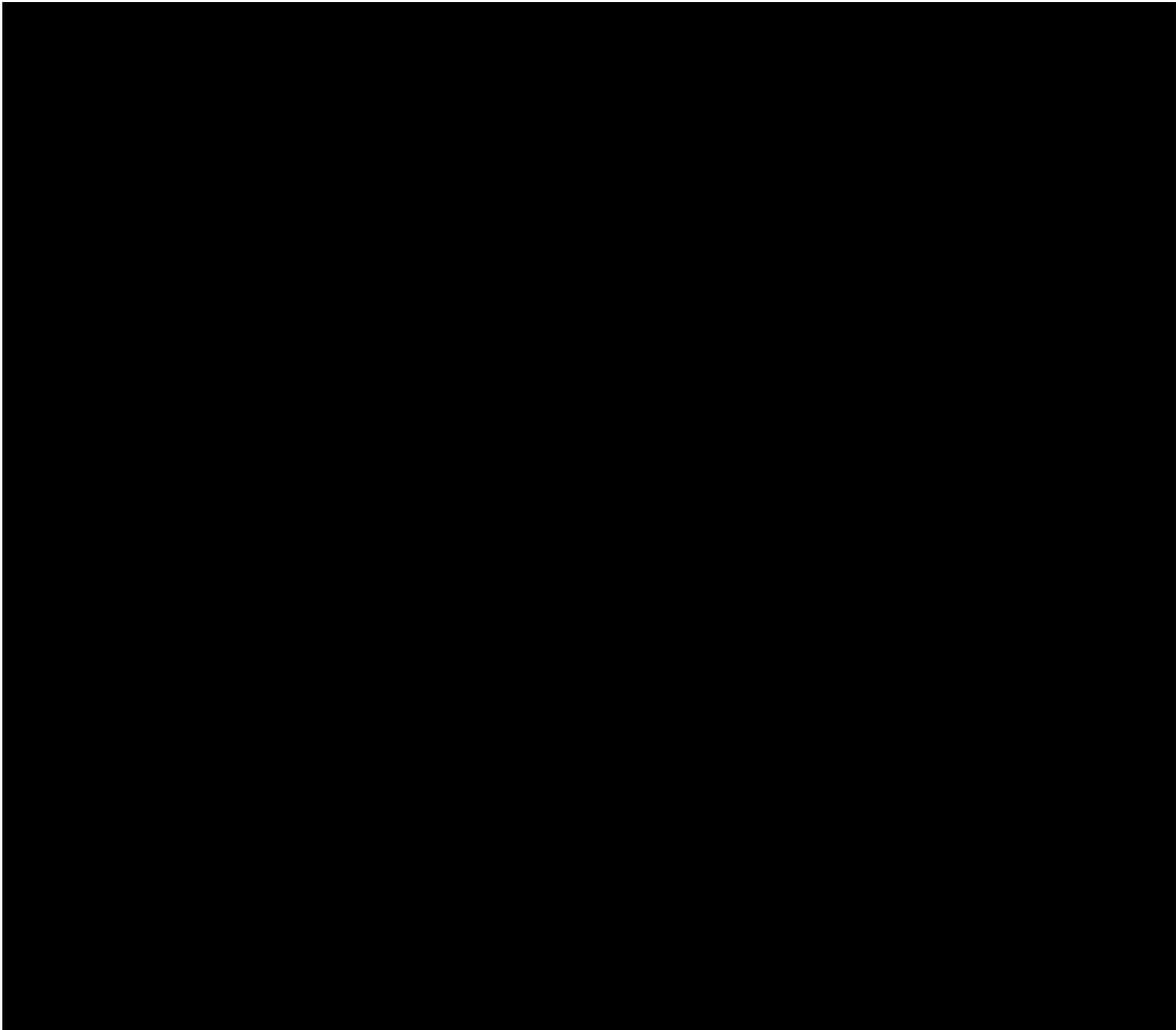**4.10** General principles:
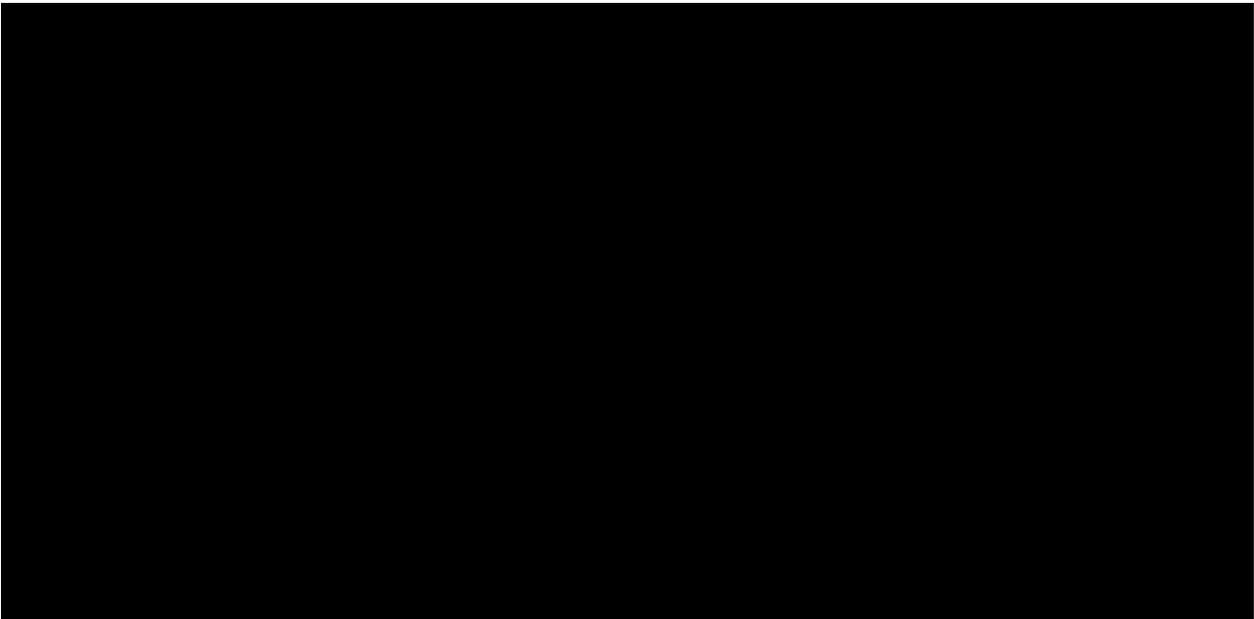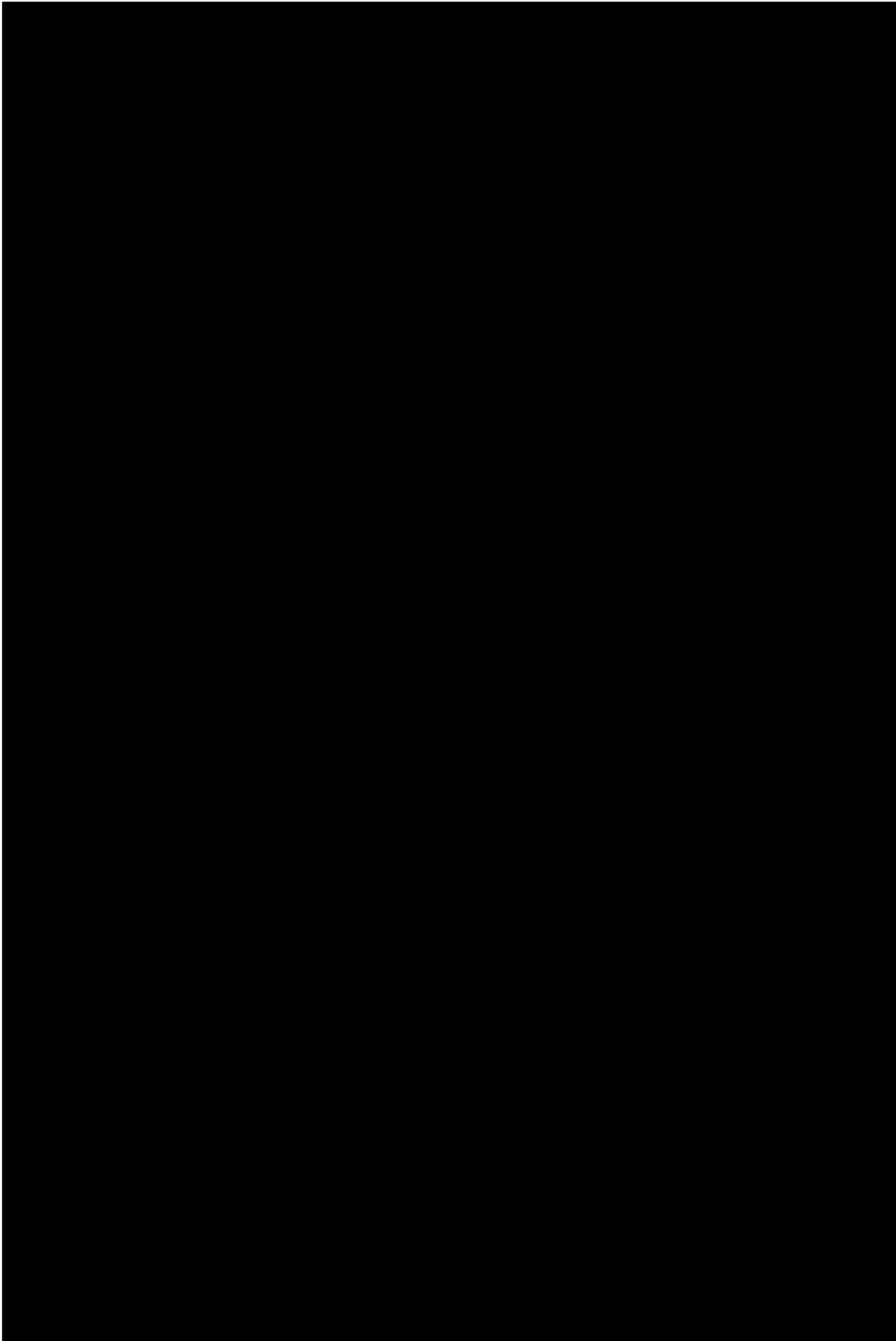
Unit Testing

Functional Testing

System Integration Test

Parallel Payroll Testing

Data Trial Conversion Test

User Acceptance Test
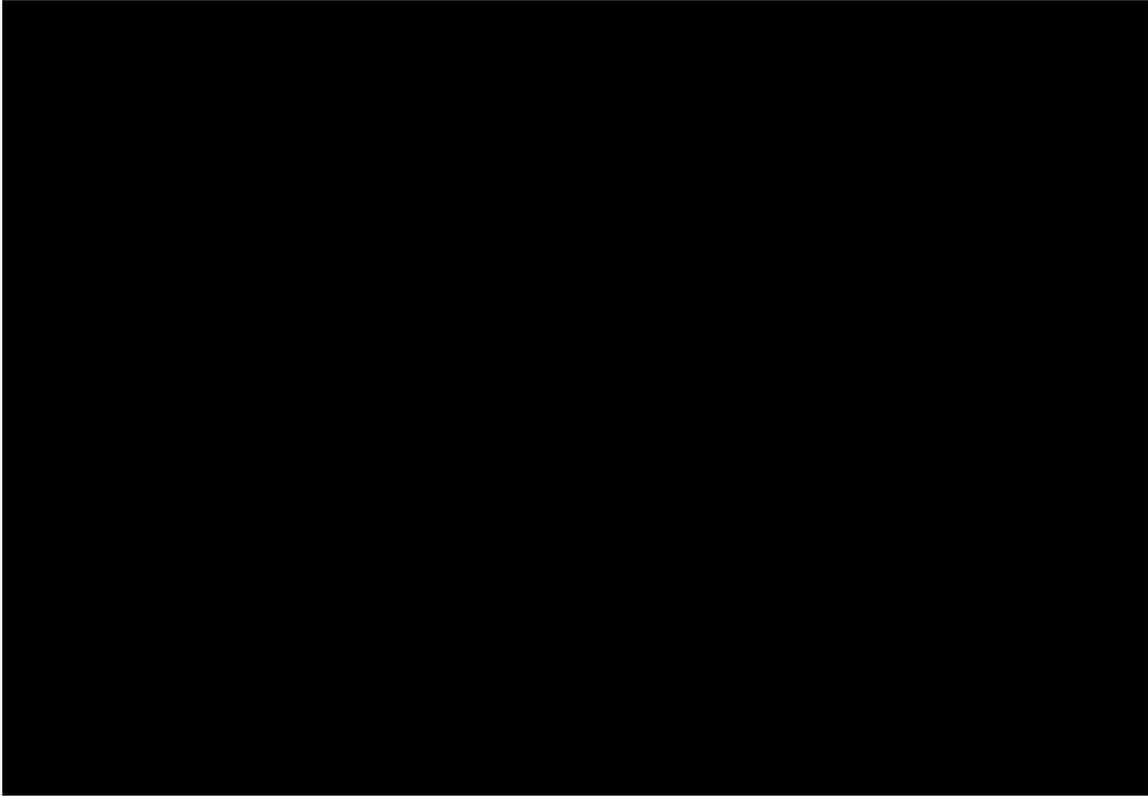
Regression Testing
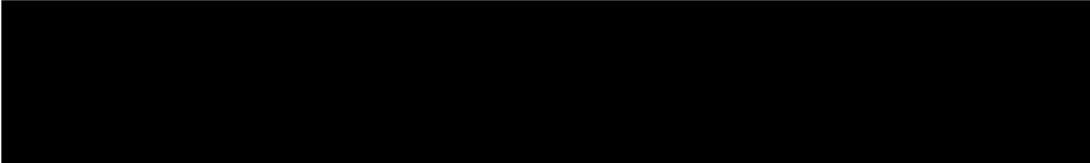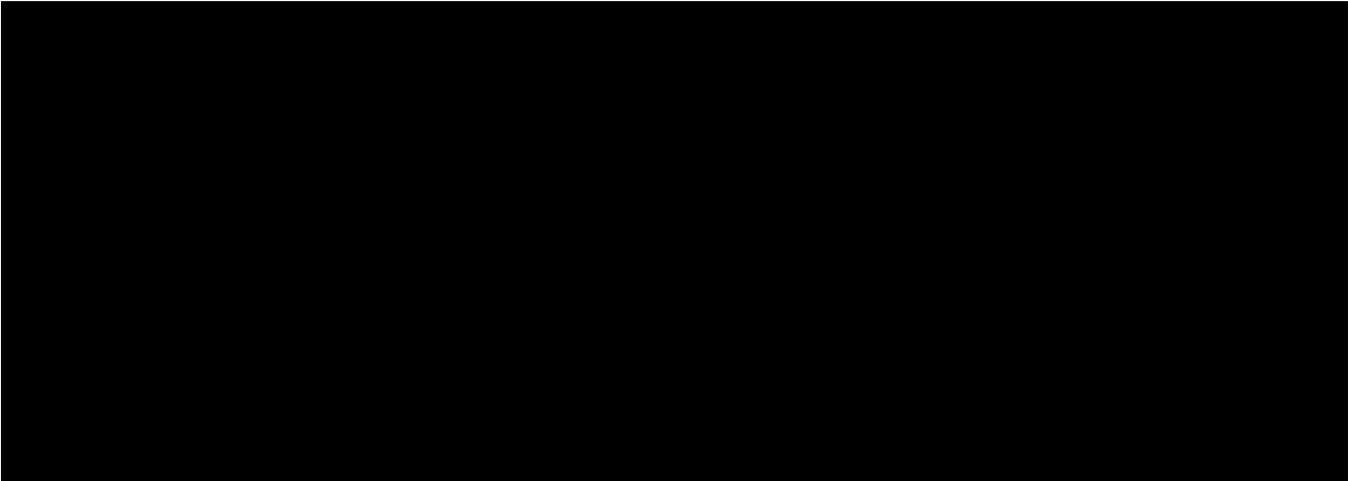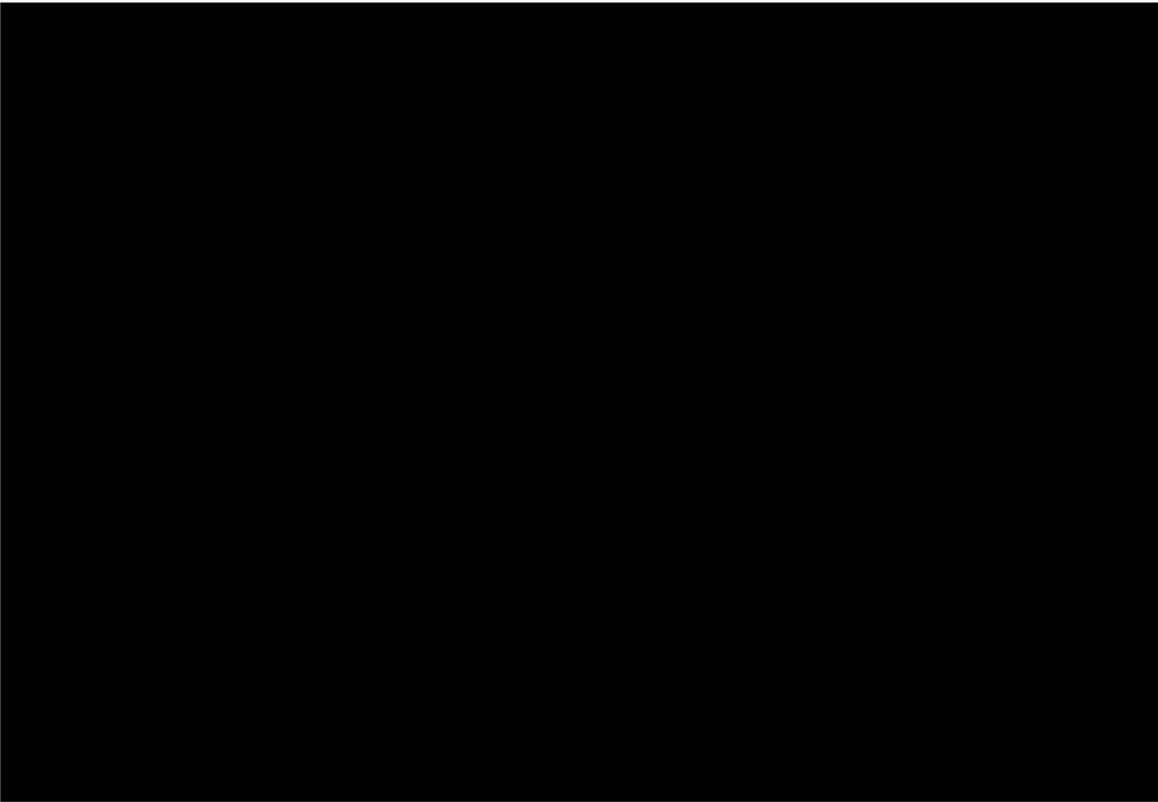
Technical Architecture Connectivity Testing

