

waystar|ROYCO

Waystar Roycompany

[AWS Deployment](#)

Scope Definition

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TurboDoc 

[TurboDocx Professional Services](#)

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1. Project Overview

Waystar Roy company has recently engaged TurboDocx to build a web application to service all of Waystar Roycompany franchises. Waystar Roycompany is now seeking a production readiness assessment as well as go-live support as more franchises onboard to the web application.

As part of this effort Waystar Roycompany has asked for TurboDocx to assist in production pilot deployment. The goal for Waystar Roycompany is to leverage our expertise to ensure a successful pilot and assist with the initial feedback loop for the rollout.

For this production pilot support TurboDocx will build and deploy the environment within Waystar Roycompany's cloud infrastructure. Through this process TurboDocx will also work to define and document an extensible reference architecture. At the end of this phase, Waystar Roycompany and TurboDocx will evaluate future phases to expand to all franchises.

2. Project Scope and Estimated Hours

The approach for this engagement will follow the TurboDocx consulting methodology. The engagement will consist of the described activities. Activities not listed are considered out of scope.

Note: this engagement includes the deployment for the first five (5) franchises (Production pilot rollout), however, the AWS infrastructure review will be able to support up to 2500 franchises.

i. Scope:

Project Phase	Activities in Scope	Estimated Hours
Assess Current Infrastructure		
Existing Cloud Infrastructure review	Our Services will assist the current Cloud Deployment for the web application in a 3 US Regions. Our Services will provide feedback around architecture and deliver a memo summarizing the findings. The following will be completed: Review VPC Configuration	16

	- Review high-availability and scaling configurations - Review security groups and networking - Review certificates and DNS - Review database and storage configurations - Allocate 4 hours for DR testing	
Plan for initial pilot-office onboarding	Our Services will provide a rollout strategy memo outlining the plan to deploy to the initial franchises. As part of this: Client will review this memo and provide feedback within one business week.	8

Project Phase	Activities in Scope	Estimated Hours
AWS Cloud Build		
Deploy (4) Nodes within AWS per Region	Our Services will assist with onboarding of the remote offices. We believe having three nodes per AWS Region will provide optimal High Availability (HA). Spoke with Tom, decided on US East for the ProServe engagement, team will do remainder.	16
Feedback and Environment Remediation		
Solicit Initial feedback	Work with initial pilot user groups to solicit feedback around the performance of the platform.	5
Environment Remediation	Our Services will allocate up to 15 project-hours for initial remediation as part of this engagement. Should more hours be needed, we will discuss it with the client project lead and provide an addendum to this scope definition upon mutual agreement.	20

TurboDocx provides an estimate of hours for each phase of the engagement and includes administrative and documentation time as part of this. TurboDocx reserves the right to re-allocate the budgeted hours as the project conducts to focus on areas that may need more attention.

ii. Out of Scope

The following items will be out of scope for this project:

- Adding additional net-new features to the web application.
- Okta / Identity configuration questions outside of the scope of the web application.
- Onboarding beyond 5 initial franchises.
- Hands-on direct support with franchises.
- AWS / Cloud configurations outside of the scope of the web application.
- Hands-on AWS access. All infrastructure sessions will be conducted using a screenshare over a videotelephony conference tool.
- Net-new AWS infrastructure build outside of what is listed in the Cloud Build Section. Only the existing infrastructure for the web application will be assessed.

3. Project Documentation Deliverables

TurboDocx will provide the following documentation for activities within the scope of this engagement. This documentation is included in the overall work effort and fees for this engagement.

All documentation is thoroughly reviewed during the TurboDocx quality assurance process prior to delivery to review for technical accuracy, risk mitigation, and alignment with TurboDocx 's leading practices.

i. Phase: Assess Current Infrastructure

- a. **Cloud Infrastructure Review Memo:** This memo will outline the findings and recommended next steps based off the discovery sessions and AWS review.
- b. **Rollout Strategy Memo:** This memo will outline the suggested rollout strategy to achieve a successful go-live at scale.

ii. Phase: Feedback and Bug Remediation

- a. **Feedback and Bug report Memo:** This memo will document and outline the issues found in the pilot group and the plan to remediate the issues prior to go-live.

