

Statement of Work

For the Kronos Workforce Solution

*Prepared for County of Luzerne
Wilkes Barre, PA*

06/29/10

Created:	06/24/2010	Expires unless SOW signed by:	09/22/2010 3-16-11 <i>[Signature]</i>
Prepared By:	Charley Rose	Filename:	COUNTY OF LUZERNE WTK SOW CR624100850 - 062910 R4.docx
Salesperson:	Tina Beacham	Tool Name:	EXPERTQuote 5.07
Pre-Sales Consultant:		Control ID:	CR624100850-R1
*Customer requires a purchase order for: None Needed		Project Type:	New Implementation

TABLE OF CONTENTS

1	<u>EXECUTIVE SUMMARY</u>	3
	1.1 DOCUMENT PURPOSE	3
	1.2 PROJECT OVERVIEW	3
	1.2.1 PROJECT GOALS AND OBJECTIVES	3
	1.2.2 PROPOSED SOLUTION	3
	1.2.3 PROJECT DURATION AND IMPLEMENTATION APPROACH	4
	1.2.4 RESOURCE REQUIREMENTS	5
	1.3 SIGNATURES AND APPROVALS	8
2	<u>STATEMENT OF WORK DETAILS</u>	9
	2.1 SOLUTION ASSUMPTIONS	9
	2.1.1 GENERAL IMPLEMENTATION INFORMATION	9
	2.1.2 EXISTING SYSTEMS LIST	9
	2.1.3 WORKFORCE TIMEKEEPER	9
	2.1.4 TIMEKEEPER TERMINALS	11
	2.1.5 WORKFORCE ACCRUALS®	11
	2.1.6 WORKFORCE ABSENCE MANAGER - ATTENDANCE	11
	2.1.7 WORKFORCE INTEGRATION MANAGER	12
	2.1.8 INTERFACES	12
	2.1.9 TECHNOLOGY	13
	2.1.10 GENERAL ASSUMPTIONS	14
	2.2 PROFESSIONAL SERVICES	14
	2.2.1 PROJECT MANAGEMENT LEVEL OF SERVICE / ESTIMATED SERVICES	14
	2.2.2 SERVICES IMPACT	15
	2.2.3 PROFESSIONAL SERVICES BY ROLE	15
	2.2.4 CONSULTING SERVICES	16
	2.3 EDUCATIONAL SERVICES	16
	2.3.1 SELECTED TRAINING	17
	2.3.2 EDUCATIONAL PRODUCTS	18
	2.3.3 EDUCATIONAL SERVICES SUBSCRIPTION - KNOWLEDGEPASS™	18
3	<u>APPENDIXES</u>	20
	3.1 ADDITIONAL REFERENCE DOCUMENTS	20
	3.1.1 ENGAGEMENT GUIDELINES	20
	3.1.2 CUSTOMER IMPLEMENTATION GUIDE	20

1 EXECUTIVE SUMMARY

1.1 DOCUMENT PURPOSE

Kronos is pleased to be considered a human capital management business partner with County of Luzerne. The purpose of this document is to provide an outline of the work required and the professional services estimated for your Kronos solution.

This document defines current understanding by Kronos of the engagement's objectives, scope, assumptions, risks and constraints and is based upon information gathered during conversations with County of Luzerne during the sales cycle, with the key assumption that Kronos and County of Luzerne will jointly staff the project team during the project lifecycle.

This Statement of Work provides a documented basis for making future decisions and for confirming or developing a common understanding of project scope among the stakeholders. Any change to the assumptions in this document or the discovery of increased complexity during the engagement will be considered a change in the scope of the professional services, and will be managed through the Kronos standard change control procedures.

For detailed information regarding project scope and assumptions, project complexity and risk areas, please see the sections of the document after the approval page. Please note that an approval in section 1.3 includes approval of the Statement of Work details and Assumptions and Appendixes sections.

The appendixes of this document also make reference to and provide hyperlinks for the Kronos Engagement Guidelines and Customer Implementation Guide, if applicable.