4.48

Page 614
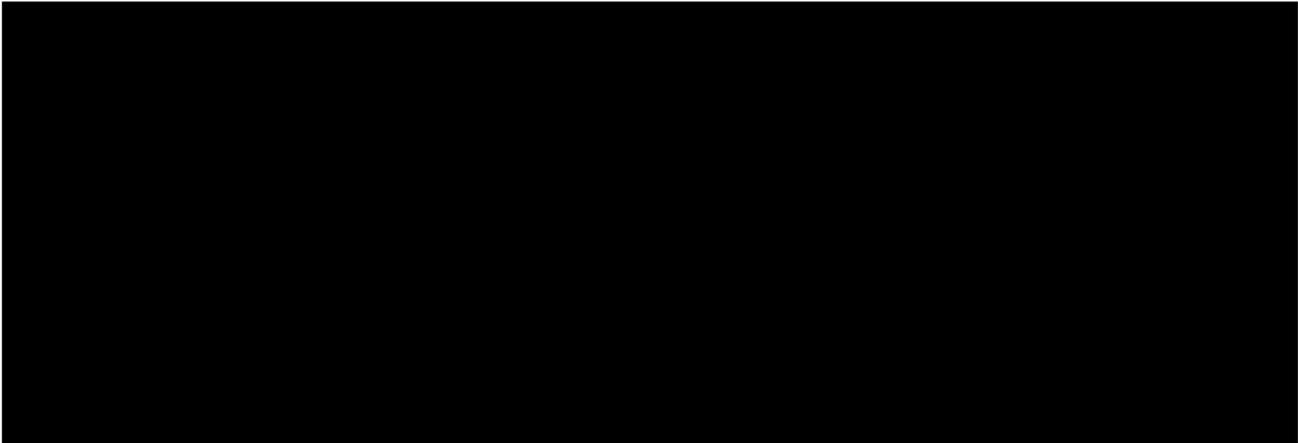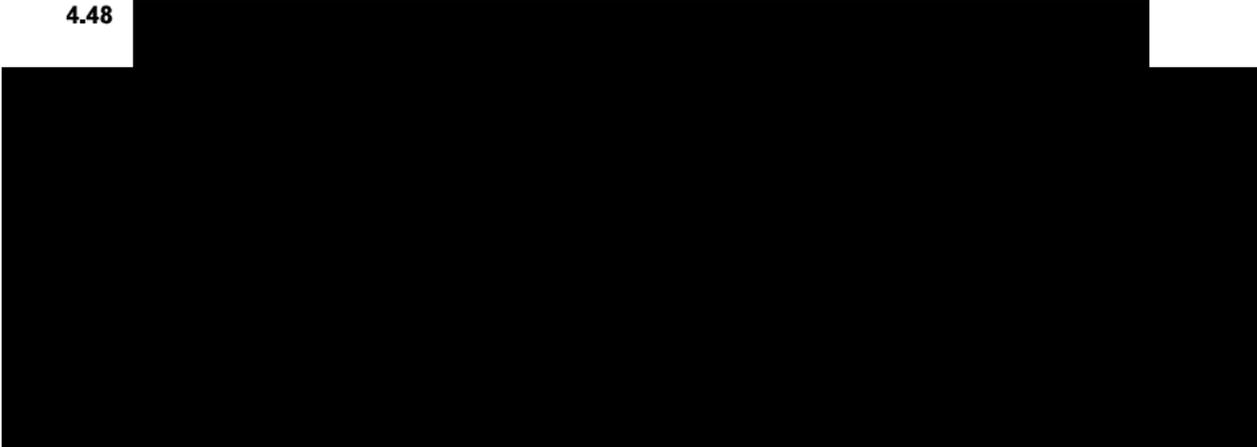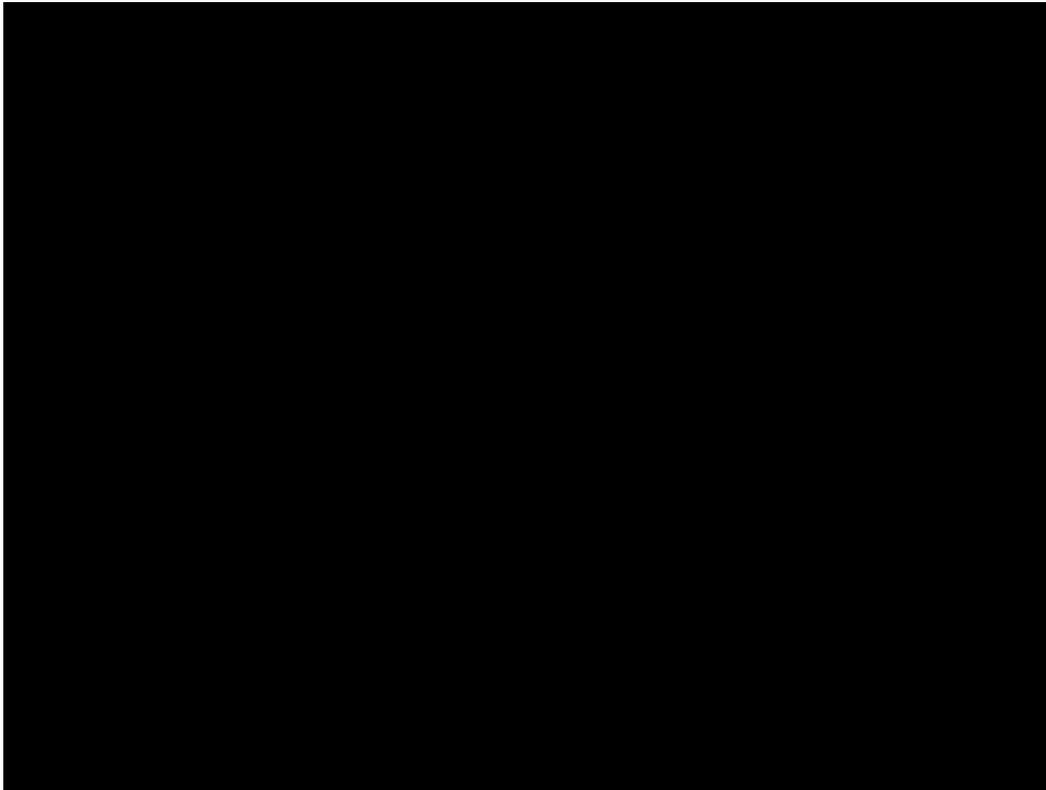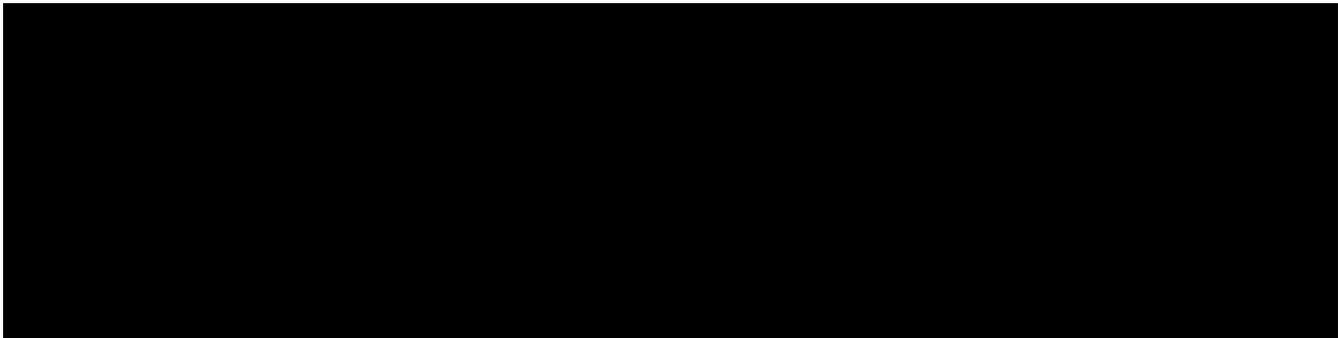
System Performance Test
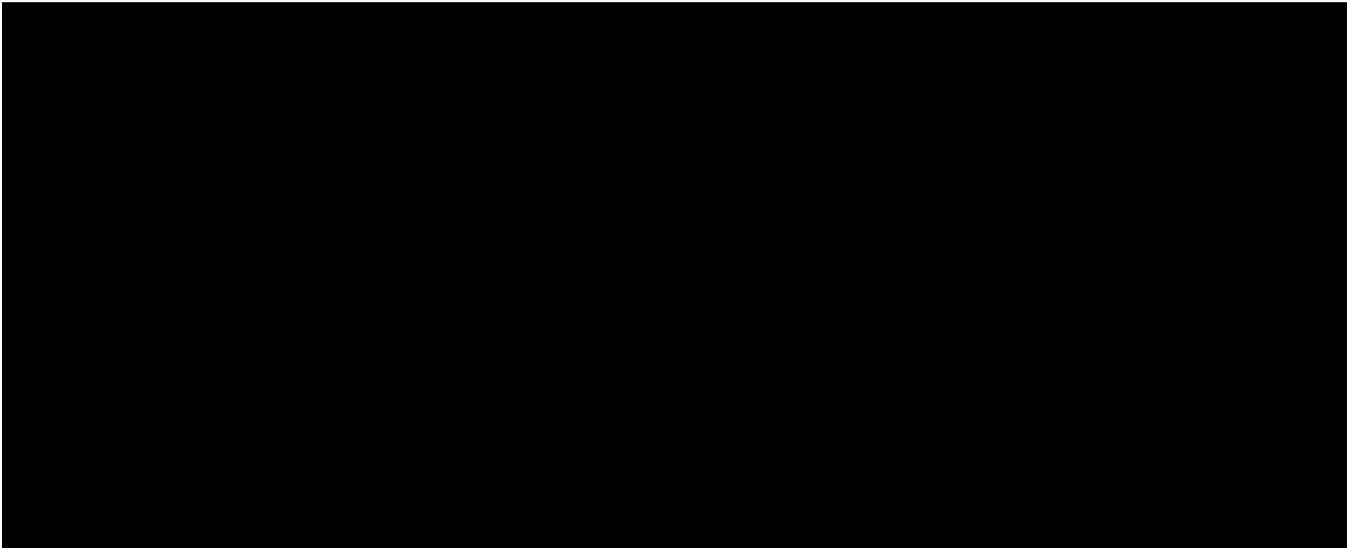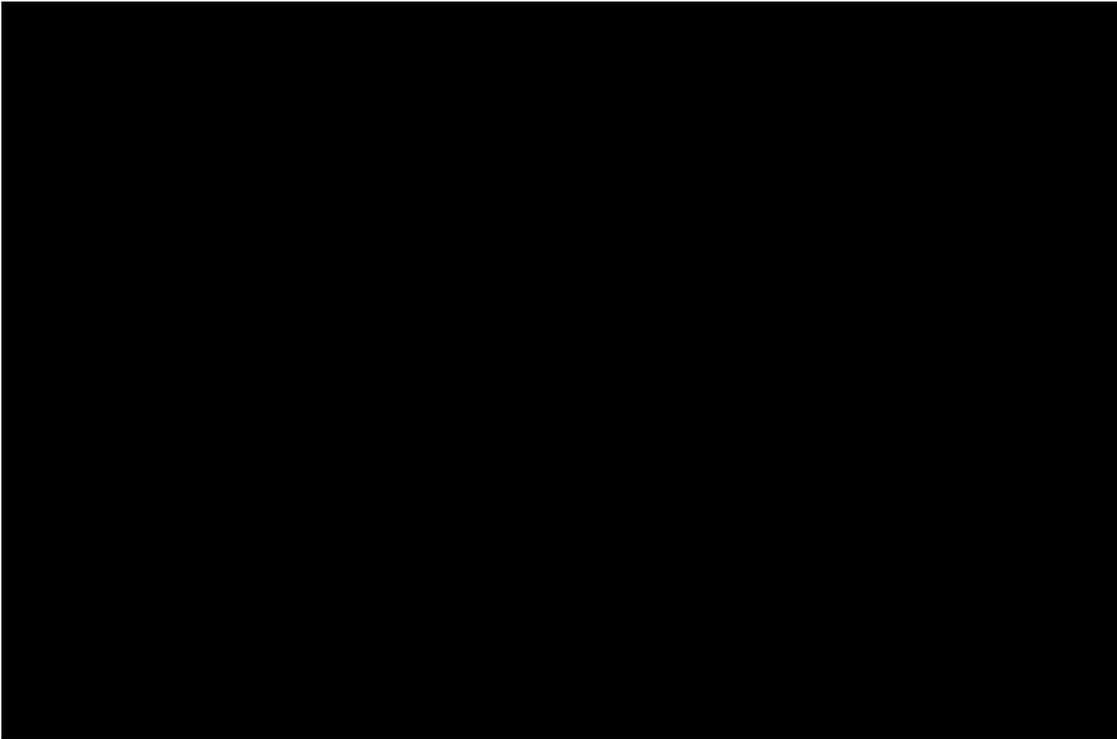
Deploy (Go-Live)
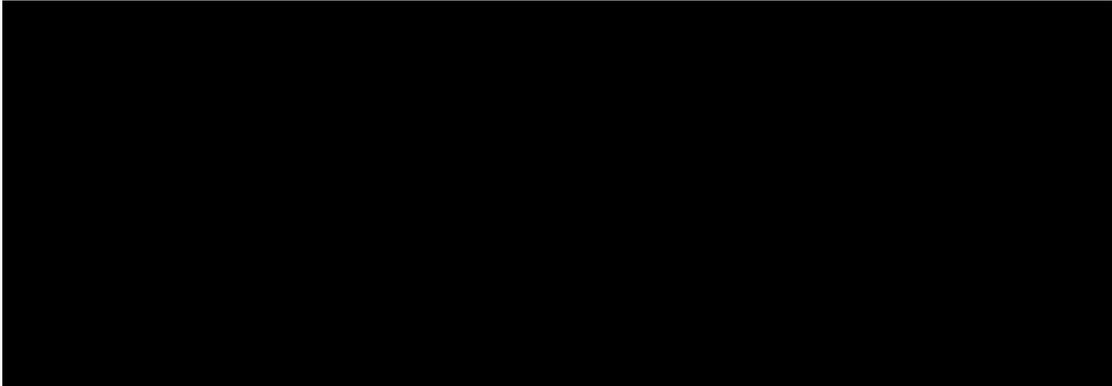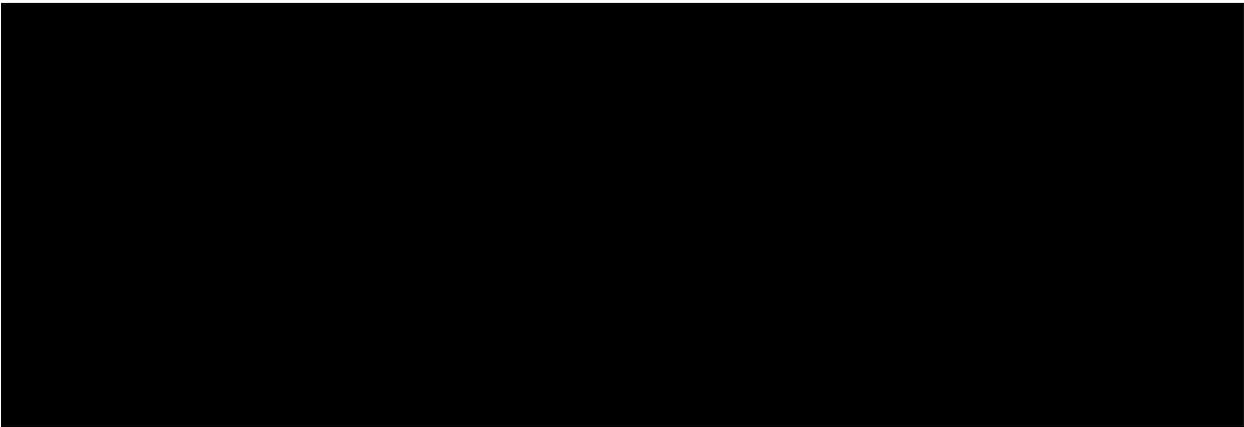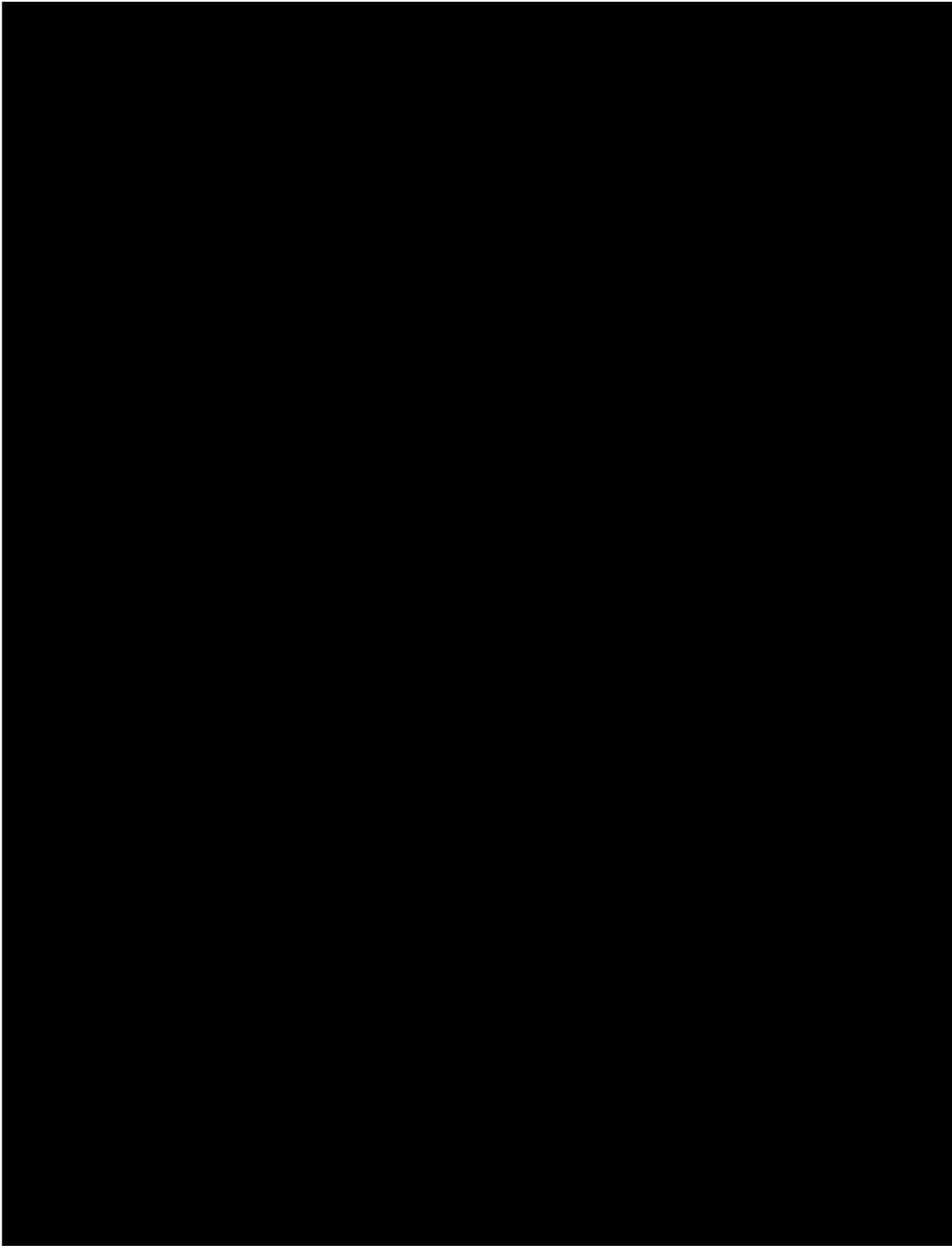
Post go-live Hypercare and Consolidation
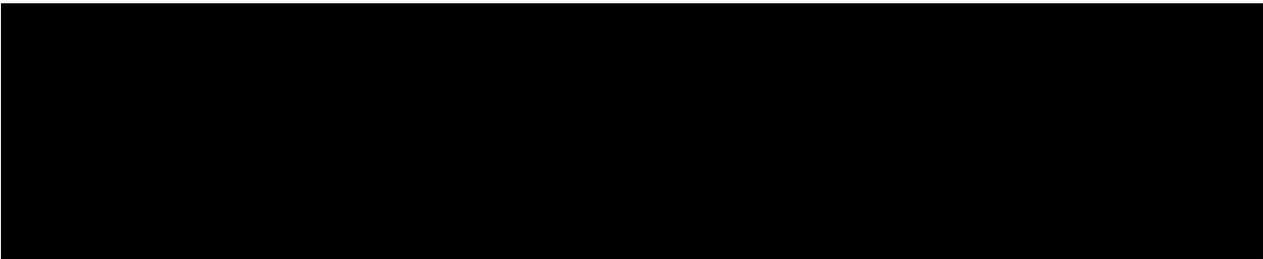
Post go-live Hypercare period
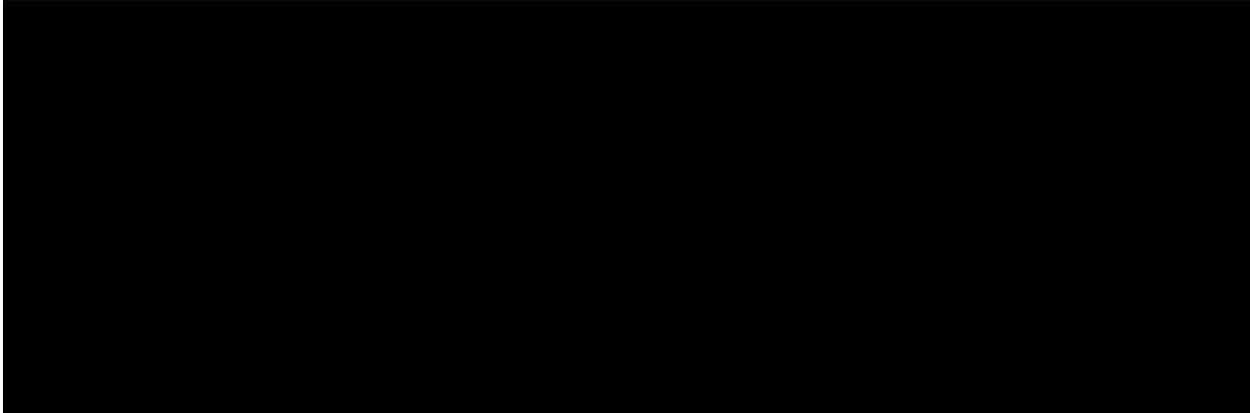
Resources, roles and responsibilities, location and availability