4. Project Leadership, Status Reporting, and Change Management

i. Project Resources

TurboDocx will allocate one (1) project resource to assist with this engagement. At TurboDocx 's discretion, TurboDocx may add additional project resources in order to adhere to project schedule.

ii. Status Reporting

TurboDocx will provide weekly status reporting in the form of an email, memo, or presentation to provide status on the deliverables, scope, and to highlight issues for management attention.

iii. Scope Change Management

TurboDocx follows a structured methodology with respect to managing unexpected scope changes. Such scope changes may be countered in projects such as this one. If items requiring a scope change are identified, the following are the high-level steps that TurboDocx will follow:

- a) Discuss and confirm need for additional work with the Waystar Roycompany.
- b) Identify additional tasks and deliverables associated with the scope change.
- c) Estimate the work effort associated with the additional tasks and deliverables.
- d) Based on the work effort estimate, determine the impact on schedule and budget, including contingency.
- e) If the scope change does not require additional project budget, then TurboDocx will document any changes to project scope and/or deliverables in the form of a Scope Change Addendum. This will need to be signed-off by Waystar Roycompany prior to proceeding with the engagement under the new or modified Project Scope.
- f) If the scope change requires additional project budget a SOW Addendum or new SOW will need to be drafted.

5. Engagement Assumptions

i. General Assumptions

The following are the general assumptions for the engagement. Should Waystar Roycompany not be able to meet these assumptions, TurboDocx may not be able to complete some or all of the activities defined within the 'Project Scope' (Section 2) and 'Project Document Deliverables' (Section 3) within the current project budget. Contingency hours, if available, may need to be utilized and/or Waystar Roycompany would need to purchase additional hours in order to complete the project. TurboDocx will

notify Waystar Roycompany of any potential risks to project completion and/or project budget in the form of a Project Risk Memorandum, which will detail the risks, recommendations for mitigation, and next steps:

- This Scope Definition must be executed by Waystar Roycompany for TurboDocx to be able to set the project start date. All project engagement start dates are dependent on TurboDocx approval. TurboDocx start date approval will be based on team and skills availability, as well as Waystar Roycompany readiness.
- If any critical assumptions are not met within a reasonable amount of time prior to the project start the start date may be delayed. This delay may result in project timelines being extended and additional effort from TurboDocx. This additional effort will trigger the Change Management process as previously outlined. Any changes in the start date initiated by the Waystar Roycompany may result in a significant delay to the project start.
- Waystar Roycompany will confirm that the appropriate functional and technical resources (s) will be available throughout the engagement for technical discussions, build/configuration assistance, knowledge transfer, status meetings, questions, and requests.
- The appropriate Waystar Roycompany resources will be available to cover the topics detailed in the 'Project Scope' section (Section 2) of this document.
- Waystar Roycompany resources will be part of the project team and will be available throughout the project.
- All required hardware, software and necessary licenses will be set up, configured and operational in the target environment.
- Upon the conclusion of the engagement Waystar Roycompany will be responsible to resolve any ongoing technical issues.
- Upon conclusion of the engagement, the TurboDocx 's project team will formally transition any processes and responsibilities back to Waystar Roycompany.

ii. Logistical assumptions

- **Full time virtual engagement:** TurboDocx 's project team will be working in a remote capacity. No travel will incur as part of this engagement and no travel expenses will be submitted.
- **Flexible schedule virtual engagement:** TurboDocx 's project team will be working in an asynchronous manner and will schedule time with Waystar Roycompany's team when synchronous parts of the engagement are required.

6. Estimated Fees and Expenses

i. Consulting Professional Fees

Based on the level of effort indicated above and the staffing mix for the project, TurboDocx estimates the total fees to be approximately \$250 USD plus applicable taxes. TurboDocx 's offer of the engagement described in this

SOW and any associated rates expire 90 days after initial receipt of this SOW. To take advantage of this offer, Waystar Roycompany must sign this SOW within such 90-day period.

As part of the project management function that TurboDocx will perform, any changes in requirements for work effort, staffing or schedule will be discussed and confirmed with Waystar Roycompany prior to the implementation of such changes. In order to facilitate scheduling, TurboDocx may begin Project Leadership work on administration and logistics (up to six hours per resource per week) for the project prior to the SOW being signed by both parties. Both parties agree that this SOW applies retroactively to govern such work.