1.2 PROJECT OVERVIEW

1.2.1 PROJECT GOALS AND OBJECTIVES

This project will be focused on implementing the Kronos workforce management solution.

The scope of this engagement includes the implementation of the products and services summarized in the Kronos solution that follows.

This proposal anticipates that the solution will be fully operational in a production environment based upon the project scope detailed in this document and the mutually agreed solution design documentation completed collaboratively during the project.

1.2.2 PROPOSED SOLUTION

The estimated investment included in this Statement of Work is quoted in USD\$:

Item	\$
Professional Services	\$112,030.00
Educational Services Offerings	\$19,000.00
Estimated Investment for This Implementation	\$131,030.00

The Professional Services estimated are based on the following buying scenario:

SOFTWARE

Software and Interfaces	Service Type	Optional features to be Implemented
Workforce Timekeeper	New v6.1	Cascading Accruals and Pay Codes

Software and Interfaces	Service Type	Optional features to be implemented
Workforce Manager WTK		
Workforce Employee WTK		
Workforce Absence Manager - Attendance	New v6.1	
Workforce Accruals	New v6.1	
Workforce Integration Manager	New v6.1	

TERMINALS/ACCESSORIES

Terminals/Accessories	Details
4500 Numeric Terminals	Bar Code 10/100 Mbit Ethernet
Kronos TouchID Fingerscan Verification Option	

PROFESSIONAL SERVICES

The professional services estimate is based on the extensive experience that Kronos has in implementing human capital management solutions using our proven Momentum™ implementation and project management methodologies and tool sets. These methodologies are adaptable and responsive to an individual project's requirements while still providing repeatability and a consistently high quality customer experience.

FIXED FEE ASSUMPTIONS

Notwithstanding anything to the contrary contained in the Sales, Software License and Services Agreement between County of Luzerne and Kronos, for the professional services set forth in this Statement of Work (and on the corresponding Order Form for such services), Kronos agrees to complete the services described herein for the fixed fee set forth herein, unless additional hours are required to complete the services described herein due to a change in the scope of the project, County of Luzerne's delay in fulfilling its obligations, or as a result of a change in the complexity of the original scope of services based on information unknown at the time the parties entered into this SOW. Any such additional hours shall be agreed upon by the parties pursuant to the Change Order process described in this SOW and the fixed fee amount described herein shall be amended as provided in such Change Order. If Kronos has not invoiced County of Luzerne for the entire fixed fee amount as set forth in this SOW (or a Change Order, if applicable) prior to completion of the services described herein, upon completion of the services, Kronos will invoice County of Luzerne for any remaining fees up to the fixed fee amount and County of Luzerne shall pay such fees upon the payment terms agreed upon by the parties.

EDUCATIONAL SERVICES

During the project, by means of education and consulting services, a solid knowledge transfer will occur between Kronos and County of Luzerne. This knowledge transfer will allow you to take ownership of your new Kronos application.

1.2.3 PROJECT DURATION AND IMPLEMENTATION APPROACH

The project estimates provided in this Statement of Work are based on a deployment that consists of a single phase for the entire organization with 2 phase(s) and 2 Deployment Instance(s) (or Go-Lives).

Project Phase	Imp. Phase					Product	Audience	Est. Duration			Comments
	P	A	S	T	D			Start Wk	Qty	Unit	
1	X	X	X	X	X	Workforce Timekeeper	All Employees	1	20	week(s)	
2	X	X	X	X	X	Workforce Attendance	All Employees	21	6	week(s)	

The proposed solution is estimated to have a total duration of 26 weeks. Depending upon County of Luzerne's resource availability and project task capability, the duration of the project may need to be extended. This will increase the number of hours required for tasks that are performed on a weekly basis such as managing project communications, managing/updating project plans, facilitating project meetings and updating project status reports.

Depending on the product features designed during the project, the capabilities of the project team, and capacity of the end user community to accept the solution, the project team may recommend additional deployment phases. For example, it may be recommended to initially concentrate on core functionality requirements, followed by optional features after a period of stabilization and acceptance by the customer community, resulting in a more efficient project and improved customer experience. Any mutually agreed-upon changes to the deployment approach will be handled through the Kronos standard change control procedures.