4.64   The following teams and resources will be available to provide Hypercare support:
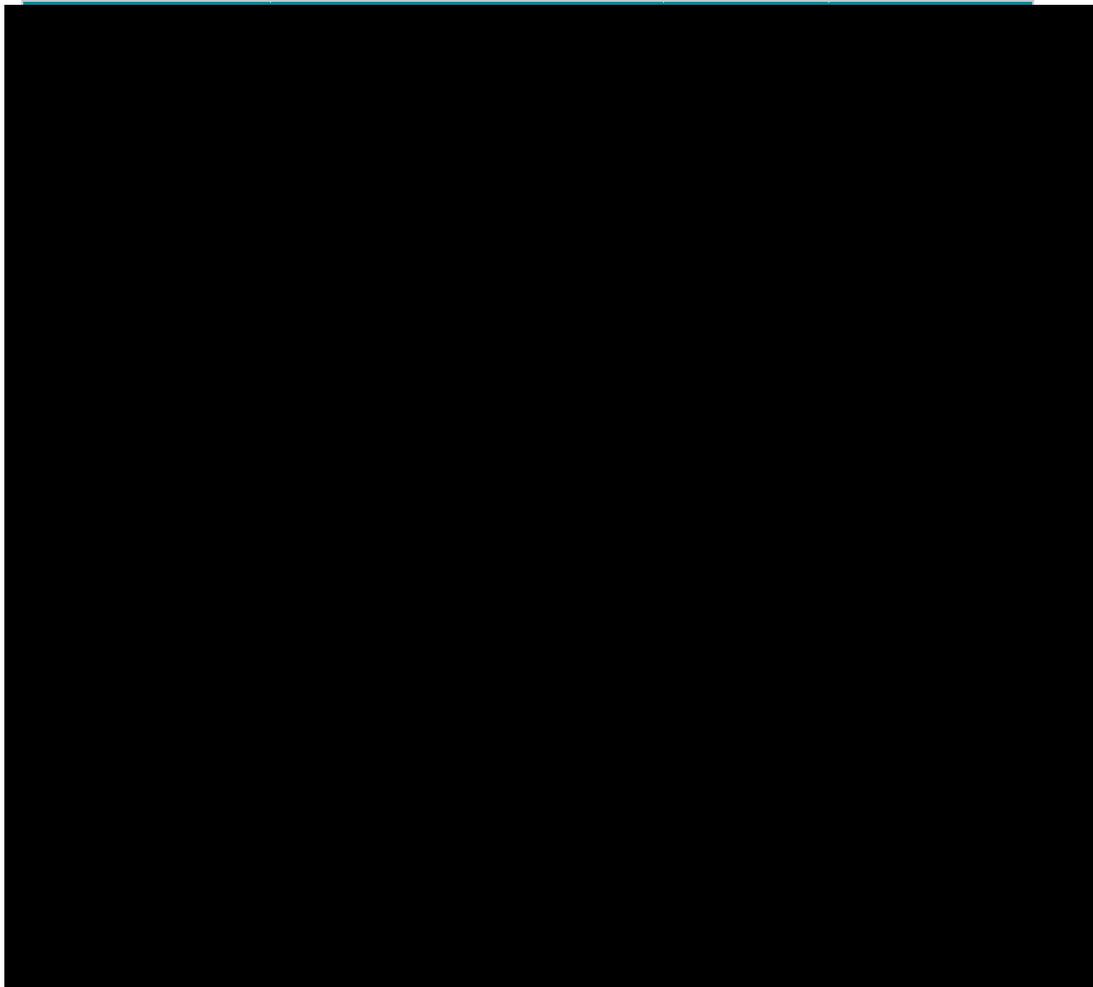
Post go-live Hypercare processes
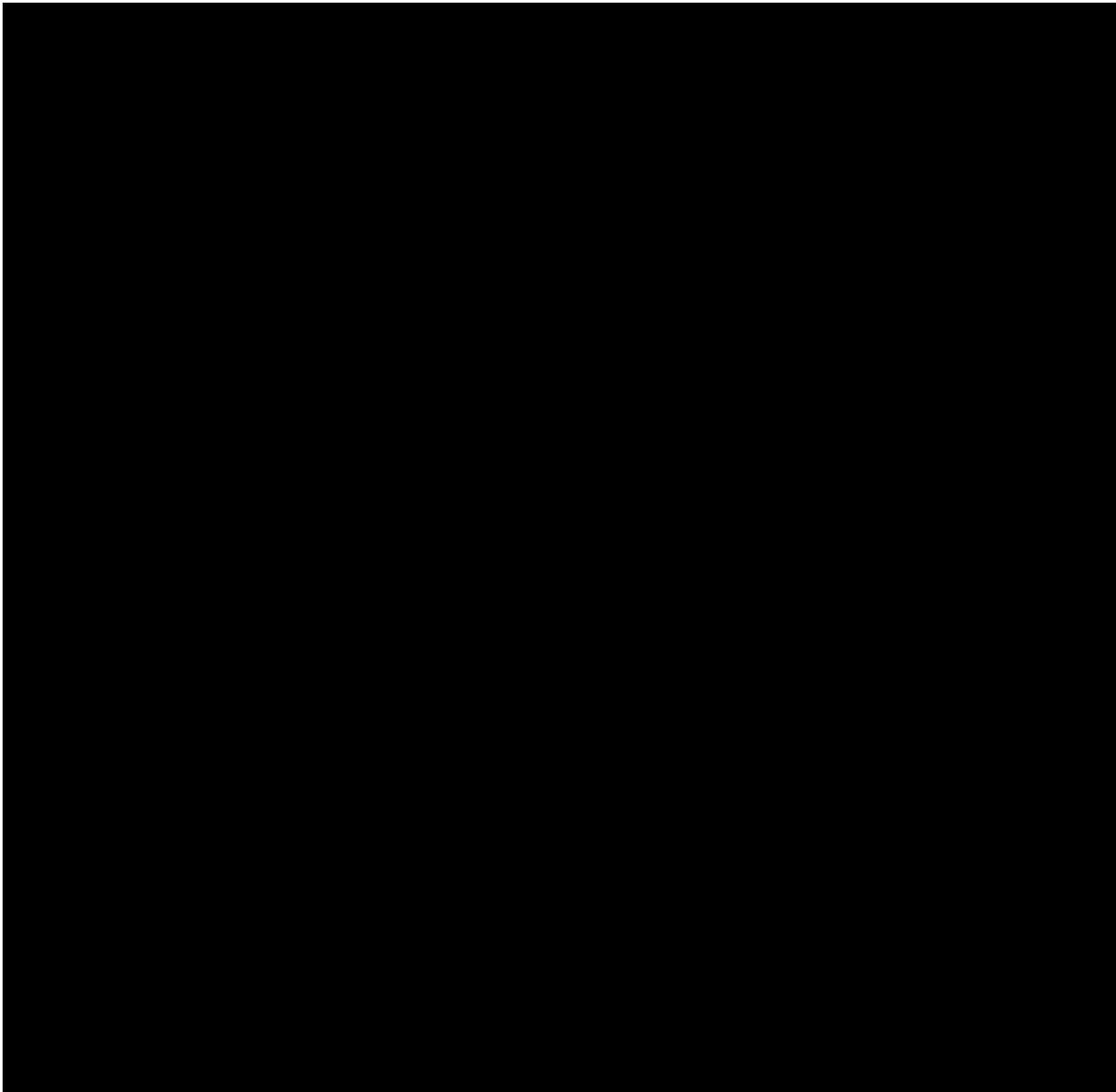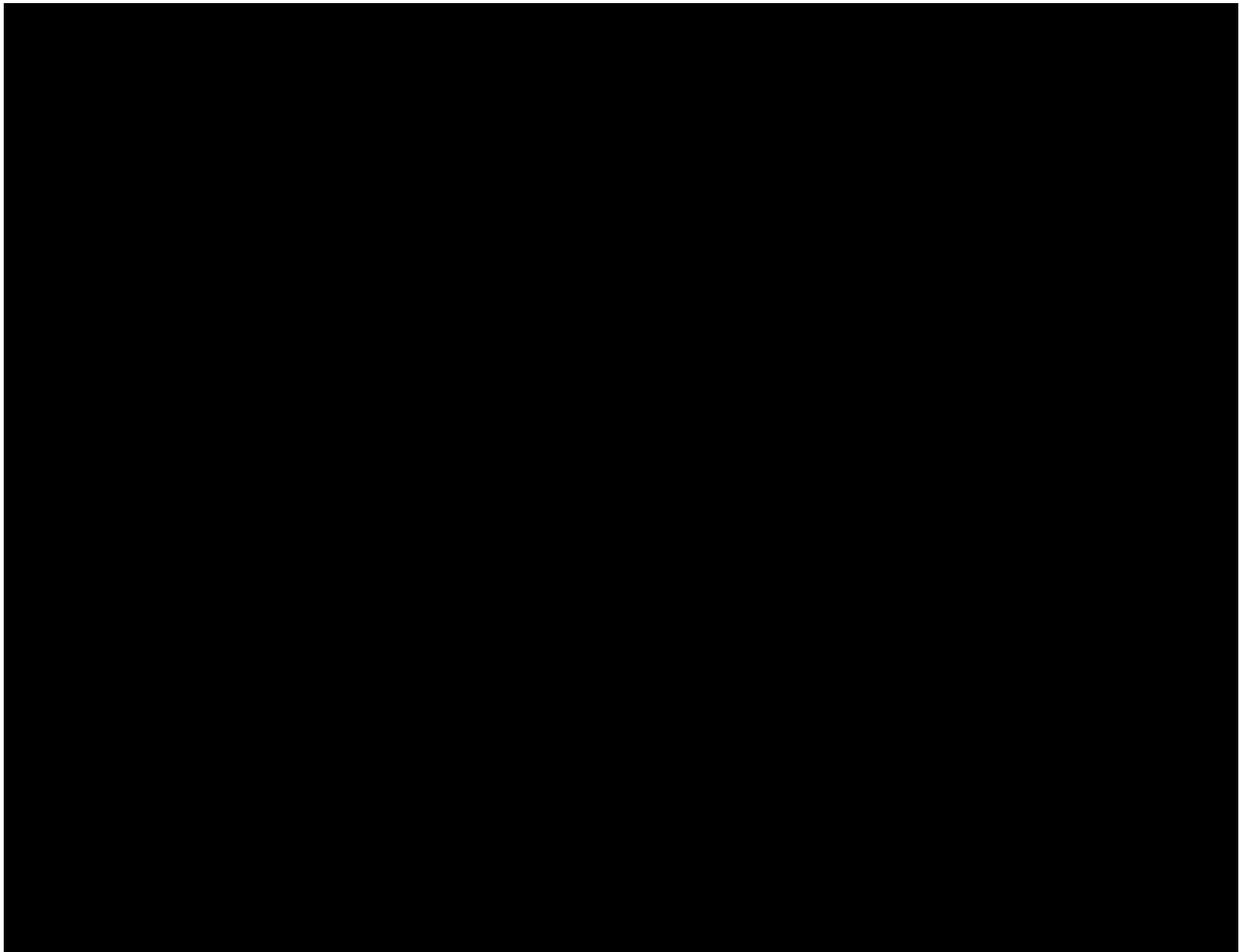
Post go-live hypercare governance
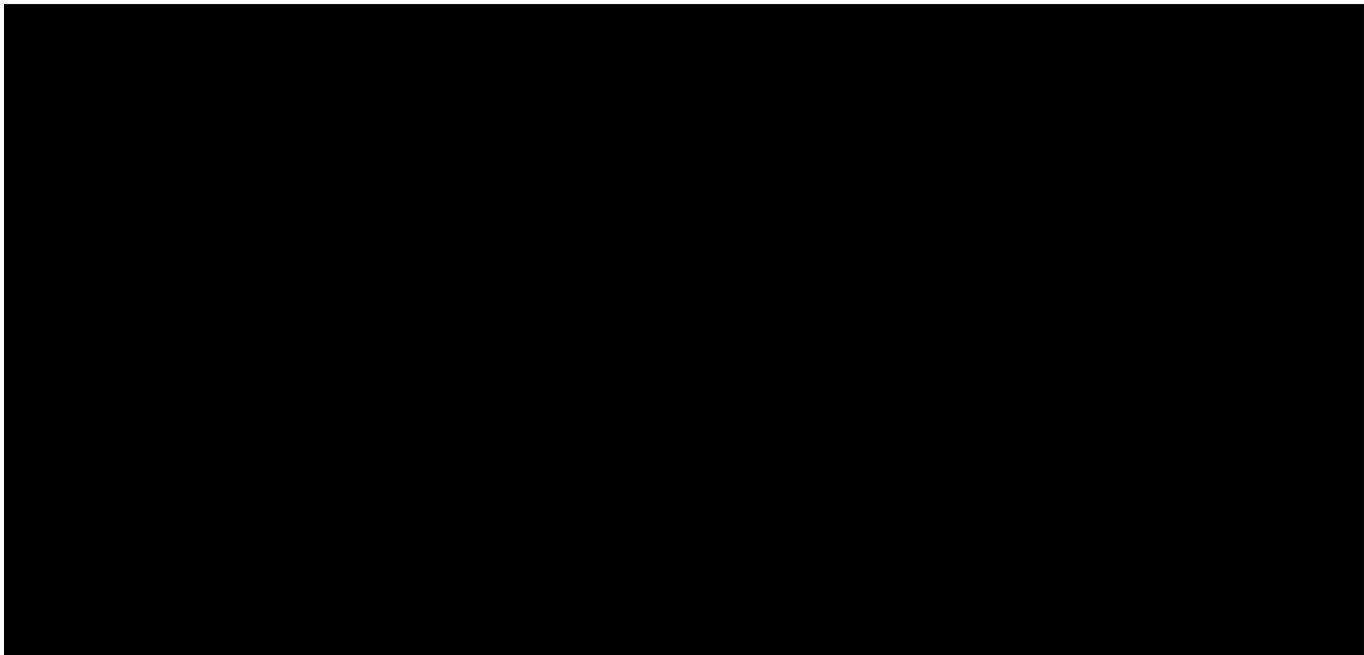
Hypercare exit criteria

Consolidation
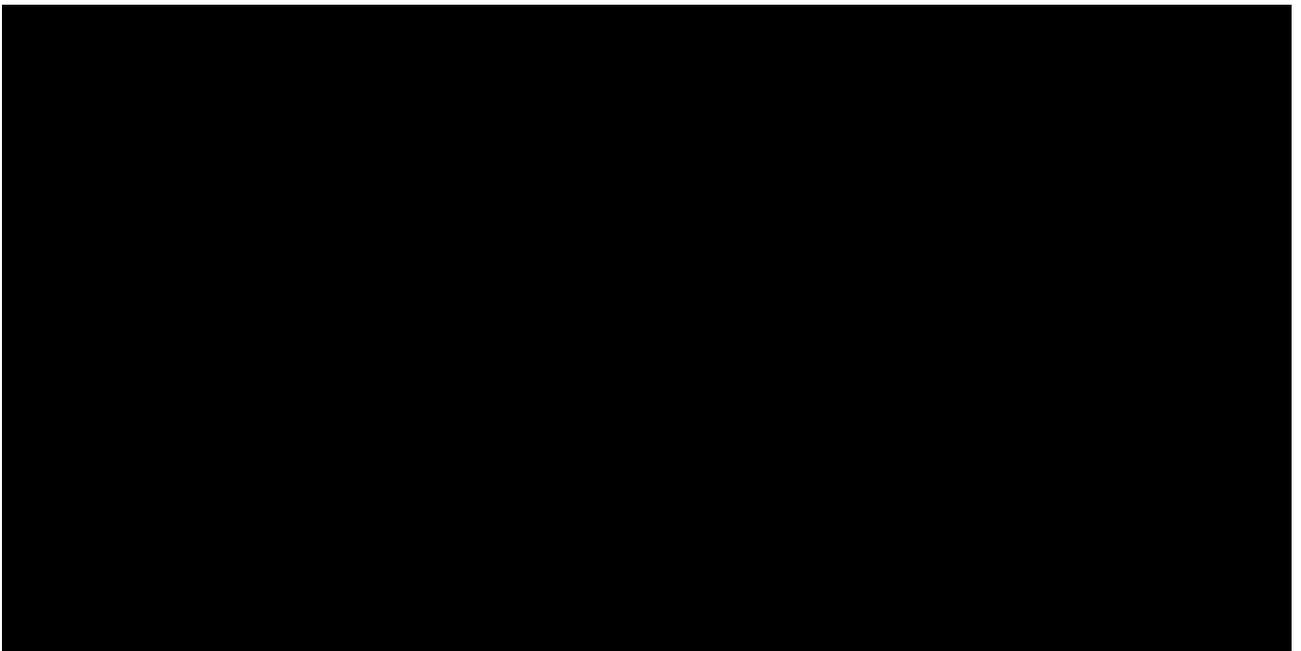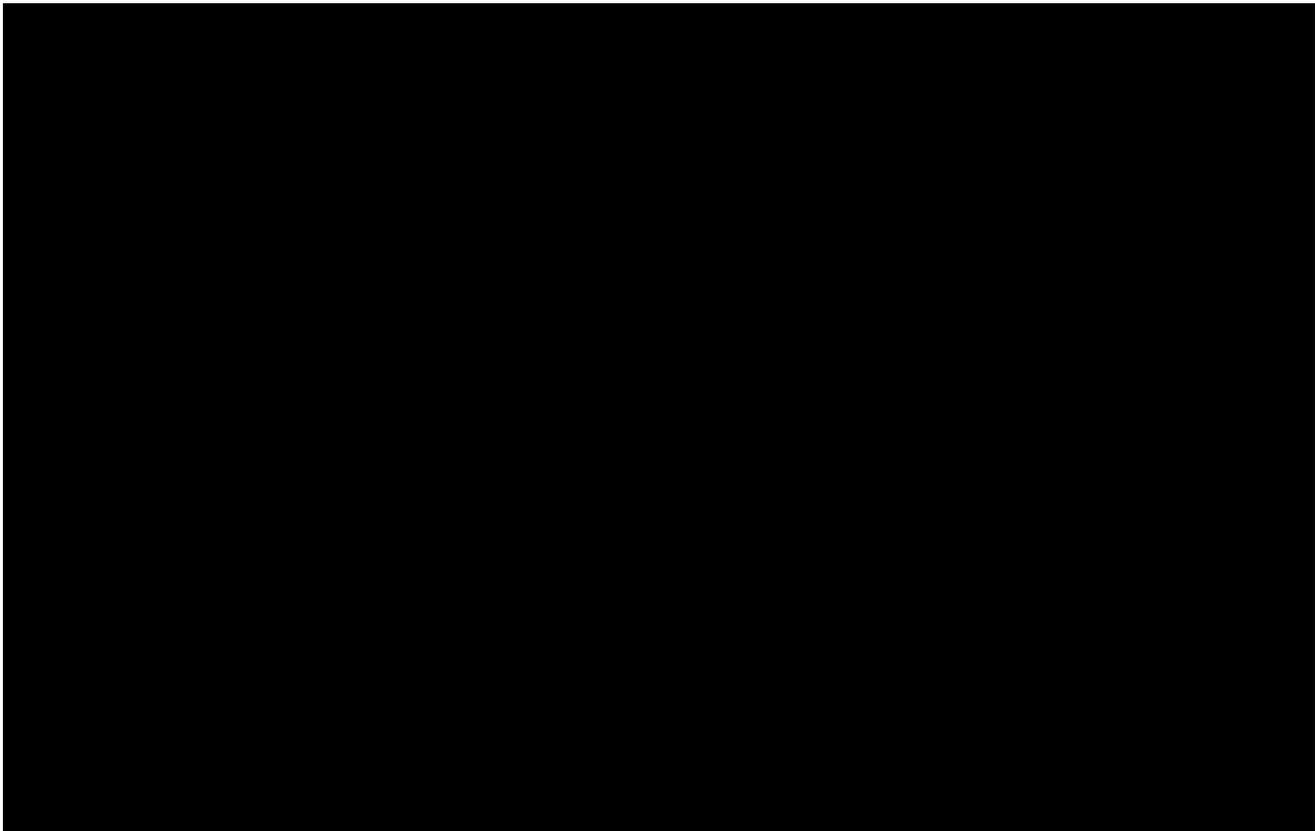
Technical Architecture
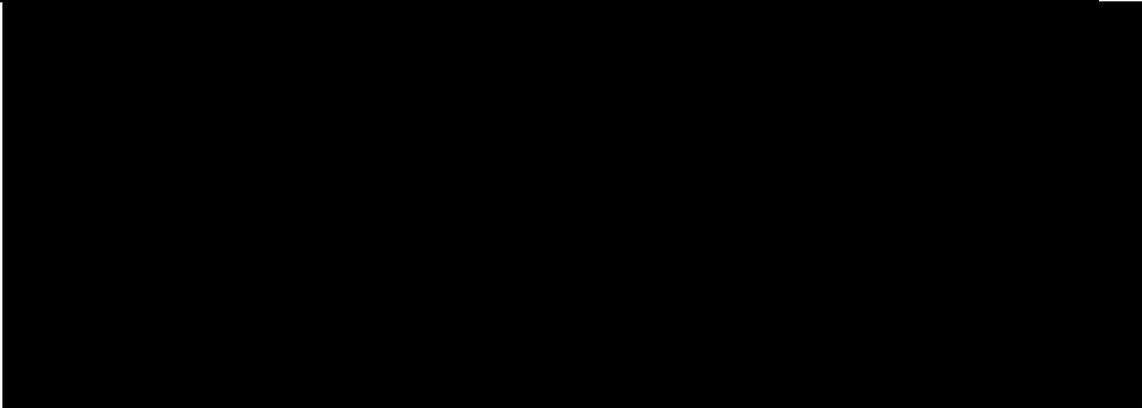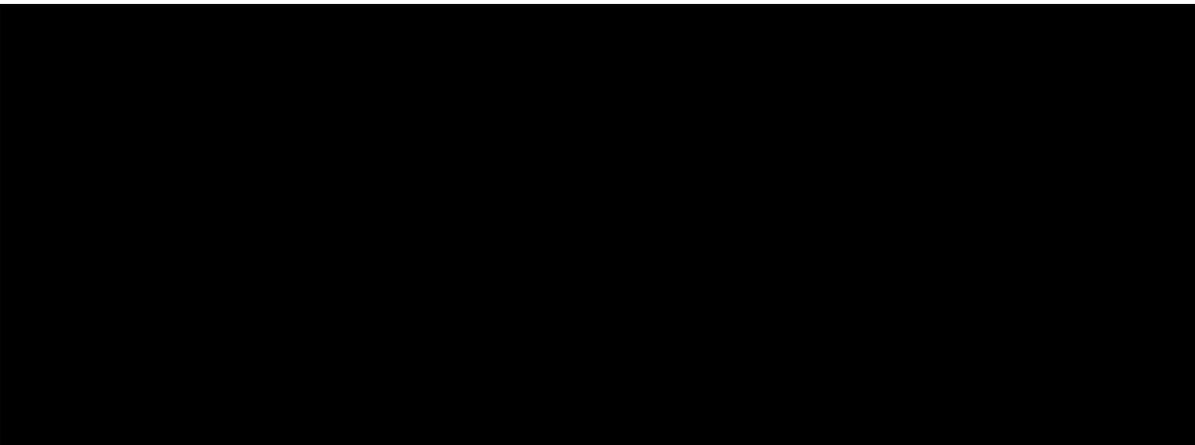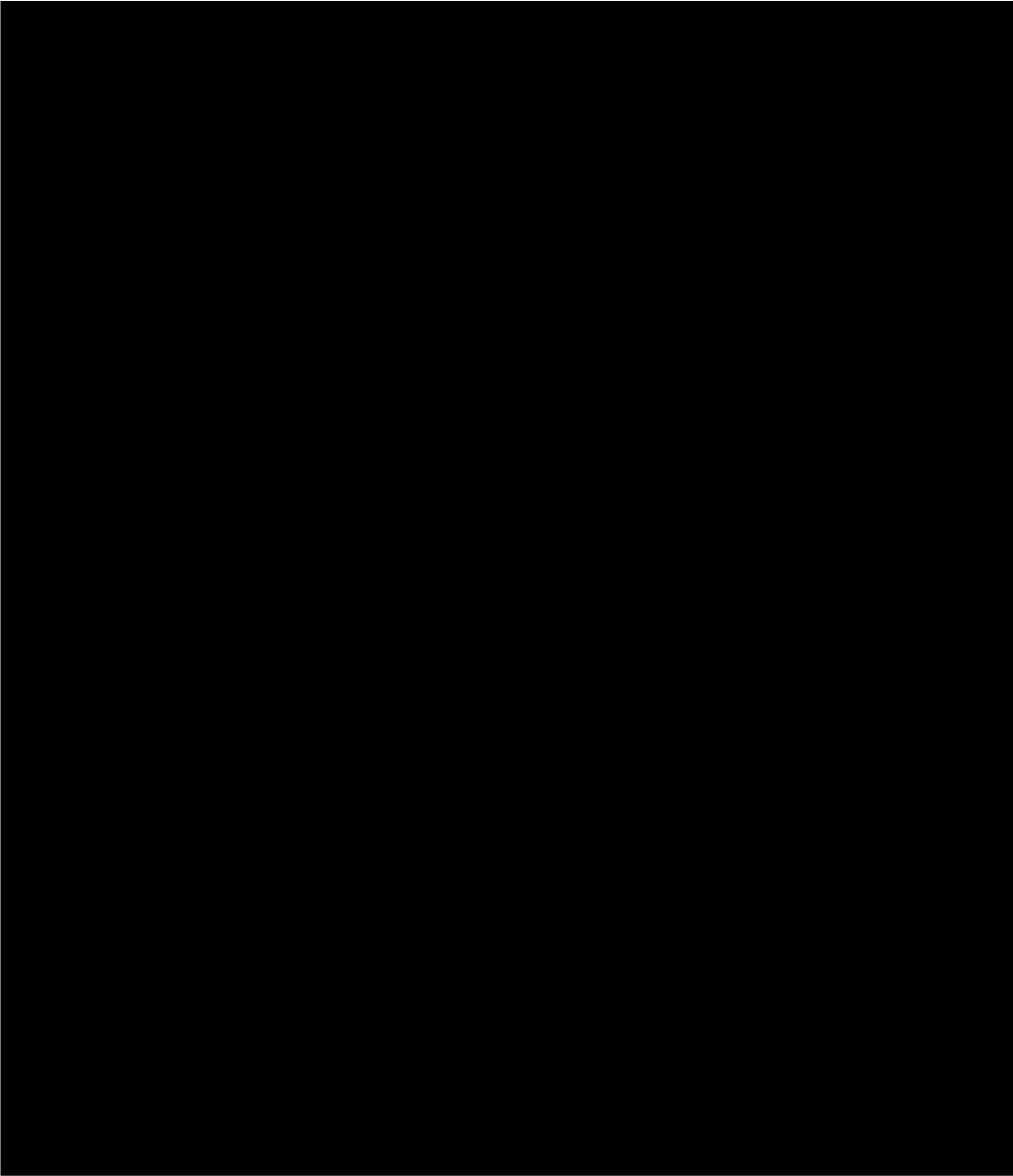
Change Management

4.86
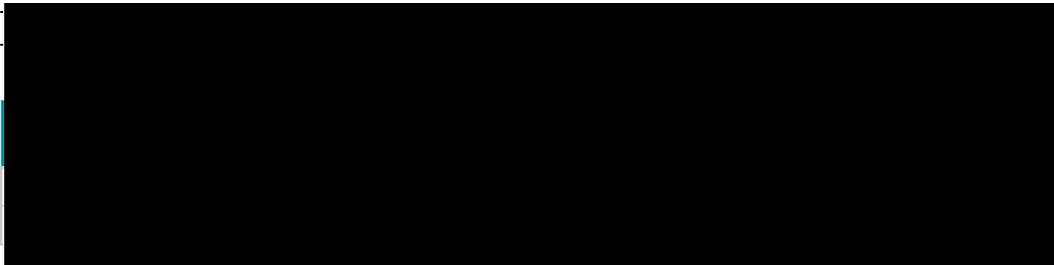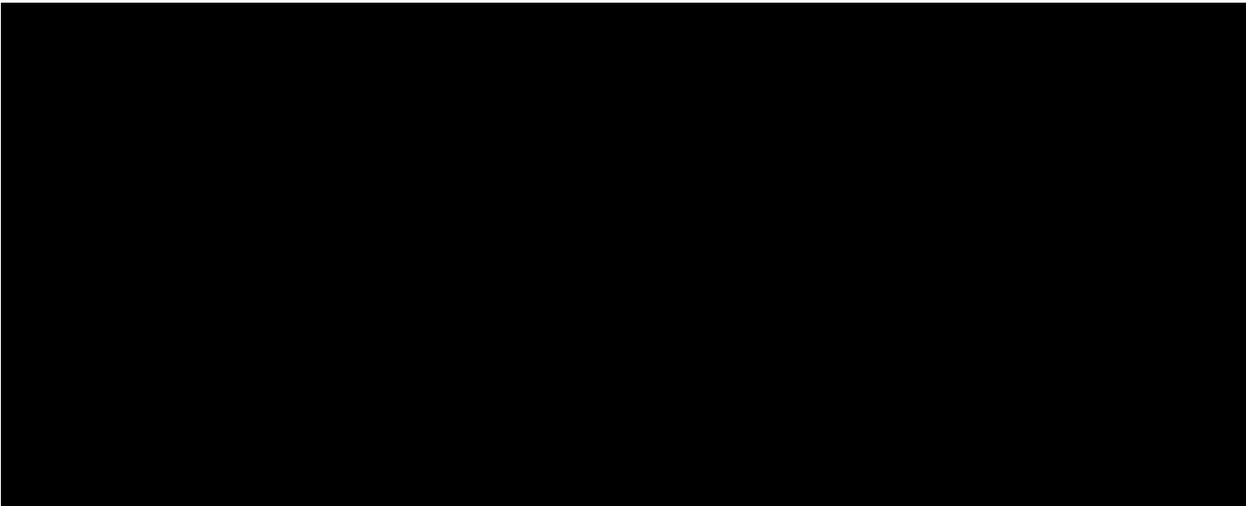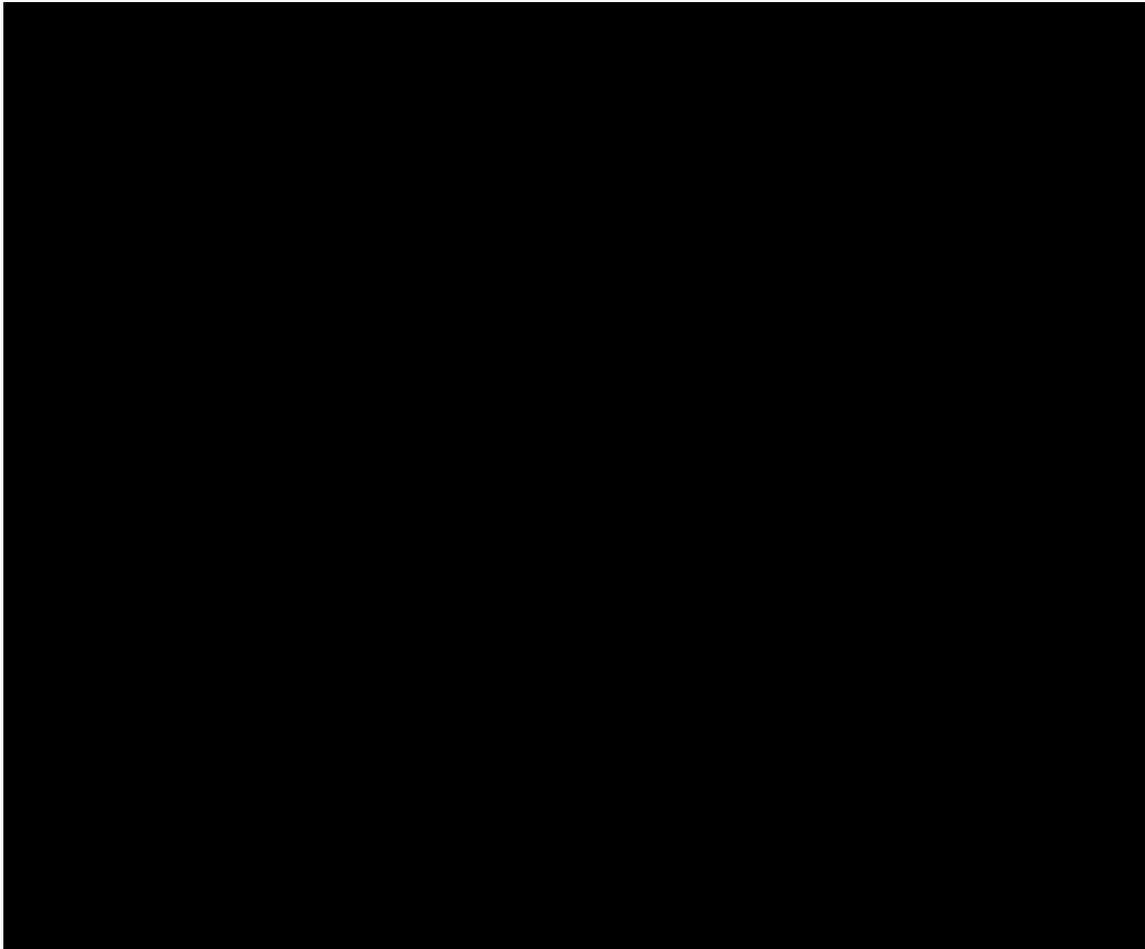
Business Contingency Plan

4.92 Business Contingency plan is provided in accordance with Schedule 3 (Service Level Agreement).

Patching and Upgrades

4.93 The approach to SAP S/4 HANA patching and upgrades during the delivery of Waves 1 and 2 will be as follows:

- During the delivery of Wave 1, the feature pack and HR support pack for S/4 HANA version ▮▮▮ will be applied. The timing will be confirmed as part of the detailed project schedule with a view to applying the patches to the project environments around the ▮▮▮▮▮▮▮▮ time-frame. This will be the patch level that will be in the production environment upon ▮▮▮▮▮▮▮▮▮▮▮▮

- After the go-live of Wave 1, the production BAU environment landscape will become operational. S/4 HANA application patching will be applied in this landscape in accordance with Schedule 3- Attachment 3-3. The country legal changes will be applied annually to the production environment prior to the end of the financial year. The approach would be to then apply these patches to project landscapes.

- During Wave 2 delivery, SAP notes may be applied where required upon assessment and following the governance processes relevant to the phase of work in progress. Examples of when SAP notes may be applied during Wave 2 delivery are as follows; if SAP releases critical notes that are deemed relevant to the solution or if a product issue is identified during testing that is addressed by an SAP provided note(s).

- Transports that are deployed to the production environment including SAP notes to address product related Incidents, will be retrofitted into the project landscape via the Contractor's transport management tool. The cadence and timing of the retrofits will be determined by the activities in progress in the project landscape.

Decommissioning AESG 1.0 Systems
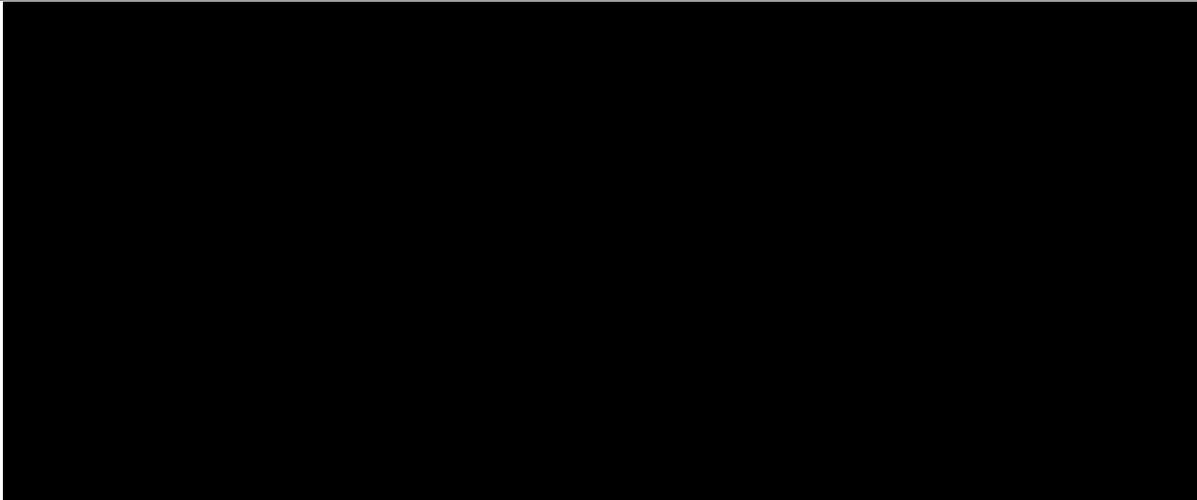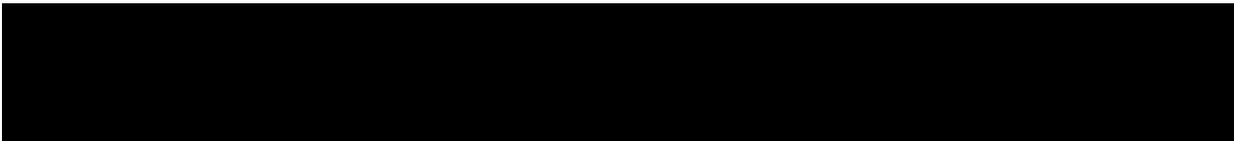
5.   Program and Project Management
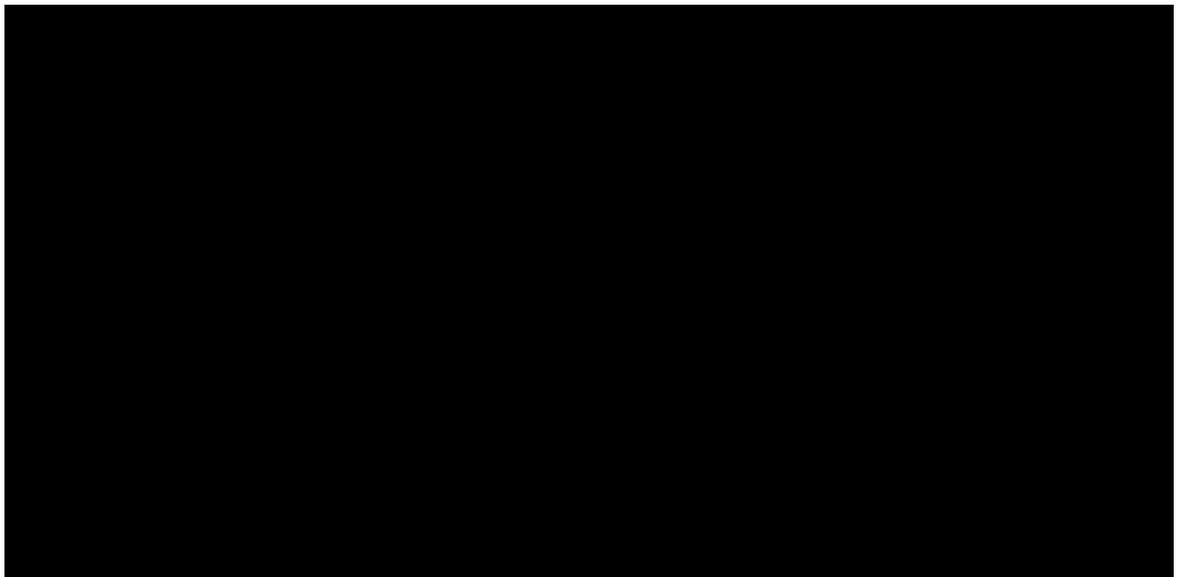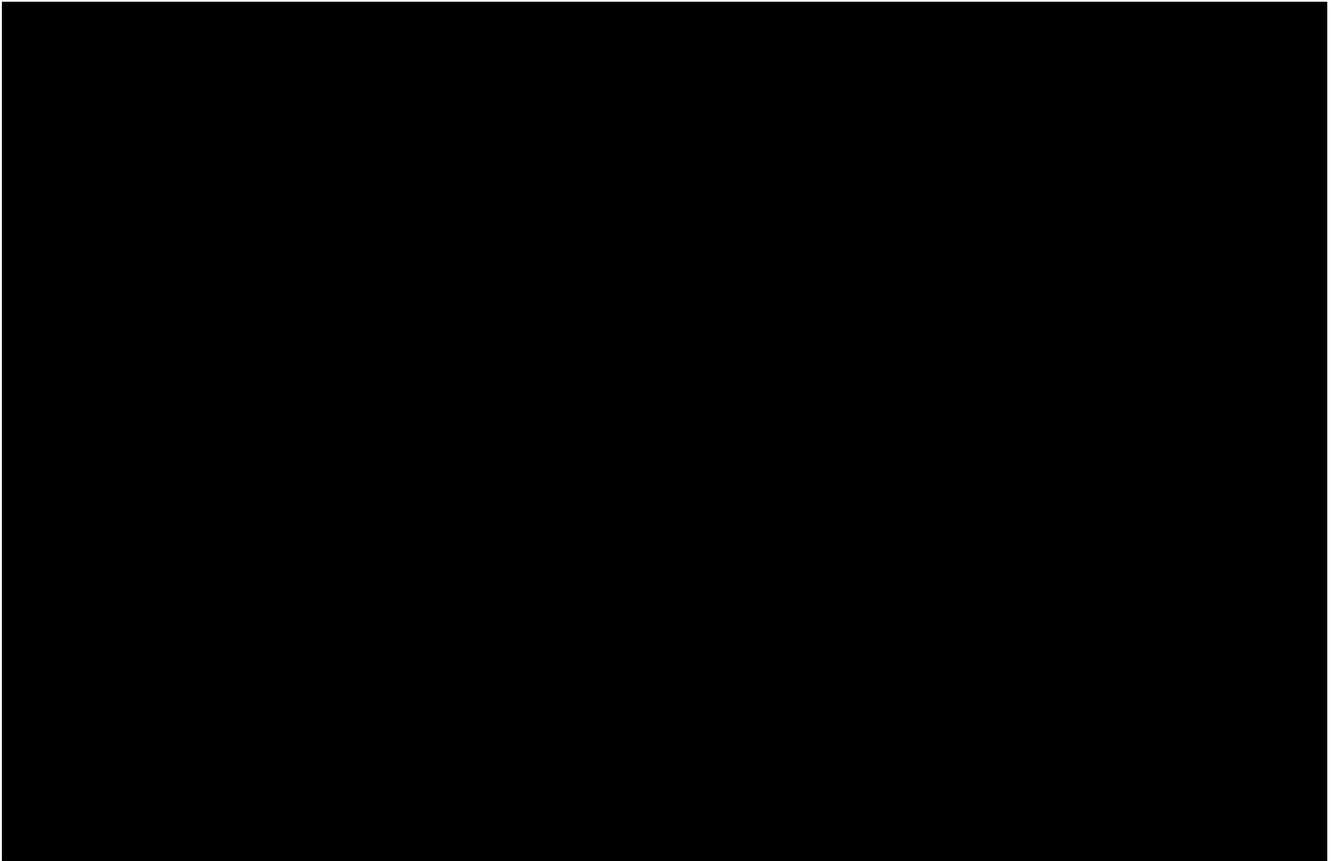
Issue Management Processes

5.4   Covered in D1 Project Management Plan.

Risk Management Processes

5.5   Covered in D1 Project Management Plan.

6.   Document Management

Document standards

5.6   Covered in D1 Project Management Plan.

Document naming convention

6.1   Covered in D1 Project Management Plan.

Storage of Documents

6.2   Covered in D1 Project Management Plan.

Version Control

6.3   Covered in D1 Project Management Plan.

7. Project time capture

Track Project Schedule/Time

7.1 Covered in D1 Project Management Plan.

8. Customer Supplied Items (CSI)

8.1 General Customer Supplied Items are set out in Item 22 of the General Order Form.

8.2 The following tables (Table 36 and Table 37) provide a list of additional Customer Supplied Items, expected date and impact to the Stage 1 to 3 if the due dates are not achieved by the Customer:

Stages 1 to 3

Release (a)

CSI Reference	Customer Supplied Item	Acceptance Criteria		Impact /Notes
CSI-STG1-3- CS1	Integrated Project Plan	• The Customer's Integrated Project Plan will include appropriate level of information for all activities managed by the client (including start date, end date and team member responsible) down to a level of detail supporting the identification and management of dependencies between activities managed by the Customer (including third parties) and activities managed by the Contractor		The Contractor will not be able to successfully complete the deliverables listed under Stages 1 to 3
CSI-STG1-3- CS2	CSCJ Processes	• The Customer will provide all the CSCJ processes (level 3 of the CSCJ framework) in scope for Stages 1 to 3 to support execution of CSCJ walkthroughs and the finalisation of the BPDs and for the Contractor to build the level 4 and 5 process models for the level 3 processes		The Contractor will not be able to finalise the Business Process Design documents and Process Models listed in scope for Stage 1 to 3

| CSI-STG1-3- CS3 | The Customer is responsible for supplying the taxonomy values for the Core and Common data objects (refer Attachment 3-9) as follows:

Finance
- Tax Codes
- Document Types
- Payment Terms
- Payment Methods
- Asset Classes
- Chart of Depreciation
- Chart of Accounts
- Fiscal Posting Period

Procurement
- Purchasing Groups
- Material and Service Groups

HCM:
- Organisation Object Types
- Relationships and Evaluation Paths
- Employee Group
- Employee Subgroup
- Action and Action Types
- Contract Types (IT0001)
- Payroll dates
- Contract Elements (IT0016)
- Date Types for Date Specification (IT0041)
- Monitoring of Task (IT0019)
- Objects on Loan (IT0040)
- Communication (IT0105) — agreement which | • Values are provided for each of the Core and Common data objects that are applicable for all agencies | ███████████ | The Contractor will be unable to adhere to Stage 2 build timelines and Stage 1 CSCJ Walkthrough timelines. |

	subtypes will be part of template - Address (IT006) — agreement which subtypes will be part of template - Quotas - Accrual and Entitlement Rules - Absences - Attendances - Wage Types - Payroll constants - Superannuation funds excluding Choice of Funds - Leave Loading options - Termination / Redundancy reasons and rules - Advance Pay to Absence - On cost rules i.e. leave provisions payroll tax work cover - Month end accruals - Pay scales - Types of Loans - Agreement on the Self Services required - Award Rules			
CSI-STG1-3- CS4	The Customer is responsible for supplying the taxonomy values for the Core and Common data objects (refer Attachment 3-9) as follows: Finance and Procurement - Company code - Profit Centre - Cost Centre - Fund code and centre - Agency specific document type - Sales organisation	• Values are provided for the taxonomy that is specific to agencies being used in PVT	▮▮▮▮	The Contractor will be unable to setup taxonomy and load data for PVT

	- Distribution channel - Plant - Storage location HCM - Personnel area/sub area			
CSI-STG1-3- CS5	SAP and related Licenses: • The Customer will provide the Contractor with SAP and related licenses and associated license keys necessary for the execution of the Transition In Services and the ongoing Services as detailed in the SAP and related software listed in Attachment 3-8 (SAP Licences) • Customer SAP licenses can be used on a multi-tenant basis (where one SAP installation is shared by multiple NSW Government customers providing their own SAP licenses).	• Licenses are provided as per Schedule 3-8 for systems in scope for stages 1-3	▮	The Contractor will be unable to build the applications for stage 1 - 3

| CSI-STG1-3- CS6 | GovDC Connectivity:

• The Customer's Permitted Users will access the AESG Software as a Service via GovDC Connectivity. Customer is responsible for configuration and provisioning of sufficient network bandwidth up to AESG Service solution point of presence to access the AESG solution (as further described in Attachment 3-3 (Service Definition) of Schedule 3 (Service Level Agreement)).
• Support and maintenance of network availability, capacity and performance in respect of the GovDC Connectivity | • Users are able to access the AESG Software as a Service via GovDC Connectivity | ▉▉▉▉ | The Customer will not be able to access the AESG Software as a Service |
| CSI-STG1-3- CS7 | Security and Access Applications:
a)   Directory services (authorisation and authentication of AESG);
b)   Federated identity services (cross domain | • Support with respect to the applications (identified in this CSI) sufficient to permit the Contractor to provide the Services. | ▉▉▉▉ | The Contractor will not be able to setup Single Sign On |

	c) access to AESG); and Identity management services (extending single sign-on to AESG)			
CSI-STG1-3- CS8	Input to Technology Architecture Design: • Confirmation on Output Management (Email Architecture, Printers, Scanning Devices) • Confirmation on Connectivity (GovDC Cross Connect)	• Customer provided input and confirmation on key technology related decisions	███████	The Contractor will not be able to complete Stage 1 as per the timeline.
CSI-STG1-3- CS9	Input to User Experience Solution Design: • Confirmation on User Experience Guidelines • Confirmation on Workflow Guidelines • Confirmation custom theme settings • Confirmation on Launchpad settings	• Customer provided input and confirmation on key UX related decisions	███████	The Contractor will not be able to complete Stage 1 as per the timeline.