It is assumed that a high level executive will be assigned as an Executive Sponsor and will remain engaged during the full lifecycle of the implementation. The Executive Sponsor will secure resources to support the defined duration of the project, take active part in Project Kick-off and Solution Overview, Phase Reviews and completing Milestone sign-offs. This level of Executive involvement will allow for cost containment resulting in an increased Return on Investment (ROI) and avoid unnecessary delays.

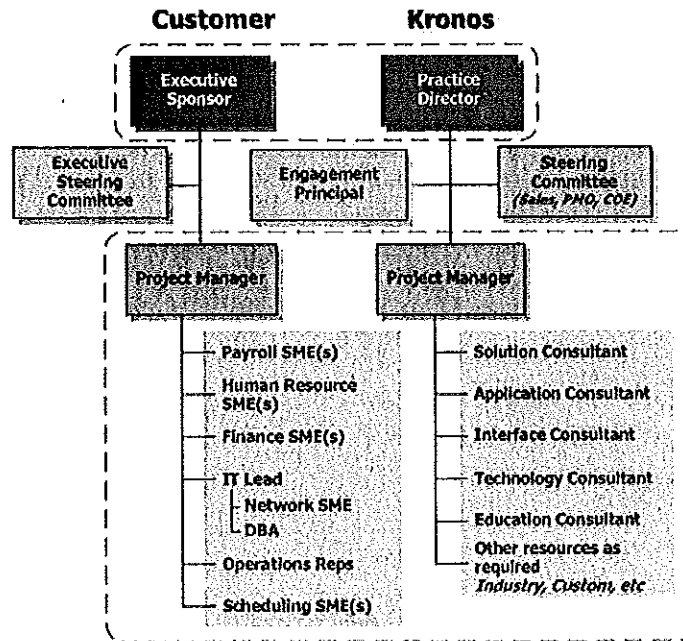
A Blended delivery method will be used for this implementation. A blended delivery method is a combination of both onsite and remote professional service delivery.

TRAVEL EXPENSES

Billable travel expenses will be charged pursuant to the terms and conditions of the Kronos Sales, Software License and Services Agreement. Resources may be used for the project that require the payment of airfare, lodging and other related travel expenses. For additional information, see the Engagement Guidelines link in the Appendixes section of this document.

1.2.4 RESOURCE REQUIREMENTS

This project involves shared risk by both Kronos and County of Luzerne. Our Kronos experience has shown that the project team needs to be aware of its level of involvement in the implementation of the Kronos solution as the project is being planned. A sample organizational chart for the project is provided for your review:



1.2.4.1 Roles and Responsibilities

Based on Kronos implementation experience, the following roles are critical for the successful implementation of the Kronos system in your organization:

For Workforce Central implementations please refer to the Customer Implementation Guide for a detailed listing of roles and responsibilities.

Role	Suggested Qualifications
Executive Sponsor	Experienced in leading organizations through change and developing communication plans. Ability to commit time to be engaged prior to starting the project and must remain committed during the full lifecycle of the implementation. Ability to take part in Phase Reviews and Milestone sign-offs.
Project Manager	Experienced project manager with successful track record.
Functional Team	These individuals, such as the HR manager or specialist, payroll manager or specialist, etc., are responsible for executing the project tasks on time and within the quality guidelines and for developing and reviewing all project deliverables.
Payroll Subject Matter Expert	Complete comprehension of your time, attendance, and payroll policies. Strong oral and written skills.
Human Resources Subject Matter Expert	Complete comprehension of your organizational structure, salary grades, job positions, benefits, union contracts, employee handbook, human resource actual practices, and human resource documented policies and reporting needs. Strong oral and written skills.
Technical Lead	Experienced with databases, Web servers, application servers, backups/restores, and database performance tuning.
Technical Team	Should have a good understanding of the customer's applications, the network, the underlying technical environment and tools, and the business/functional environment and requirements.