CSI-STG1-3- CS10	Input to Data Governance Solution Design: Confirmation on requirements for master data maintenance of GL Account, Cost Centre and Profit Centre	• Customer provided input on process and rules for maintenance of Finance objects (GL Account, Cost Centre and Profit Centre)	███████	The Contractor will not be able to complete Stage 1 as per the timeline.
CSI-STG1-3- CS11	Input to Reporting & Analytics Solution Design: • Review Reporting & Analytics solution design covering scope, approach, roadmap and governance This is a follow-on from the reporting & analytics decision paper and is a deeper dive covering further detail on the solution components (QM, S4 Embedded Analytics, SAP BW and SAC)	• Customer provided input and confirmation on Reporting and Analytics requirements for domain areas (Finance, Procurement and HCM)	███████	The Contractor will not be able to complete Stage 1 as per the timeline.
CSI-STG1-3- CS12	Input to SAP Security Solution Design: • Review application security approach and enabling solution components (SAP GRC – Access Control, Access Risk	• Customer provided input and confirmation on key SAP Security solution related decisions	███████	The Contractor will not be able to complete Stage 1 as per the timeline.

	Analysis, Emergency Access Mgt and Business Role Mgt) • Decision to use Context Based Provisioning in SAP IDM			
CSI-STG1-3- CS13	The Customer is to provide pain points Prioritisation Matrix for all 7 customer journeys. The Prioritisation Matrix contains a list of high priority pain point areas which will be an input for the Contractor to prepare for user experience measurement demonstration	• A list of pain points by customer journey with supporting screen shots from existing system and baseline user experience measurement score	▮	Contractor will be unable to prepare for the user experience measurement demo/workshop as part of Discover – Activity 3
CSI-STG1-3- CS14	The Customer is to provide Fiori App Theme Settings (Digital Style guide) that adheres to the SAP Fiori Themes Guidelines. The Theme settings will be used to define the overall branding, look and feel for all SAP Fiori Apps.	• Customer is to provide theme settings document with all form elements colour scheme, layout and size that deviates from the Fiori Quartz theme.	▮	Contractor will be unable to complete UX configuration for Fiori Apps
CSI-STG1-3- CS15	The Customer is to provide Launchpad homepage design for each persona which will be mapped to business roles. The Launchpad home page contains navigation paths	• For each launchpad home page, a High Fidelity Design using SAP Fiori 3.0 stencils that details each launchpad elements such as navigation, spaces Fiori app groupings and user flows. These High Fidelity Design will adhere to the theme settings, accessibility	▮	Contractor will be unable to complete UX configuration for Fiori Launchpad

	and can display a default list of Fiori apps or groups of apps that the user can access when they login. The list of Fiori apps is displayed in a certain way based on the user's persona.	requirements and UX guiding principles		
CSI-STG1-3- CS16	The Customer is to provide UX guiding principles for the program to adhere to. The guiding principles will be used when design new, or enhancing existing interaction with the user	• A set of UX guiding principles with rationale and implications. Each UX guiding principles are mapped to existing CX principles.	■	Contractor will be unable to document the guiding principles in User Experience Solution Design Document, and will not be able to apply consistent changes to the solution which will impact the user
CSI-STG1-3- CS17	The Customer is to provide Agile Management Tool to capture product backlog for User Experience items The Agile management tool will be used for product backlog, sprint planning and user stories//task/bug tracking and Sprint Status Reporting	• Agile tools such as JIRA provide Contractor access to setup an agile project for Agile Delivery and user access to those involved in Agile delivery	■	Contractor will be unable to prepare user stories and run Agile delivery
CSI-STG1-3- CS18	The Customer is providing Agile project documentation tool to document functional and technical design per user story.	• Agile documentation tool such as Confluence and access granted to all users including the Contractor's personnel to create with project space and documents	■	Contractor will be unable to capture detailed design requirements for user story

CSI-STG1-3- CS19	The Customer is providing a test management tool that is to be used by the Customer and Contractor for Stages 4 and 5 Contractor test tool will be used for Release (a) PVT	• Enterprise grade test management tool that provides robust test planning, execution, management, reporting functionality and can be accessed by the Contractor resources (onshore and offshore)	███████	Contractor will have to provide an alternative test tool at additional cost
CSI-STG1-3- CS20	Program Data Conversion Strategy for Contractor to document the Contractor's scope of data conversion	• Data conversion strategy with sections for Contractor to document the contractor's scope of responsibilities as follows: 　○ Data conversion list 　○ Data conversion test and final load cycles 　○ Roles and responsibilities • The Contractor will provide input to the following areas, with the Customer being the lead in terms of responsibility: 　○ Data conversion methodology including data cleansing	███████	Contractor will not be able to document the Contractor's scope of data conversion in the overall Program Data Conversion Strategy
CSI-STG1-3- CS21	Program Test Strategy for Contractor to document the Contractor's scope of testing activities	• Test strategy with sections for Contractor to document he contractor's scope of responsibilities as follows: 　○ Objective and scope of testing 　○ Test stages and activities per stage 　○ Test schedule 　○ Roles and responsibilities 　○ Entry and exit criteria that are objective and consistent with	███████	Contractor will not be able to document the Contractor's scope of testing in the overall Program Test Strategy

		this Customer Contract ○ Test criteria for User Experience as per design principles defined in Core Solution Design Document (C28) ○ Test criteria for System Performance Test ○ Test defect handling		

Table 36: Customer Supplied Items – Stages 1 to 3 – Release (a)

Release (b)

CSI Reference	Customer Supplied Item	Acceptance Criteria	Due Date	Impact /Notes
CSI-STG1-3- CS1	CSCJ Processes - Real Estate L3 processes for extended functional required for Wave 2 agencies	• The Customer will provide all the CSCJ processes (level 3 of the CSCJ framework) in scope for Stages 1 to 3 to support execution of CSCJ walkthroughs and the finalisation of the BPDs and for the Contractor to build the level 4 and 5 process models for the level 3 processes	■	The Contractor will not be able to finalise the Business Process Design documents and Process Models listed in scope for Stage 1 to 3 Release (b)
CSI-STG1-3- CS2	The Customer is responsible for supplying the taxonomy values for the Core and Common data objects for Enterprise Asset Management and Real Estate Management	• Values are provided for each of the Core and Common data objects that are applicable for all agencies	■	The Contractor will be unable to adhere to Stage 1 design and stage 2 build timelines

| CSI-STG1-3-CS3 | The Customer is responsible for supplying the new business roles needed for the additional functionality (i.e. Enterprise Asset Management and Real Estate Management) in Release (b) so that the Contractor can map the new business roles to the new single and composite roles | • Customer approves Security Role Matrix document or confirms that the existing Security Role Matrix is sufficient and no new roles / updates to existing roles are required | ███████ | The Contractor will be unable to setup security roles in Stage 2 as part of the Golden Client |
| CSI-STG1-3-CS4 | The Customer is responsible for supplying the taxonomy values for the Core and Common data objects for Enterprise Asset Management and Real Estate Management | • Values are provided for the taxonomy that is specific to agencies being used in PVT | ███████ | The Contractor will be unable to setup taxonomy and load data for PVT |

Table 37: Customer Supplied Items - Stages 1 to 3 – Release (b)

8.3 The following table (Table 38) provides a list of additional Customer Supplies Items, expected date and impact to the Stage 4 and Stage 5 onboarding if the due dates are not achieved by the Customer:

Stage 4 – Transition In Wave 1 Agencies

Wave 1 (Agencies list detailed in Table 13)

CSI Reference	Customer Supplied Item	Acceptance Criteria	Due Date	Impact /Notes
CSI-W1-CS1	The Customer is supplying the Financial Closing and Reconciliation solution based on the BlackLine solution as a Core/Common system. The Customer will be responsible for documenting the BlackLine solution design within the General Ledger Accounting BPD.	• The Customer will provide the business process design and integration pattern design for the chosen Financial Closing and Reconciliation at a level of details required by the	███████	The Contractor will not be able to finalise the General Ledger Accounting BPD until the Customer has defined the BlackLine solution scope and how BlackLine will integrate with the SAP solution and

CSI Reference	Customer Supplied Item	Acceptance Criteria	Due Date	Impact /Notes
		Contractor to complete the related BPDs as per Stage 1 timelines.		support the Budget to Report CSCJ processes.
CSI-W1-CS2	The Customer is supplying the Invoice Capture and Invoice Collector components of the ReadSoft solution which sit outside of SAP, as a Core/Common system. The Customer will be responsible for documenting the Invoice Capture and Invoice Collector ReadSoft solution design within the Procure to Pay BPD. processes.	• The Customer will provide the business process design and integration pattern design for the Invoice Capture and Invoice Collector components of the ReadSoft solution at a level of details required by the Contractor for the completion of CSCJ Process walkthrough as part of Stage 1.	████████	The Contractor will not be able to finalise the Procure to Pay BPD until the Customer has defined the solution scope for Invoice Capture and Invoice Collector and integration with the Process Director component to support the Procure to Pay CSCJ.
CSI-W1-CS3	The Customer is supplying the Budgeting and Planning solution as a Core/Common System. The Customer will be responsible for documenting the Budgeting and Planning solution design within the Budgeting and Forecasting BPD.	• The Customer will provide the business process design and integration pattern design for the chosen Budgeting and Planning solution at a level of details required by the Contractor to complete the related BPDs as per Stage 1 (b) timelines.	████████	The Contractor will not be able to finalise the Budgeting and Forecasting BPD in Release (b) for Stage 5 implementation, until the Customer has defined the Budgeting and Planning solution scope and how the Budgeting and Planning solution will integrate with the SAP solution and support the Budget to Report CSCJ processes

CSI Reference	Customer Supplied Item	Acceptance Criteria	Due Date	Impact /Notes
CSI-W1-CS4	Requirements for HR/Payroll ADAPT items. Functional design requirements for Adapt components complete and accepted by the Contractor for all HR/Payroll Adapt items in Attachment 3-7	• Information in the functional design document is correct and sufficient to commence build • Fit for Purpose	■	The go-live date is impacted if the due date is not met. The build of the ADAPT items is required to be performed prior to SIT to enable the commencement of Parallel Payroll Test as per the plan.
CSI-W1-CS5	Requirements for Finance/Procurement ADAPT items. Functional design requirements for Adapt components complete and accepted by the Contractor for all Finance/Procurement Adapt items in Attachment 3-7	• Information in the functional design document is correct and sufficient to commence build • Fit for Purpose	■	The go-live date is impacted if the due date is not met. The build of the ADAPT items is required to be performed prior to SIT.
CSI-W1-CS6	Provide Taxonomy values in HR/Payroll	• Provided taxonomy values are correct and sufficient to commence configuration build • Fit for Purpose	■	The go-live date is impacted if the due date is not met. The configuration of taxonomy is required to be performed prior to SIT
CSI-W1-CS7	Provide Taxonomy values in Finance and Procurement	• Provided taxonomy values are correct and sufficient to commence configuration build • Fit for Purpose	■	The go-live date is impacted if the due date is not met. The configuration of taxonomy is required to be performed prior to SIT
CSI-W1-3-CS8	The Customer is to provide an approved High Fidelity Designs with user flows that adheres to the SAP Fiori Design Principles for each custom user experience apps. The High Fidelity design and user flow will be used by the Contractor to assess functional and technical feasibility for implementation, along with implementation effort	• For each custom Fiori app, a High Fidelity Design using SAP Fiori 3.0 stencils that details each screen elements, user flows, and data validation requirements on screen. These High Fidelity Design will adhere to the theme settings, accessibility	■	Contractor will be unable to estimate the effort required for Backlog Prioritisation during Create – Activity 4 which will impact scope, Sprint release planning and sprint delivery

CSI Reference	Customer Supplied Item	Acceptance Criteria	Due Date	Impact /Notes
		requirements and UX guiding principles		
CSI-W1-CS9	The Customer is to provide the additional Business Role definition (Security Role Matrix) required for this stage. The Business Role contains the access requirements for all Customer available AESG systems (S/4HANA, BW/4HANA, BOBJ, SAP Analytics Cloud) The Business Roles definition needs to include the following details: • Business Role Definition • Business process to business role mapping; • Business role to business role owner(s) mapping; • Risk owner and mitigation controller; • Business Role owner; The Firefighter access needs to include the following details: • List of users who can request firefighter access. • Firefighter owner and controller; Provide review and validation of: • Business role to Composite / Single role(s) mapping (noting that for this activity, the Contractor will	• Customer provided the updated approved Security Role Matrix document or confirms that the existing Security Role Matrix is sufficient and no new roles / updates to existing roles are required	███████	The go-live date is impacted if the due date is not met. The build of the required roles items is required to be performed prior to SIT.

CSI Reference	Customer Supplied Item	Acceptance Criteria	Due Date	Impact /Notes
	define the mapping and will work jointly with the Customer to review, validate and finalise the mapping)			
CSI-W1-CS10	Provide data (loaded and validated) for PPRT1 – HR/Payroll	• Loaded data are correct and sufficient to commence PPRT 1 • Fit for Purpose	███████	The go-live date is impacted if the due date is not met. PPRT required to be completed in time for deployment.
CSI-W1-CS11	Provide data (loaded and validated) for PPRT2 – HR/Payroll	• Loaded data are correct and sufficient to commence PPRT 2 • Fit for Purpose	███████	The go-live date is impacted if the due date is not met. PPRT required to be completed in time for deployment
CSI-W1-CS12	Provide data (loaded and validated) for PPRT3 – HR/Payroll	• Loaded data are correct and sufficient to commence PPRT 3 • Fit for Purpose	███████	The go-live date is impacted if the due date is not met. PPRT required to be completed in time for deployment
CSI-W1-CS13	Load, validate and reconcile data for Trial Conversion 1	• Loaded Trial conversion 1 Data are correct and sufficient to commence SIT • Fit for Purpose	███████	The go-live date is impacted if the due date is not met. Trial Conversion Testing is required to be completed in time for deployment.
CSI-W1-CS14	Load, validate and reconcile data for Trial Conversion 2	• Loaded Trial conversion 2 Data are correct and sufficient to commence UAT • Fit for Purpose	███████	The go-live date is impacted if the due date is not met. Trial Conversion Testing is required to be completed in time for deployment.
CSI-W1-CS15	Load, validate and reconcile data for Dress Rehearsal – Wave 1a	• Loaded data are correct and sufficient to complete Dress Rehearsal • Fit for Purpose	███████	The go-live date is impacted if the due date is not met. Dress Rehearsal to be completed in time for deployment.

CSI Reference	Customer Supplied Item	Acceptance Criteria	Due Date	Impact /Notes
CSI-W1-CS16	Load, validate and reconcile data for final cutover – Wave 1a	• Loaded data are correct and sufficient to complete final cutover • Fit for Purpose	███	The go-live date is impacted if the due date is not met.
CSI-W1-CS17	Load, validate and reconcile data for Dress Rehearsal – Wave 1b	• Loaded data are correct and sufficient to complete Dress Rehearsal • Fit for Purpose	███	The go-live date is impacted if the due date is not met. Dress Rehearsal to be completed in time for deployment.
CSI-W1-CS18	Load, validate and reconcile data for final cutover – Wave 1b	• Loaded data are correct and sufficient to complete final cutover • Fit for Purpose	███	The go-live date is impacted if the due date is not met.
CSI-W1-CS19	SAP and related Licenses for Staging: • The Customer will provide the Contractor with SAP and related licenses and associated license keys necessary for the execution of the Transition In Services and the ongoing Services as detailed in the SAP and related software listed in Attachment 3-8 (SAP Licences) Customer SAP licenses can be used on a multi-tenant basis (where one SAP installation is shared by multiple NSW Government customers providing their own SAP licenses).	• Licenses are provided as per Schedule 3-8 for systems in scope for stages 4	███	The Contractor will not be able to complete Stage 4 as per timeline.
CSI-W1-CS20	SAP and related Licenses for Production: • The Customer will provide the Contractor with SAP and related licenses and associated license keys necessary for the execution of the	• Licenses are provided as per Schedule 3-8 for systems in scope for stages 4	███	The Contractor will not be able to complete Stage 4 as per timeline.

CSI Reference	Customer Supplied Item	Acceptance Criteria	Due Date	Impact /Notes
	Transition In Services and the ongoing Services as detailed in the SAP and related software listed in Attachment 3-8 (SAP Licences) Customer SAP licenses can be used on a multi-tenant basis (where one SAP installation is shared by multiple NSW Government customers providing their own SAP licenses).			
CSI-W1-CS21	Data Conversion Plan for Contractor to document the Contractor's scope of data conversion (for the wave)	The Customer will define a data conversion plan for each Wave and the Contractor will provide input as follows of: • Data conversion scope (for the wave) • Source systems scope (for the wave)	████████	Contractor will not be able to document the Contractor's scope of data conversion in the Data Conversion Plan
CSI-W1-CS22	Master Test Plan for Contractor to document the Contractor's scope of testing activities (for the wave)	The Customer will define a Master Test Plan for each Wave and the Contractor will provide input as follows: • Testing phases in scope for the wave • Test environments • Test execution schedule • Any Wave specific testing requirements • Data scrambling requirements • Non-functional testing details for Performance Testing	████████	Contractor will not be able to document the Contractor's scope of testing in the Master Test Plan
CSI-W1-CS23	Confirm if Personal Information is to be scrambled for test environments and if so	Fields from table in Attachment 12-B identified	████████	No data scrambling will be performed in test environments

CSI Reference	Customer Supplied Item	Acceptance Criteria	Due Date	Impact /Notes
	which fields as per table in Attachment 12-B			
CSI-W1-CS24	Testing environments for core, common and divergent systems that are Customer supplied (e.g. PRIME Reporting solution, BlackLine, OCR component of ReadSoft, SAP Fieldglass and so on) required for integrated testing during Systems Integration Testing (SIT) — note: these systems will be identified in the Master Test Plan for each Wave	• All Customer Supplied systems identified for interface testing during SIT in Master Test Plan • Customer has provided testing environments for the identified systems for the commencement of SIT	████████	Integrated testing will not be able to be completed
CSI-W1-CS25	Obligation for the Customer to have records of all data entry until rollback point (e.g. in terms of preserving manual data etc) to help enable the rollback and possible manual re-keying of data, and to aid reconciliation of data entered	• Customer has kept electronic records of all date entry done from go-live date until rollback date, should rollback be required		Contractor will be unable to complete rollback should rollback be required
CSI-W1-CS26	The customer is to provide the mapping of business roles to positions	• Role to Position Mapping Sheet produced showing the mapping of HR positions against specific business roles	████	Contractor would not be able to pre-load business roles against positions which automates access assignment in SAP

Table 38: Customer Supplied Items – Stage 4 Wave 1

Stage 5 – Transition In Wave 2 Agencies

Wave 2 (Agencies list detailed in Table 13)

CSI Reference	Customer Supplied Item	Acceptance Criteria	Due Date	Impact /Notes
CSI-W2-CS1	Requirements for HR/Payroll ADAPT items. Functional design requirements for Adapt components complete and accepted by the Contractor for all HR/Payroll Adapt items in Attachment 3-7	• Information in the functional design document is correct and sufficient to commence build • Fit for Purpose	████	The go-live date is impacted if the due date is not met. The build of the ADAPT items is required to be performed prior to SIT to enable the commencement of Parallel Payroll Test as per the plan.

CSI Reference	Customer Supplied Item	Acceptance Criteria	Due Date	Impact /Notes
CSI-W2-CS2	Requirements for Finance/Procurement ADAPT items. Functional design requirements for Adapt components complete and accepted by the Contractor for all Finance/Procurement Adapt items in Attachment 3-7	• Information in the functional design document is correct and sufficient to commence build • Fit for Purpose	███████	The go-live date is impacted if the due date is not met. The build of the ADAPT items is required to be performed prior to SIT
CSI-W2-CS3	Provide Taxonomy values in HR/Payroll	• Provided taxonomy values are correct and sufficient to commence configuration build • Fit for Purpose	███████	The go-live date is impacted if the due date is not met. The configuration of taxonomy is required to be performed prior to SIT
CSI-W2-CS4	Provide Taxonomy values in Finance and Procurement	• Provided taxonomy values are correct and sufficient to commence configuration build • Fit for Purpose	███████	The go-live date is impacted if the due date is not met. The configuration of taxonomy is required to be performed prior to SIT
CSI-W2-CS5	The Customer is to provide the additional Business Role definition (Security Role Matrix) required for this stage. The Business Role contains the access requirements for all Customer available AESG systems (S/4HANA, BW/4HANA, BOBJ, SAP Analytics Cloud) The Business Roles definition needs to include the following details: • Business Role Definition • Business process to business role mapping; • Business role to business role owner(s) mapping; • Risk owner and mitigation controller;	• Customer provided the updated approved Security Role Matrix document or confirms that the existing Security Role Matrix is sufficient and no new roles / updates to existing roles are required	███████	The go-live date is impacted if the due date is not met. The build of the required roles items is required to be performed prior to SIT.

CSI Reference	Customer Supplied Item	Acceptance Criteria	Due Date	Impact /Notes
	• Business Role owner; The Firefighter access needs to include the following details: • List of users who can request firefighter access. • Firefighter owner and controller; Provide review and validation of: Business role to Composite / Single role(s) mapping (noting that for this activity, the Contractor will define the mapping and will work jointly with the Customer to review, validate and finalise the mapping)			
CSI-W2-CS6	Provide data (loaded and validated) for PPRT1 – HR/Payroll	• Loaded data are correct and sufficient to commence PPRT 1 • Fit for Purpose	███████	The go-live date is impacted if the due date is not met. PPRT required to be completed in time for deployment.
CSI-W2-CS7	Provide data (loaded and validated) for PPRT2 – HR/Payroll	• Loaded data are correct and sufficient to commence PPRT 2 • Fit for Purpose	███████	The go-live date is impacted if the due date is not met. PPRT required to be completed in time for deployment.
CSI-W2-CS8	Provide data (loaded and validated) for PPRT3 – HR/Payroll	• Loaded data are correct and sufficient to commence PPRT 3 • Fit for Purpose	███████	The go-live date is impacted if the due date is not met. PPRT required to be completed in time for deployment.
CSI-W2-CS9	Load, validate and reconcile data for Trial Conversion 1	• Loaded Trial conversion 1 Data are correct and sufficient to commence SIT • Fit for Purpose	███████	The go-live date is impacted if the due date is not met. Trial Conversion Testing is required to be completed in time for deployment.

CSI Reference	Customer Supplied Item	Acceptance Criteria	Due Date	Impact /Notes
CSI-W2-CS10	Load, validate and reconcile data for Trial Conversion 2	• Loaded Trial conversion 2 Data are correct and sufficient to commence UAT • Fit for Purpose	███	The go-live date is impacted if the due date is not met. Trial Conversion Testing is required to be completed in time for deployment.
CSI-W2-CS11	Load, validate and reconcile data for Dress Rehearsal	• Loaded data are correct and sufficient to complete Dress Rehearsal • Fit for Purpose	███	The go-live date is impacted if the due date is not met. Dress Rehearsal to be completed in time for deployment.
CSI-W2-CS12	Load, validate and reconcile data for final cutover	• Loaded data are correct and sufficient to complete final cutover • Fit for Purpose	███	The go-live date is impacted if the due date is not met.
CSI-W2-CS13	Data Conversion Plan for Contractor to document the Contractor's scope of data conversion (for the wave)	The Customer will define a data conversion plan for each Wave and the Contractor will provide input as follows of: • Data conversion scope (for the wave) • Source systems scope (for the wave)		Contractor will not be able to document the Contractor's scope of data conversion in the Data Conversion Plan
CSI-W2-CS14	Master Test Plan for Contractor to document the Contractor's scope of testing activities (for the wave)	The Customer will define a Master Test Plan for each Wave and the Contractor will provide input as follows: • Testing phases in scope for the wave • Test environments • Test execution schedule • Any Wave specific testing requirements • Data scrambling requirements	███	Contractor will not be able to document the Contractor's scope of testing in the Master Test Plan

CSI Reference	Customer Supplied Item	Acceptance Criteria	Due Date	Impact /Notes
		Non-functional testing details for Performance Testing		
CSI-W2-CS15	Confirm if Personal Information is to be scrambled for test environments and if so which fields as per table in Attachment 12-B	Fields from table in Attachment 12-B identified	■	No data scrambling will be performed in test environments
CSI-W2-CS16	Testing environments for core, common and divergent systems that are Customer supplied (e.g. PRIME Reporting solution, BlackLine, OCR component of ReadSoft, SAP Fieldglass and so on) required for integrated testing during Systems Integration Testing (SIT) – note: these systems will be identified in the Master Test Plan for each Wave	• All Customer Supplied systems identified for interface testing during SIT in Master Test Plan Customer has provided testing environments for the identified systems for the commencement of SIT	■	Integrated testing will not be able to be completed

Table 39: Customer Supplied Items – Stage 5 Wave 2

9. Specified Personnel

Contractor's Specified Personnel identity, roles and responsibilities

9.1 The Contractor will provide the Specified Personnel as specified in Item 27 of the General Order Form.

9.2 The Contractor will provide the following roles in the team undertaking Transition Preparation (referred to as Stage 1 to Stage 3) and Transition In Services for all phases:

Contractor Personnel – Role	Role description and responsibilities	Full time/ Part time	Applicable to:	
			Trans. Prep	Trans. In
AESG Business Lead (Leadership)	**Role description** The project director is the single point of contact for the customer project director on all aspects of the AESG Service delivery. **Overall responsibilities** Engage with the Customer to agree on the scope, delivery and commercial aspects of the AESG Service. Provide a point of escalation for issues raised during AESG service delivery.	Part time	Yes	Yes

Contractor Personnel – Role	Role description and responsibilities	Full time/ Part time	Applicable to:	
			Trans. Prep	Trans. In
	Work with the Customer management team to mitigate risks or resolve issues related to the AESG service delivery. Facilitate engagement with the AESG Global or AESG ANZ teams as required.			
QA Director	**Role description** The QA director role is to provide a view on the quality of delivery of Onboarding services to the Onboarding team, both Contractor and Customer. **Responsibilities** Reviewing the adherence of the Onboarding project delivery to the documented QA standards. Providing feedback and guidance to the Onboarding project on overall delivery quality. Providing support and guidance to mitigate risks or resolve issues related to the Onboarding project delivery.	Part time	Yes	Yes
Delivery Lead	**Role description** The role of the Delivery Lead is to manage the overall delivery of Transition Preparation and Transition-in. **Capability and Experience Requirements** 10 plus years of experience in SAP projects Multiple full project life cycle experiences (greenfield and roll outs) Public Sector project experience in a Customer-facing role Proven expertise in project delivery with multi-location, multi-vendor teams Experience in managing and leading teams and in other project management activities, including status reporting **Responsibilities** Document and manage the activities on the project plan. Manage Contractor Personnel for the project. Manage the budget and commercial aspects of the project. Manage risks, issues and escalation processes. Manage Deliverable sign off. Provide reporting of status against plan to stakeholders. Manage escalations to project director.	Full time	Yes	Yes
Offshore Delivery Lead	**Role Description** The role of the Offshore Delivery Lead is to manage delivery of the Contractor's offshore teams and deliver end-to-end services in Transition Preparation, Transition In and Business as Usual (Operations) **Capability and Experience Requirements** 10 plus years of experience managing teams to deliver services across the software development lifecycle.	Full time	Yes	Yes

Contractor Personnel – Role	Role description and responsibilities	Full time/ Part time	Applicable to:	
			Trans. Prep	Trans. In
	Responsibilities Work with Delivery lead to track and manage activities on the project plan for Offshore development. Manage Offshore Contractor Personnel for the project.			
Design/Build Manager	Role Description The role of the Design/Build Lead is to manage delivery of a specific phase of the project (Stages 1-3, Stage 4, etc..) Capability and Experience Requirements 10 plus years of managing teams to design, build and test ERP system solutions. Responsibilities Document and manage the activities on the project plan. Work with stream leads to track and manage delivery of project phase. Manage Contractor Personnel for the project. Manage the budget and commercial aspects of the project. Manage risks, issues and escalation processes. Manage Deliverable sign off. Provide reporting of status against plan to stakeholders. Manage escalations to project director.	Full time	Yes	Yes
Functional Leads	Role Description The role of the Functional Lead is to bring SAP functional domain knowledge as well as team leadership skills to the project to deliver a defined functional scope within the AESG solution. • Finance and Procurement Lead • HCM Lead • Business Process Modelling Lead Capability and Experience Requirements 7 plus years of experience in multiple end-to-end SAP projects Detailed knowledge and experience in relevant SAP modules and the business processes Good understanding of system and process integration Excellent documentation and communication skills Experience in managing and leading teams and in other project management activities, including status reporting Responsibilities Manage team members and SMEs for their functional area to deliver the defined scope to the project plan.	Full time	Yes	Yes

Contractor Personnel – Role	Role description and responsibilities	Full time/ Part time	Applicable to:	
			Trans. Prep	Trans. In
	Organise and participate in process selections and fit assessment workshops. Coordinate the update of AESG artefacts with Customer Specific Taxonomy values. Coordinate the completion of functional designs for Customer Specific Adapt components. Provide SAP functional input into Tenant Setup activities (as that phase is defined above) Provide resources and knowledge to support the testing phases with input into test cases and scripts, resources for test execution and defects resolution. Provide resources and knowledge to support deployment and cutover activities. Provide support for role mapping and security design. Provide resources and knowledge support to the Training Lead with training delivery to the Customer trainers. Conduct Trial conversion data review for the assigned functional area(s).			
Product & Innovation Lead	**Role Description** Define the product and innovation roadmap taking inputs from the ecosystem (e.g. software and hardware vendors) and the Customer Maintain and govern core product to maintain commonality and consistency across all tenants **Capability and Experience Requirements** 10 plus years of experience in multiple end-to-end SAP projects including Public Sector Experience across multiple projects in developing integrated SAP system solutions including integration to other systems Experience of analysing and managing project scope including costing change requests as required Excellent documentation and communication skills Experience in managing and leading teams and in other project management activities, including status reporting **Responsibilities** Own and direct the Contractor's product roadmap Direct teams working in architecture and design activities	Part time	Yes	Yes
Enterprise Architect	**Role description** The role of the Enterprise Architect is to manage the scope and integration of the Finance, HR/ Payroll, Procurement, Reporting, UI and Mobility across solution components (SAP and non-SAP integration). **Capability and Experience Requirements** 10 plus years of experience in multiple end-to-end SAP projects including Public Sector	Part time	Yes	Yes

Contractor Personnel – Role	Role description and responsibilities	Full time/ Part time	Applicable to:	
			Trans. Prep	Trans. In
	Experience across multiple projects in developing integrated SAP system solutions including integration to other systems			
	Experience of analysing and managing project scope including costing change requests as required			
	Excellent documentation and communication skills			
	Experience in managing and leading teams and in other project management activities, including status reporting			
	Responsibilities			
	Provides process insight and guidance to Functional Leads and counterparts			
	Create a high-level design of application architecture			
	Works with the different functional teams to help create an integrated design			
	Assists the different functional teams to create an integrated data model			
	Monitors key dependencies between the different work streams and highlights any issues early to the Project Manager			
	Oversee the creation of complete and accurate documentation for team's work based on current documentation standards			
UX Lead	Role Description	Part time	Yes	Yes
	The role of the UX Lead is to Lead prototype work and other software engineering solutions that create an optimized user experience. Translate design concepts to prototype solutions as quickly and tangibly as possible, with a balanced understanding of technical feasibility implications and design intent.			
	Capability and Experience Requirements			
	10 plus years of experience working in designing end user experience, using human centered design methods			
	Responsibilities			
	Define UX solution guidelines			
	Define UX solutions to address business pain points and bring innovation and design thinking to the user experience			
Reporting and Analytics Lead	Role Description	Full time	Yes	Yes
	The role of the Reporting and Analytics Lead is to bring Reporting and Analytics knowledge as well as team leadership skills to the project to deliver the defined reporting scope within the AESG solution.			
	Capability and Experience Requirements			
	10 plus years of experience in SAP implementation projects including Public Sector			
	Expertise in reporting and analytics design and management			
	Experience with as-a-Service model			

Contractor Personnel – Role	Role description and responsibilities	Full time/ Part time	Applicable to:	
			Trans. Prep	Trans. In
	Technical and functional experience in SAP			
	Experience in managing and leading teams and in other project management activities, including status reporting			
	Responsibilities			
	Manage team members and SMEs of the reporting and analytics team to deliver the defined scope to the project plan.			
	Organise and Participate in reporting design workshops.			
	Coordinate the update of AESG artefacts with tenant specific reporting requirements.			
	Coordinate the completion of functional designs for Customer Specific Adapt components.			
	Provide SAP technical input into Tenant Setup activities			
	Provide support the testing phases with input into test cases and scripts, resources for test execution and defects resolution.			
	Provide resources and knowledge to support deployment and cutover activities.			
	Provide resources and knowledge support to the training lead with training delivery to the Super Users.			
Technical Architecture Lead	Role Description	Full time	Yes	Yes
	The role of the Technical Architecture Lead is to bring SAP technical domain knowledge as well as team leadership skills to the project to deliver the defined technical scope within the AESG solution.			
	Capability and Experience Requirements			
	10 plus years of experience in SAP implementation projects including Public Sector			
	Expertise in Infrastructure design and management			
	Experience with as-a-Service model			
	Technical and functional experience in SAP			
	Experience in managing and leading teams and in other project management activities, including status reporting			
	Responsibilities			
	Manage team members and SMEs of the Technical Architecture team to deliver the defined scope to the project plan.			
	Organise and Participate in Technical Architecture design workshops.			
	Coordinate the update of AESG artefacts with tenant specific technical requirements.			
	Coordinate the completion of functional designs for Customer Specific Adapt components.			
	Provide SAP technical input into Tenant Setup activities			

Contractor Personnel – Role	Role description and responsibilities	Full time/ Part time	Applicable to:	
			Trans. Prep	Trans. In
	Provide support the testing phases with input into test cases and scripts, resources for test execution and defects resolution.			
	Provide resources and knowledge to support deployment and cutover activities.			
	Provide resources and knowledge support to the training lead with training delivery to the Super Users.			
Integration & Development Lead	**Role Description**	Full time	Yes	Yes
	The role of the Development Lead is to bring SAP Development domain knowledge as well as team leadership skills to the project to deliver the defined Development scope within the AESG solution.			
	Capability and Experience Requirements			
	7 plus years of experience in multiple SAP projects			
	Working knowledge of the various SAP modules			
	Experience in gathering and documenting RICEFW requirements			
	Ability to coordinate the development effort with the Technical team			
	Responsibilities			
	Manage team members and SMEs of the Development team to deliver the defined scope against the project plan.			
	Coordinate the completion of technical designs for Customer Specific Adapt components.			
	Coordinate the completion of the build of the Customer adapt components			
	Manage the quality of the adapt components through test phases			
	Provide support for the testing phases with input into test cases and scripts, resources for test execution and defects resolution.			
	Provide resources and knowledge to support deployment and cutover activities.			
	Provide resources and knowledge support to the training lead with training delivery to the Super Users.			
Test Lead	**Role Description**	Full time	Yes	Yes
	The role of the Test Lead is to bring SAP testing domain knowledge as well as team leadership skills to the project to deliver the defined testing scope within the AESG solution.			
	Capability and Experience Requirements			
	7 plus years of experience in multiple end-to-end SAP projects			
	Experience of planning, managing and delivering multiple test phases			
	Experience of using test management tools			
	Good understanding of system and process integration			

Contractor Personnel – Role	Role description and responsibilities	Full time/ Part time	Applicable to:	
			Trans. Prep	Trans. In
	Excellent documentation and communication skills			
	Experience in managing and leading teams and in other project management activities, including status reporting			
	Responsibilities			
	Manage team members of the Test team to deliver the defined scope against the project plan			
	Create and manage the Test Plan			
	Review test scripts and test conditions			
	Oversee the execution of Integration Testing and User Acceptance Testing			
	Report status to project management			
	Coordinate flow, quality, and timely submission of team deliverables			
	Delivers the application test closure memos for review and approval (Adapt objects Unit Testing, Parallel Payroll Test, System/ Integration Test, User Acceptance Test)			
Deployment Manager	Role description	Full time	No	Yes
	The role is responsible for managing the deployment of the solution to the production AESG environment.			
	This role is also responsible for mobilising the transition from Onboarding to Ongoing Services.			
	Capability and Experience Requirements			
	10 plus years of experience in multiple end-to-end SAP projects			
	Experience of planning and delivering a cutover plan			
	Experience of planning and mobilising service introduction and transition to production support			
	Excellent documentation and communication skills			
	Experience in managing and leading teams and in other project management activities, including status reporting			
	Responsibilities			
	Manages the development of the Deployment Plan and the Cutover Plan			
	Obtains review and approval of the Deployment Plan and Cutover Plan			
	Manages the execution of the activities on the Cutover Plan during the dress rehearsal and actual cut-over			
	Delivers the Dress Rehearsal test closure memo for review and approval			
	Delivers the System Deployed closure memo for review and approval			
	Mobilises transition to support including post go live support and consolidation activities			
	Manages the delivery of the integration between the Customer and the Contractor's ticketing systems			

Contractor Personnel – Role	Role description and responsibilities	Full time/ Part time	Applicable to:	
			Trans. Prep	Trans. In
Operations Lead	**Role Description** The role of the Operations Lead is to manage AESG 2.0 in Production and coordinate Business as Usual / Operations activities to deliver services within defined service levels **Capability and Experience Requirements** 10 plus years experience delivering systems implementation and operations services **Responsibilities** Coordination of response to system incidents. Manage operations teams. Manage and report on service levels. Under-take activities to maintain currency of the systems (patching and upgrades)	Full time	Yes	Yes
Consultant/ Analyst	**Role Description** The role of the Consultant/Analyst is to bring domain knowledge (across functional, technical, development and change management) and delivery skills to deliver components of the AESG solution scope. **Capability and Experience Requirements** Experience in end-to-end SAP projects Detailed knowledge and experience in assigned area of work (e.g. SAP GL, AP / AR) Understanding of system integration Excellent documentation and communication skills **Responsibilities** Update/ produce project Deliverables/ work products according to the project scope and defined quality. Participate in Deliverable/ work product reviews. Execute and assist with the completion of testing activities. Resolve defects associated with Taxonomy or Adapt objects Raise risks and issues with the appropriate functional or technical lead.	Full time	Yes	Yes
PMO Lead	**Role Description** The role of the PMO Lead is to develop and execute activities related to end-to-end project management, including project plans and estimates, scoping and requirements through implementation and deployment. Proactively monitor, manage and report on execution of deliverables. **Capability and Experience Requirements** 7 plus years of experience in end-to-end project management delivery. **Responsibilities**	Full time		

| Contractor Personnel – Role | Role description and responsibilities | Full time/ Part time | Applicable to: | |
			Trans. Prep	Trans. In
	Coordinate with Stream Leads on Project Planning, Scoping and Estimation, Status Reporting, RAID management, Resourcing. Tracking Deliverable completion progress and coordinating on Invoicing.			

Table 40: Contractor Personnel

10. Customer Personnel

Customer's Personnel roles and responsibilities

10.1 The Customer will provide representatives with appropriate delegated authority to be members of the Transition Preparation and Transition in steering committees to ensure that the respective steering committee can provide overall guidance and decision making on Transition Preparation and Transition In activities. The Contractor will have representation on both steering committees.

10.2 The Customer will provide a dedicated project manager for Transition Preparation and for Transition In who will work together with the Contractor delivery lead to manage the overall program and be a single point of contact for decisions and communications with respect to the Transition Preparation and Transition In services and deliverables.

10.3 In addition, the Customer is expected to provide subject matter expertise in the relevant capability areas and a full-time resource will be required for the execution of parallel payroll testing. Further details of the required roles are included in Table 41 below.

10.4 Notes on Table 41 below:

(a) Multiple resources:

- Where an individual Customer personnel resource is required these have been identified as "Single".

- Where "Multiple" is stated, it is assumed that multiple individual Customer personnel may be required to cover the required scope of a particular functional or technical area of the solution.

(b) Part time / full time:

- Full-time refers to Customer personnel that are required full-time for the duration of Onboarding/Transition In.

- Part time refers to personnel that are not necessarily required full-time for the duration of Onboarding/Transition In however may be required full-time for particular phases of activity during Onboarding (e.g. User Acceptance Testing).

- For part time resources a range of a percentage of involvement (averaged over the duration of the Onboarding/Transition In phase) is given as an indication of the required effort (100% is equivalent to a full-time resource).

Customer Personnel Resource	Role Description	Full time/ Part time	Stages involvement
Project Sponsor along with Management Committee as mentioned in Attachment 3-2 Management Committees of Schedule 3-SLA	Provide overall guidance and decision making on onboarding activities.	Part time (10% - 20%)	Stage 1, 2 & 3 Stage 4 & 5 - Duration of Transition In
Program Director (single)	Work together with the Contractor delivery lead to manage the overall program and be a single point of contact for decisions and communications with respect to Onboarding to Customer. Responsible for managing upward on Customer business stakeholders' expectations	Full time	Stage 1, 2 & 3 Stage 4 & 5 - Duration of Transition In
Product Owner	Overall Product Owner representing the clusters, authorised to make decisions on product scope and roadmap. The Product Owner champions the product, facilitates product decisions and has the final say about the product.	Full time	Stage 1, 2 & 3 Stage 4 & 5 - Duration of Transition In
Wave Director	Responsible planning and managing all activities required to be delivered for a wave covering both business and technology activities.	Full time	Stage 1, 2 & 3Stage 4 & 5 - Duration of Transition In
Project Manager	Work together with the Contractor delivery lead to manage the day-to-day delivery across Customer and Contractor teams. Responsible for managing the delivery of the Customer projects teams	Full time	Stage 1, 2 & 3 Stage 4 & 5 - Duration of Transition In
PMO Lead	The role of the PMO Lead is to develop and execute activities related to end-to-end project management, including project plans and estimates, scoping and requirements through implementation and deployment. Proactively monitor, manage and report on execution of deliverables.	Full time	Stage 1, 2 & 3 Stage 4 & 5 - Duration of Transition In
Organisation and Change Management Lead	The Organisation Change Management lead is responsible for planning and managing the activities relating to: • Defining the change management approach - assessing the impact of change on the organisation and defining the change management approach	Full time	Stage 1, 2 & 3 Stage 4 & 5 - Duration of Transition In

Customer Personnel Resource	Role Description	Full time/ Part time	Stages involvement
	• Executing the change management approach - preparing the organisation for change and getting the business ready for change (e.g. through training and performance support methods) • Defining the communication approach including broad communication (e.g. communication to stakeholders on workshops) and specific communication to impacted groups within the organisation (e.g. communication on training activities) • Executing the communication approach (e.g. sending emails, creating content for workshops, creating postcards and so on)		
Shared Services Lead	The Shared Services lead is responsible for: • Defining the to-be shared services operating model, service levels, service catalogue, interaction model with the business units and defining a common set of shared services business processes	Full time	Stage 1, 2 & 3 Stage 4 & 5 - Duration of Transition In
Technology Lead	The technology lead is responsible for: • Data Migration from source systems • Integration between the ERP and the core systems and agency specific line of business systems • Environments, infrastructure and tooling to support core systems • Network connectivity between the clusters and AESG	Full time	Stage 1, 2 & 3 Stage 4 & 5 - Duration of Transition In
Centre of Excellence Lead	The Centre of Excellence lead is responsible for BAU (Business as Usual) operations for the core systems and building and sustaining and capability to support ongoing innovation and change to meet business needs	Full time	Stage 1, 2 & 3 Stage 4 & 5 - Duration of Transition In
Product Guardian HR and Payroll Lead (single)	Work together with the Contractor HCM lead to manage the delivery of the payroll solution.	Full time	Stage 1,2 & 3 Stage 4 & 5 - Duration of Transition In

Customer Personnel Resource	Role Description	Full time/ Part time	Stages involvement
	Manage engagement with business SMEs and other Customer representatives that are required to support the Onboarding/Transition In activities Review and approve deliverables		
Product Guardian Finance and Procurement Lead (multiple)	Work together with the Contractor Finance and Procurement lead to manage the delivery of the finance and procurement solution. Manage engagement with business SMEs and other Customer representatives that are required to support the Onboarding/Transition In activities Review and approve deliverables	Full time	Stage 1,2 & 3 Stage 4 & 5 – Duration of Transition In
Product Guardian Experience and Integration	Work together with the Contractor Finance and Procurement lead to manage the delivery of cross functional capabilities as follows: • User experience • System Integration • Application Security • Reporting & Analytics • Master Data Governance The Product Guardian for Experience and Integration is also the Product Owner for the UX and Reporting & Analytics Backlog for the Hybrid Agile Stream	Full time	Stage 1,2 & 3 Stage 4 & 5 – Duration of Transition In
Business SME: Payroll process (multiple)	Provide input into confirming the scope (process and development) of the payroll solution and identify gaps in the AESG solution (Solution Adoption) Provide input and review payroll related design documents (Tenant Setup) Provide input and review scope and test results of System Integration Test scenarios and parallel payroll scenarios (Validate) Participate in User Acceptance ttesting to execute test scripts, record results and defects (Validate) Validate data loaded during Trial conversion (Validate) Validate data loaded during actual cutover (Deploy)	Part time (20% – 40%)	Stage 1, 2 & 3 Stage 4 & 5 – Solution Adoption Tenant Setup Validate Deploy
Business SME:	Provide input into confirming the scope (process and development) of the HCM	Part time	Stage 1, 2 & 3

Customer Personnel Resource	Role Description	Full time/ Part time	Stages involvement
HR Process (multiple)	(excluding payroll) solution and identify gaps in the AESG solution (Solution Adoption) Provide input and review HCM related design documents (Tenant Setup) Provide input and review scope and test results of System Integration Test scenarios (Validate) Participate in User Acceptance Testing to execute test scripts, record results and defects (Validate) Validate data loaded during Trial conversion (Validate) Validate data loaded during actual cutover (Deploy)	(20% - 40%)	Stage 4 & 5 - Solution Adoption Validate Deploy
Business SME: Finance Process (multiple)	Provide input into confirming the scope (process and development) of the Finance solution and identify gaps in the AESG solution (Solution Adoption) Provide input and review Finance related design documents (Tenant Setup) Provide input and review scope and test results of System Integration Test scenarios (Validate) Participate in User Acceptance Testing to execute test scripts, record results and defects (Validate) Validate data loaded during Trial conversion (Validate) Validate data loaded during actual cutover (Deploy)	Part time (20% - 40%)	Stage 1, 2 & 3 Stage 4 & 5 - Solution Adoption Validate Deploy
Business SME: Procurement Process (multiple)	Provide input into confirming the scope (process and development) of the Procurement solution and identify gaps in the AESG solution (Solution Adoption) Provide input and review Procurement related design documents (Tenant Setup) Provide input and review scope and test results of System Integration Test scenarios (Validate) Participate in User Acceptance Testing to execute test scripts, record results and defects (Validate) Validate data loaded during Trial conversion (Validate) Validate data loaded during actual cutover (Deploy)	Part time (20% - 40%)	Stage 1, 2 & 3 Stage 4 & 5 - Solution Adoption Validate Deploy

Customer Personnel Resource	Role Description	Full time/ Part time	Stages involvement
Solution Lead: Security	Support scoping of security components (Solution Adoption)	Full-Time	Stage 1, 2 & 3 Stage 4 & 5 - Solution Adoption
Solution Lead: Reporting & Analytics	Support scoping of Reporting and Analytics components (Solution Adoption) Support the Reporting and Analytics Hybrid Agile work stream, with authority to make decisions on reports on behalf of the program	Full-Time	Stage 1, 2 & 3 Stage 4 & 5 - Hybrid Agile work stream
Solution Lead: User Experience	Support scoping of user experience components and deliver UX designs for implementation (Solution Adoption) Support the UX Hybrid Agile work stream, with authority to make decisions on UX on behave of the program	Full-Time	Stage 1, 2 & 3 Stage 4 & 5 - Hybrid Agile work stream
Technical Architect	Support scoping of technical infrastructure components specific to the Customer (Solution Adoption)	Full-Time	Stage 1, 2 & 3 Stage 4 & 5 - Solution Adoption
Business SME: Payroll data (multiple)	Provide payroll data from legacy/retained systems (extracted and transformed to AESG requirements) to support all testing phases including System Integration Testing, Trial conversion, parallel payroll test and User Acceptance Testing (Validate) Provide payroll data from legacy/retained systems (extracted and transformed to AESG requirements) to support actual cutover (Deploy)	Part time (50% - 75%)	Stage 1, 2 & 3 Stage 4 & 5 - Solution Adoption Tenant Set-up Data Migration Validate Deploy
Business SME: HR data (multiple)	Provide HR data from legacy/retained systems (extracted and transformed to AESG requirements) to support all testing phases including System Integration Testing, Trial conversion, parallel payroll test and User Acceptance Testing (Validate) Provide HR data from legacy/retained systems (extracted and transformed to AESG requirements) to support actual cutover (Deploy)	Part time (50% - 75%)	Stage 1, 2 & 3 Stage 4 & 5 - Solution Adoption Tenant Set-up Data Migration Validate Deploy

Customer Personnel Resource	Role Description	Full time/ Part time	Stages involvement
Business SME: Finance data (multiple)	Provide finance data from legacy/retained systems (extracted and transformed to AESG requirements) to support all testing phases including System Integration Testing, Trial conversion, parallel payroll test and User Acceptance Testing (Validate) Provide finance data from legacy/retained systems (extracted and transformed to AESG requirements) to support actual cutover (Deploy)	Part time (50% - 75%)	Stage 1, 2 & 3 Stage 4 & 5 - Solution Adoption Tenant Set-up Data Migration Validate Deploy
Business SME: Procurement data (multiple)	Provide procurement data from legacy/retained systems (extracted and transformed to AESG requirements) to support all testing phases including System Integration Testing, Trial conversion, and User Acceptance Testing (Validate) Provide procurement data from legacy/retained systems (extracted and transformed to AESG requirements) to support actual cutover (Deploy)	Part time (50% - 75%)	Stage 1, 2 & 3 Stage 4 & 5 - Solution Adoption Tenant Set-up Data Migration Validate Deploy
Business SME: Integration (multiple)	Support scoping of integration components (Solution Adoption) Support design of Adapt interfaces (Tenant set-up) Support testing of interfaces during System Integration Test (including End-to-end Test) between AESG and Customer retained estate or external systems (Validate) Support cutover of interfaces to AESG solution (Deploy)	Part time (60% - 80%)	Stage 1, 2 & 3 Stage 4 & 5 - Solution Adoption Tenant Set-up Validate Deploy
Business SME: Reporting (multiple)	Support scoping of Reporting components specific to the Customer (Solution Adoption) Support design and build of Customer specific reporting components (Tenant Set-up) Support testing and deployment of Customer specific reporting components (Validate and Deploy)	Part time (20% to 40%)	Stage 1, 2 & 3 Stage 4 & 5 - Solution Adoption Tenant Set-up Data Migration Validate Deploy
Business SME: User Experience (multiple)	Support scoping of User Experience components specific to the Customer (Solution Adoption) Support design and build of Customer specific User Experience components (Tenant Set-up)	Part time (20% to 40%)	Stage 1, 2 & 3 Stage 4 & 5 - Solution Adoption Tenant Set-up Data Migration

Customer Personnel Resource	Role Description	Full time/ Part time	Stages involvement
	Support testing and deployment of Customer specific User Experience components (Validate and Deploy)		Validate Deploy
Business SME: Data Governance (multiple)	Support scoping of Data Governance components specific to the Customer (Solution Adoption) Support design and build of Customer specific Data Governance components (Tenant Set-up) Support testing and deployment of Customer specific Data Governance components (Validate and Deploy)	Part time (20% to 40%)	Stage 1, 2 & 3 Stage 4 & 5 - Solution Adoption Tenant Set-up Data Migration Validate Deploy
Business SME: Technical Infrastructure (multiple)	Support scoping of technical infrastructure components specific to the Customer (Solution Adoption) Support design and build of Customer specific technical infrastructure components (Tenant Set-up) Support testing and deployment of Customer specific technical infrastructure components (Validate and Deploy)	Part time (20% to 40%)	Stage 1, 2 & 3 Stage 4 & 5 - Solution Adoption Tenant Set-up Data Migration Validate Deploy
Training Lead (Single)	The role of the Training Lead is to bring SAP training knowledge as well as team leadership skills to the project to deliver a defined training scope within the AESG solution. The Training Lead will have the following responsibilities: Manage team members and SMEs in the training team to deliver the defined scope to the project plan. . Engage with the Change Management team where appropriate.	Part time	Stage 4 & 5 - Duration of Onboarding
Trainers (Multiple)	Deliver training to end-users.	Full-time during Deploy	Stage 4 & 5 - Deploy
Users (multiple)	Receive end user training (as delivered by the Customer)	Part-time during Deploy	Stage 4 & 5 - Deploy
Test Lead (single)	Work together with the Contractor Test Lead to plan, schedule and execute UAT. This includes mobilising Customer personnel for UAT execution,	Part time (60% - 80%)	Stage 1, 2 & 3 Stage 4 & 5 - Design Validate

Customer Personnel Resource	Role Description	Full time/ Part time	Stages involvement
	Manage engagement with business SMEs and other Customer representatives that are required to support the Onboarding/Transition In testing activities Liaise with 3rd party interface system owners required for system integration testing Review and approve deliverables		
Data Migration Lead (single)	The role of the Data Migration Lead is to bring leadership skills to the project to deliver the defined data migration scope to migrate data from source systems to target systems. Responsibilities Develop overall program Data Strategy and Data Conversion Plan for each Wave. Manage team members and SMEs of the data migration team to deliver the defined scope against the project plan. Manage the completion of Trial conversion testing activities as per roles and responsibilities detailed in Attachment 12-B. Manage the quality and defects from of Trial conversion activities. Manage the completion of Data Migration for actual cutover as per roles and responsibilities detailed in Attachment 12-B. Provide support for the non-Trial conversion testing phases with input into test cases and scripts, test data, resources for test execution and defects resolution. Provide input to deployment and cutover activities for Data Migration.	Full time	Stage 1, 2 & 3 Stage 4 & 5 - Duration of Onboarding
Deployment Lead (single)	Work together with the Contractor Deployment Lead to manage the planning and implementation of the dry run, deployment and cutover Liaise with the relevant Customer Business groups and Change Management teams who will be involved in business deployment activities during cutover period Review and approve deliverables	Full-time during Deploy	Stage 4 & 5 - Deploy

Customer Personnel Resource	Role Description	Full time/ Part time	Stages involvement
Service Delivery Lead (single)	Work together with the Contractor Service Introduction Lead to manage the service introduction transition to ongoing services including post go live support model and integration of ticketing systems Review and approve deliverables	Part time (20% - 40%)	Stage 4 & 5 – Tenant Setup Validate Deploy

Table 41: Customer Personnel

11. Customer Assistance

11.1 The Contractor is the lead but requires Customer to facilitate the assistance and perform its responsibilities under this Customer Contract including as specified in section 10 above, in Item 22 of the General Order Form (and in section 8 Customer Supplied Items (CSI) above) and as listed in the assumptions included at Attachment 12-A (Assumptions) to Schedule 12 (PIPP) and elsewhere in this Schedule 12 (PIPP). To the extent the Customer or its third party fails to perform one or more responsibilities described in the Customer Contract, Contractor shall be excused from failure to perform the affected obligation under the Customer Contract.

12. Acceptance Testing

12.1 During the provision of the Transition In Services, the Contractor and the Customer will execute Acceptance Testing to validate the AESG Service in the test stages defined in sections 4.9 to 4.54 of this Schedule 12 (PIPP).

12.2 The test plans will be developed by the Contractor and approved by the Customer.

12.3 The AESG Service will be tested as detailed in the accepted test plan. The Acceptance Criteria will be based on the AESG Service meeting the Contract Specifications and the Service Definition.

12.4 The Contractor will provide test scripts for the CSCJ processes for AESG scope solution and RICEFW in scope as described in Attachments 3-6 and 3-7.

12.5 Each Test script will contain the following details:

(a) TCER (Testing Conditions and Expected Results)

Test conditions define the tests to be performed and link back to the requirements relate to the process that is subject to testing. The TCER gives an overview of test conditions, test steps and expected results Scenario summary;

(b) Scenario Summary

The scenario summary will contain an overview of all of the individual test scripts related to the process that is being tested; and

(c) Test Script(s)

A test script details the steps that a tester must follow to complete testing (i.e., to test all the conditions). Each test script is represented by a separate tab and will contain detailed execution steps as well as the expected results.

12.6   The Customer is responsible for development and execution of test scripts for all testing related to Legacy Systems, except to the extent otherwise specified in sections 4.9 to 4.54.

Acceptance Test Results

12.7   If the actual results are not in accordance with the agreed results, a Defect will be raised. Once a Defect is identified, it will be logged and assigned a responsible owner who will review the Defect and reject it if it is invalid or duplicated. Once a Defect is reviewed, it will be prioritised and categorised and agreed with the Customer as follows:

Severity	Description (Business Impact)
Critical	Issue is causing software failure, unrecoverable data loss or puts a halt to business operations No Workaround is available
High	Show stopper or significant impact on business operations Workaround is available but is tedious and time consuming
Medium	Definite business impact Feasible Workaround exists
Low	Minimal or no business impact No impact to Cutover Date or good to have

Table 42: Defect Severity Categories

Priority	Description (Testing Impact)
High	Significant risk to the test execution being completed as planned Risk / delay to the test Milestones Impact test critical path
Medium	Minimal impact to test
Low	No impact to test

Table 43: Defect Testing Impact Categories

12.8   In order to support Acceptance Testing, the Contractor will develop test closure memos (as specified in Table 6 (Stages 1-3) and Table 14 (Stages 4 and 5) which will require Customer sign-off based on the Acceptance and/or agreed Success Criteria being met. When signed by the Customer, these memos will be considered to be an acceptance certificate for the purposes of the Customer Contract.

13. Project Plan

13.1 The high-level Project Management Plan is attached at Attachment 12-C (Project Plan) to Schedule 12 (PIPP).

13.2 Subject to clause 10 of the Customer Contract and clause 1.3 of this PIPP (Entry and Exit Criteria), payment is contingent on Customer actual acceptance of the Deliverables relating to the relevant Milestone being met. For the avoidance of doubt, Contractor will only invoice Customer once Contractor has received Customer's written acceptance of Deliverables unless otherwise specified in clause 10.13 of the Customer Contract.

13.3 Milestone payments are shown in Table 44, Table 45, Table 46, Table 47 and Table 48.

13.4 The Contractor fees relating to Module 10 (As a Service) Software as a Service Services are included in the monthly service fee as detailed in Schedule 3 (SLA).

14. Payment Plan

14.1 Total Contract Price – Stages 1 to 5:

Product and/or Service	Fixed Fee (ex GST)

Table 44: Total Contract Price – Stages 1 to 5

Transition Preparation Payment Milestones

Stage 1, 2 and 3 Release (a) – Smart Design, Development of Core Golden Client and Production Validation

ID	Milestone Description	Deliverable ID	Deliverable	Due Date	Milestone Price	% of total Transition Preparation Charge
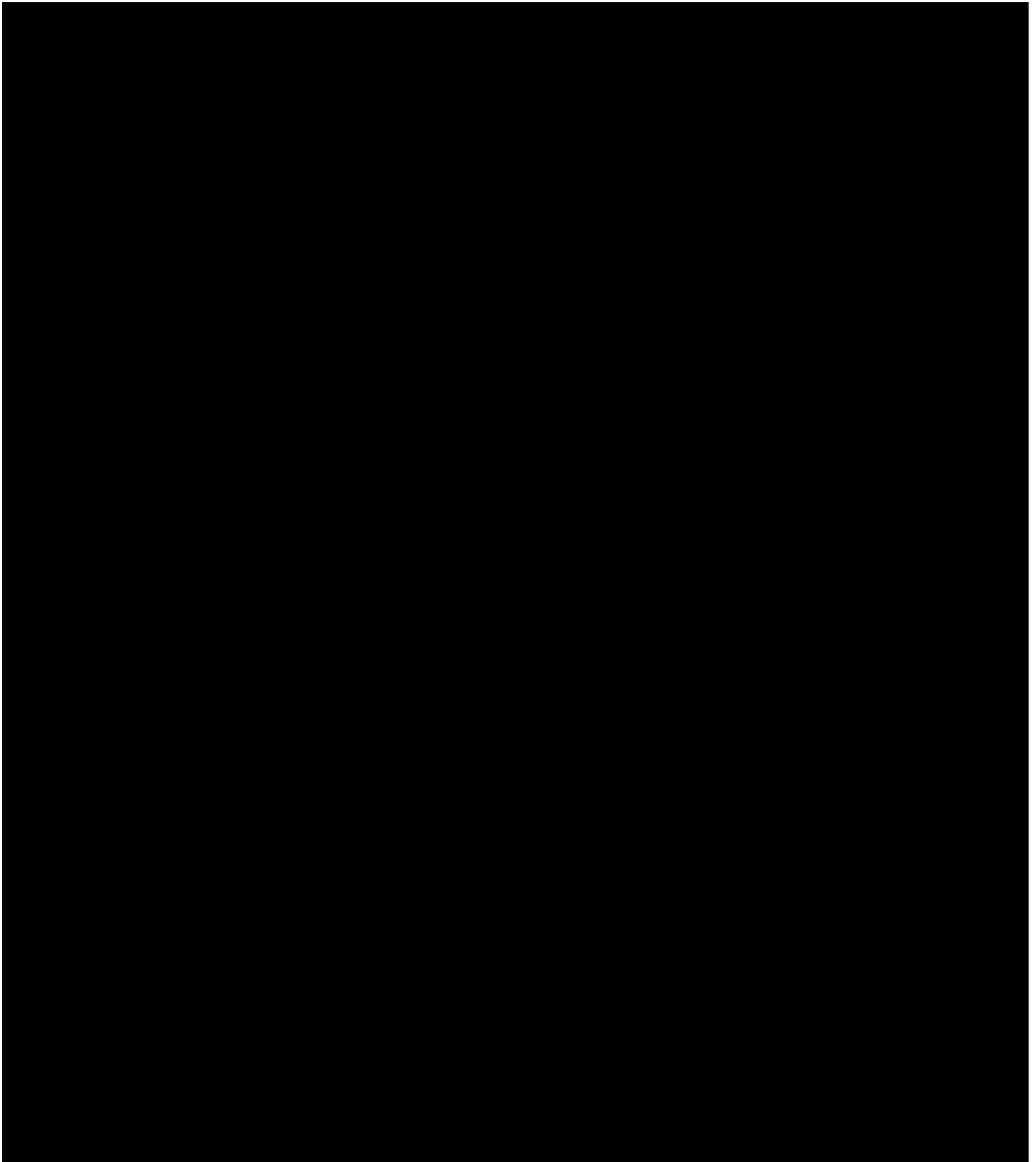
Table 45: Stage 1, 2 and 3 Release (a) Milestones

Stage 1, 2 and 3 Release (b) – Smart Design, Development of Core Golden Client and Production Validation

ID	Milestone Description	Deliverable ID	Deliverable	Due Date	Milestone Price	% of total Transition Preparation Charge

Table 46: Stage 1, 2 and 3 Release (b) Milestones

Stage 4 – Transition In Wave 1 Agencies

Wave 1 (Agencies list detailed in Table 13)

ID	Milestone Description	Deliverable	Due Date	Milestone Price	% of total Transition Preparation Charge

ID	Milestone Description	Deliverable	Due Date	Milestone Price	% of total Transition Preparation Charge

ID	Milestone Description	Deliverable	Due Date	Milestone Price	% of total Transition Preparation Charge

ID	Milestone Description	Deliverable	Due Date	Milestone Price	% of total Transition Preparation Charge

Table 47: Stage 4 Wave 1 Milestones

Stage 5 – Transition In Wave 2 Agencies

Wave 2 (Agencies list detailed in Table 13)

ID	Milestone Description	Deliverable	Due Date	Milestone Price	% of total Transition Preparation Charge

ID	Milestone Description	Deliverable	Due Date	Milestone Price	% of total Transition Preparation Charge

ID	Milestone Description	Deliverable	Due Date	Milestone Price	% of total Transition Preparation Charge

Table 48: Stage 5 Wave 2 Milestones

ROM pricing for COVAT (Contract Valuation) for DPIE PWA:

Product and/or Service	Fixed Fee (ex GST)

Table 49: ROM pricing for COVAT

Attachment 12-A: Assumptions

The following assumptions are applicable for this Customer Contract. Any changes that are required to the assumptions, and any changes that are required to the Services and/or Fees as a result of the changes to the assumptions, will be subject to a Change Request under Schedule 4 (Variation Procedures):

Category	Sub-category	Assumptions
Solution	Functional Scope	No Machinery of Government (MoG) changes during the onboarding project have been included in scope. In the event that a Machinery Of Government change occurs during the time-frame of this Schedule then any changes of scope will be managed through a scope change process.
Solution	Infrastructure Sizing	Following assumptions have been made for sizing: • 10% of corporate staff 50,000 are concurrent users • S/4HANA sizing is based on existing growth patterns and extrapolated to FTE count • S/4HANA database growth is limited by archiving data after initial 18 month and running archiving jobs on a monthly basis • Gateway for Fiori is not considered separately, S/4 internal will be used • BW/4HANA is based that only S/4HANA is replicating data into it. It is expected that BW/4HANA sizing will be finalised during Stage 1 and 2 • BO sizing is based on existing growth patterns and extrapolated to FTE count • SAP PO Sizing is based on existing growth patterns and extrapolated to FTE count • GRC sizing is incremental to existing AESG GRC • SOLMAN sizing is incremental to existing AESG servers • SAP ADS sizing is incremental to existing AESG servers • SAP Web Dispatcher sizing is incremental to existing AESG servers • SAP Cloud Connector is based on SAP Sizing guidelines (Medium Instance) • SAP Content Server sizing is based on existing growth patterns and extrapolated to FTE count • 200 Mbps network bandwidth between the primary and backup data centres
Solution	Infrastructure – Connectivity	Connectivity is via cross connect
Solution	Infrastructure – SMTP	Customer SMTP will be used for outbound SMTP email sending and there will be only 1 relay host to connect to
Solution	Infrastructure – HA and DR	Same setup as in existing AESG solution to accommodate the Service Level Agreements in Schedule 3 (SLAs) for service availability outlined therein
Solution	Process Models	Process models will be defined in BPMN (Business Process Modelling Notation)

Category	Sub-category	Assumptions
Solution	Core integrations based on a common set of APIs	AESG will define 42 Core integration patters (APIs) and will re-use the existing integration patterns from MyHQ where these integrations are already deployed. Refer Attachment 3-7 RICEFW List for the list of the Core integration patterns
Solution	Core integrations based on a common set of APIs	Core integrations will be based on a common set of APIs defined during Stages 1 and 2. Moving to a common set of APIs could have an impact on current AESG tenant integrations as integration patterns to their systems that integrate with SAP may need to change. The Customer is responsible for managing any impact of moving to a common set of APIs may have on integration with their systems. For example, moving to a common set of APIs will change integration file layouts. The Customer may need to update their integration middleware and systems that integrate with SAP, to accommodate for the alignment to a common set of APIs.
Solution	DCJ SuccessFactors	AESG provides run (i.e. Operations) services for DCJ SuccessFactors. No work effort has been included to perform any changes to DCJ SuccessFactors to cater for the impact of change the integration from AESG 1.0 to AESG 2.0.
Solution	LAHC Ariba	AESG provides run (i.e. Operations) services for LAHC Ariba. No work effort has been included to perform any changes to LAHC Ariba to cater for the impact of change the integration from AESG 1.0 to AESG 2.0.
Solution	Real-Estate (foundation) solution	The AESG 1.0 Real-Estate (foundation) solution built for Sport Agencies for lease-out scenarios will be carried over to AESG 2.0 as-is (i.e. without change) and any other agency requiring real-estate capabilities for lease-out scenarios will adopt the Real-Estate (foundation) solution.
Solution	Loans and Grants	The AESG 1.0 Loans and Grants solution built for RAA will be carried over to AESG 2.0 as-is (i.e. without change).
Solution	Integration to a DPIE Rostered Time and Attendance	DPIE is going through the process of selecting a Rostered Time in Attendance (RTA) solution. For avoidance of doubt, AESG has not included effort for integration with the DPIE RTA solution.
Solution	Federation to Customer supplied identity management	AESG will integrate with multiple federated customer supplied IDM systems. An outcome of this is that users may have to choose an identity provider as an additional step on system access.
Onboarding	Customer Service Management Tool	Customer Service Management Tool will be available for integration with Contractor Service Management Tool during Stage 4, so that Service Management Tool integration between Customer and Contractor is complete and ready for Stage 4 go-live.
Onboarding	Release Management	The onboarding groupings contain agencies from multiple clusters e.g. Stage 4 contains agencies from DPIE, DCJ and DPC. The Customer will have a single release management team for the Contractor to work with during each onboarding, and the Customer release management team will represent all agencies in the release regardless of which cluster they belong to

Category	Sub-category	Assumptions
Onboarding	DPIE – SOPA	SOPA will adopt the Real-Estate solution as implemented on AESG 1.0 for Sport Agencies
Onboarding	DPIE – SOPA	SOPA Car Parking solution will not be brought across to AESG 2.0
Onboarding	DPC – Resilience NSW	Disaster Welfare solution used for Resilience NSW which was a "lift and shift" from the legacy SAP platform into AESG 1.0 will not be brought across to AESG 2.0
Onboarding	DCJ – Youth Justice	Youth Justice shift planner which was a "lift and shift" from the legacy SAP platform into AESG 1.0 will not be brought across to AESG 2.0
Onboarding	Corrections	Corrections HR/PY and integrations with INFOR will be designed, build and testing on AESG 1.0 prior to onboarding onto AESG 2.0 and therefore Corrections HR/PY can be treated as a migration with re-use from the HR/PY build done on AESG 1.0
Onboarding	Customer systems – leave and pay calculations	It is assumed that the leave balances and pay calculations are correct in existing Customer systems and are a valid point of comparison for Parallel Payroll Testing.

Table 50: Assumptions

Attachment 12-B: Data Conversion Roles and Responsibilities

Roles and Responsibilities for Data Conversion are below.

Phase	Activities	Primary Responsible	Contractor Responsibilities	Customer Responsibilities
Solution Adoption				
Tenant Set-up				

Phase	Activities	Primary Responsible	Contractor Responsibilities	Customer Responsibilities
Validate				
Deploy				

Phase	Activities	Primary Responsible	Contractor Responsibilities	Customer Responsibilities
Cross phase				

Phase	Activities	Primary Responsible	Contractor Responsibilities	Customer Responsibilities

Table 51: Data Conversion Roles & Responsibilities
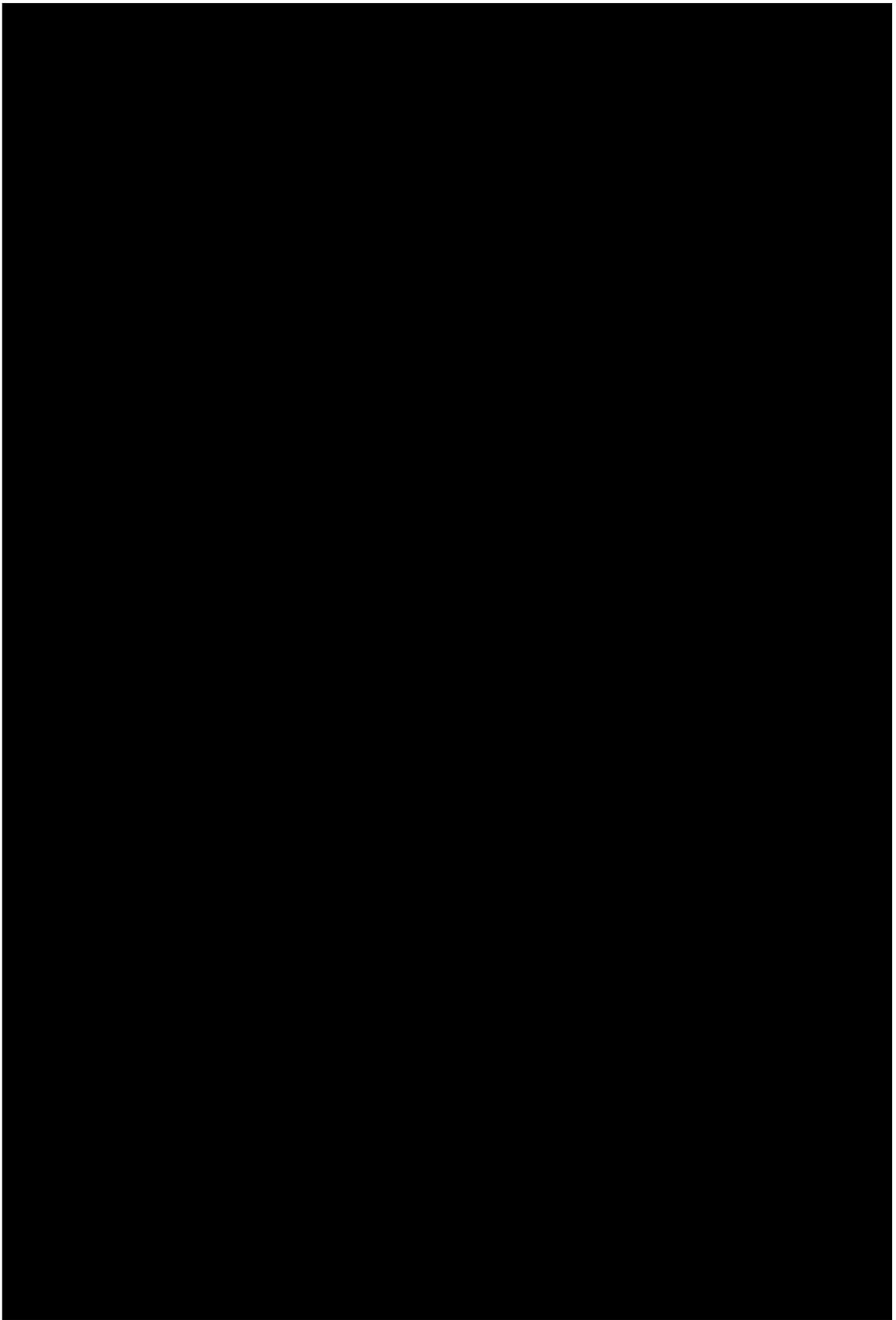
Data Migration Scope
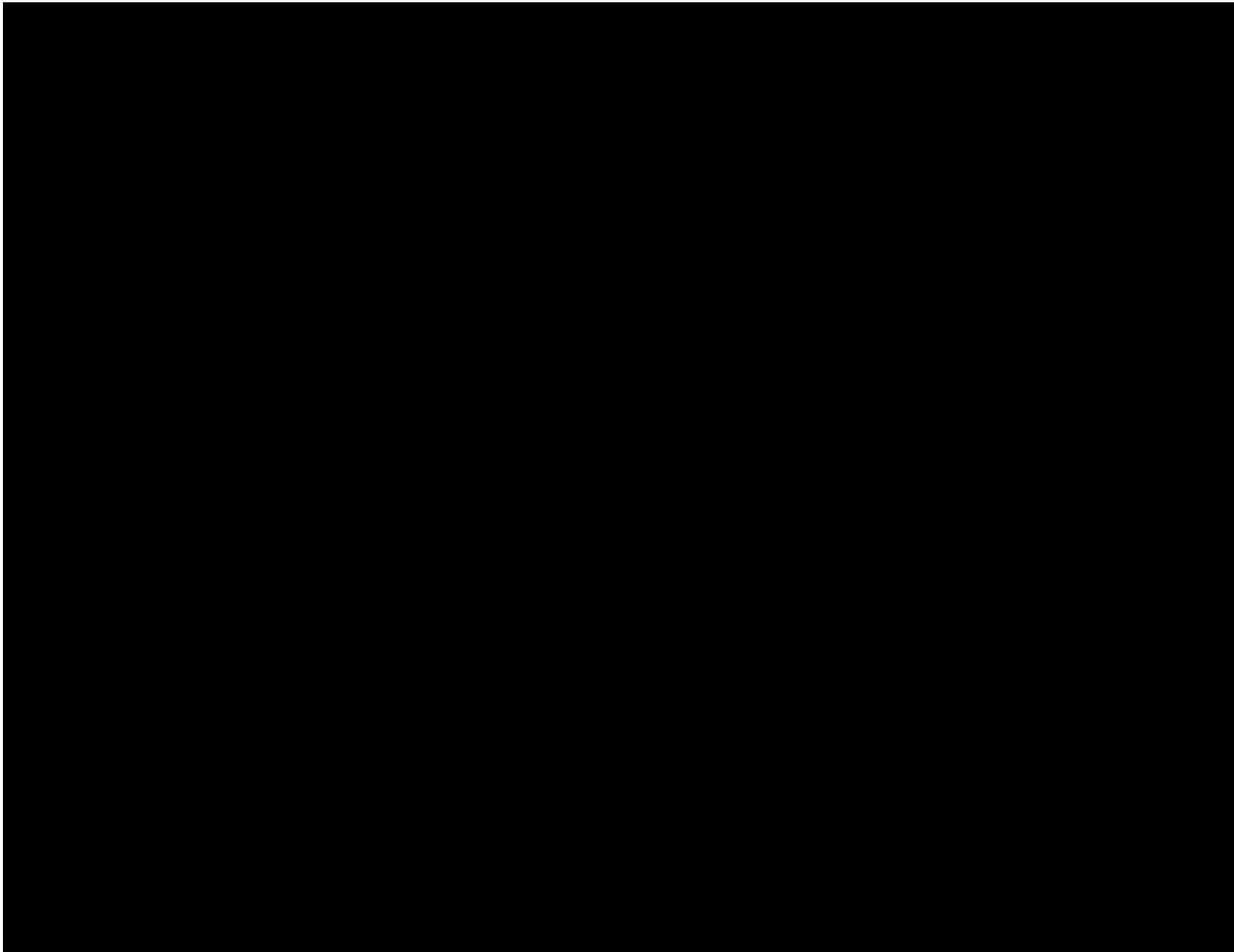
Attachment 12-C: Project Plans
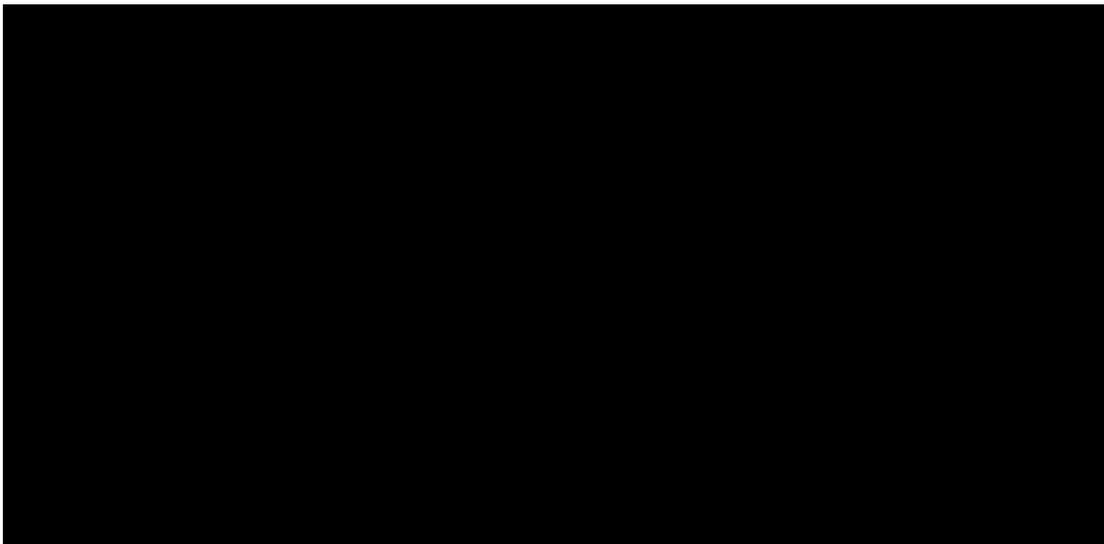
Attachment 12-D: Custom User Experience Deliverable Roles and Responsibilities

Roles and Responsibilities for Customer User Experience Deliverables are outlined in Table 53.

Attachment 12-E: Agency Scope and FTE count

Agency scope and FTE count as at 08/10/2021 is as follows:

Cluster	Agency / Department	FTE
Planning, Industry and Environment	Department of Planning, Industry and Environment	8,260.5
	Aboriginal Housing Office	93.1
	Centennial Park and Moore Park Trust	
	Corporate Services - DPIE	
	Crown Lands and Water Division	
	Heritage Stoneworks	42.5
	Hunter and Central Coast Development Corporation	
	Manly Hydraulics Laboratory	32.3
	NSW Chief Scientist and Engineer	
	NSW Land and Housing Corporation	503.5
	Office of Environment & Heritage	
	Office of Local Government (Entity)	
	Office of the Secretary - DPIE	
	Office of the Valuer General	5.3
	Place Management NSW	51.5
	Planning and Environment	
	Property NSW	293.8
	Royal Botanic Gardens and Domain Trust	
	Sydney Olympic Park Authority	242.2
	Teacher Housing Authority of NSW	18.1
	Waste Assets Management Corporation	15.8

	Western Sydney Parklands Trust	
	Environment Protection Authority	**562.4**
	Natural Resources Commission	**21.0**
Premier & Cabinet	**Art Gallery of NSW Trust**	**247.8**
	Australian Museum Trust	**191.7**
	Library Council of NSW	**291.3**
	Resilience NSW	**77.6**
	Create NSW	**500.0**
	Heritage Division	
	State Archives and Records Authority of NSW	
	Sydney Living Museums	
	Trustees of the Museum of Applied Arts and Sciences	**279.3**
Regional NSW	**Cross Border Commissioner**	**2.9**
	Department of Regional NSW	**2,869.5**
	Corporate - Regional NSW	
	Department of Primary Industries	
	Mining Exploration and Geoscience	
	Office of the Secretary - Regional NSW	
	Public Works Advisory	339.4
	Public Works Advisory and Regional Development	133.3
	Resource Regulator	
	Rural Assistance Authority	
	Strategy, Delivery and Performance	
	Forestry Corporation of NSW	**577.5**
	Local Land Services	**951.0**
	Regional Growth NSW Development Corporation	**6.4**
Stronger Communities	**Crown Solicitor's Office**	**390.4**
	Department of Communities and Justice	**21,850.2**
	Advocate for Children and Young People	
	Child Protection and Permanency, District and Youth Justice Services	
	Corporate Services - DCJ	
	Corrective Services NSW	
	Courts Tribunals and Service Delivery	
	Housing, Disability and District Services	
	Judicial Officers	
	Law Reform and Legal Services	
	Office of the Secretary - DCJ	
	Strategy, Policy and Commissioning	
	Veteran's Affairs/ANZAC Memorial Board	
	Institute of Sport	**91.0**
	Legal Aid NSW	**1,199.2**
	Legal Aid NSW - CEO/Executive	
	Legal Aid NSW - Civil Law	
	Legal Aid NSW - Client Service	
	Legal Aid NSW - Criminal Law	
	Legal Aid NSW - Deputy CEO	
	Legal Aid NSW - Family Law	
	Legal Aid NSW - Finance	
	Legal Aid NSW - Grants	
	Legal Aid NSW - Human Resources	

	Legal Aid NSW - ICT	
	Legal Aid NSW - Policy Planning & Programs	
	Legal Aid NSW - Regional Administration	
	Multicultural NSW	**93.4**
	NSW Trustee and Guardian	**537.3**
	Office of Sport	**440.9**
	Office of the Chief Executive - OoS	
	Policy and Planning	
	Regional Delivery	
	Venues NSW	
	Office of the Ageing and Disability Commissioner	**13.9**
	Office of the Children's Guardian	**161.9**
	Office of the Director of Public Prosecutions	**802.6**
Total		**40,419.8**

Table 54: Agency Scope and FTE Count