Database Administrator (optional)	Experienced with performance tuning, backup and recovery plan creation, implementation of database engines and maintenance of test and production environments.
Network Administrator (optional)	Knowledge of the organization's network, future plans, and outstanding issues or problems. Technical knowledge of network connectivity, and strong network troubleshooting skills.
System Administrator (optional)	Experienced system administrator knowledgeable in the operating system(s), administration rights, etc. (recommended to have two years of experience).
Help Desk Lead/Workforce Central Configuration Master (optional)	Knowledgeable in Windows based applications. This individual will also complete the requisite Kronos courses to configure, maintain and support the Kronos software.
Webmaster (optional)	Knowledgeable in Apache, Sun ONE, or Microsoft Internet Information Server.
Interface Specialist and Report Writer (optional)	Knowledgeable in the data flow requirements of systems to be interfaced. Has experience with major report writer – preferably Crystal.
Training Lead (optional)	Experienced in adult learning and defining/creating user procedures to successfully roll out the system implementation.

In some organizations, the resource available in one organizational role may be able to cover more than one project role. If any of the customer specified roles are not available in your organization, please contact your Kronos representative as this may impact the professional services required, or the implementation approach recommended to complete a successful project for your organization.

Common risks in any project surround customer resource availability due to competing priorities from daily tasks and other responsibilities. The customer level of effort (as displayed below) is intended to give you a general idea of the amount of time your team members should plan on devoting to the project compared to the Kronos resources throughout the project phases.

Upon completion of the Assess Phase, the Kronos project team will work with County of Luzerne to complete a detailed project plan for the remainder of the project. Following the completion of the project plan baseline, standard change control processes will be used to communicate any changes to the budget or timeline.

1.3 SIGNATURES AND APPROVALS

SUBMITTED AND APPROVED BY KRONOS REPRESENTATIVE

By: Charley Rose Date: 06/29/10

This Statement of Work is subject to County of Luzerne's agreement with Kronos governing Professional and Educational Services. By signing below, County of Luzerne's authorized representative agrees to purchase the services described herein.

Very truly yours,

Kronos Incorporated

ACCEPTED AND AGREED

County of Luzerne

By: Maureen Petrucci Date: 3-14-11

Title: Commissioner

County of Luzerne may make necessary copies of this document for the sole purpose of facilitating internal evaluation and/or execution of the proposed project. Otherwise, the document or any part thereof may not be reproduced in any form without the written permission of Kronos Incorporated. All rights reserved. Copyright 2010.

Kronos, the Kronos logo, Kronos Touch ID, Visionware, Timekeeper Central, Workforce Accruals, Workforce Analytics, Workforce Central, and Workforce TeleTime are registered trademarks, and Kronos 4500, Momentum, Workforce Absence Manager, Workforce Activities, Workforce Attendance, Workforce Connect, Workforce Central Portal, Workforce Device Manager, Workforce Employee, Workforce HR, Workforce Integration Manager, Workforce Leave, Workforce Manager, Workforce Payroll, Workforce Record Manager, Workforce Scheduler, Workforce Scheduler with Optimization, Smart Views, and Workforce Timekeeper are trademarks of Kronos Incorporated or a related company in the United States. For a complete list of Kronos trademarks, see <http://www.kronos.com/Trademarks.htm>.

iSeries is a trademark of IBM.

Oracle is a registered trademark of Oracle Corporation.

Microsoft, Windows NT, Windows 2000 and Windows XP are registered trademarks, and Windows Vista is a trademark of Microsoft Corporation in the United States and/or other countries

Crystal Reports is a registered trademark of Business Objects SA.

2 STATEMENT OF WORK DETAILS

2.1 SOLUTION ASSUMPTIONS

The following solution details have been discovered through analysis with County of Luzerne throughout the sales cycle and form the scope by which this project will be managed. Additional assumptions have been made, where necessary, in order to estimate the professional services required for County of Luzerne's solution.

Solution analysis and design may be performed during the Assess Phase(s) of the project in order for both parties to mutually agree on the Solution Design. If the solution or assumptions defined in this document change, Kronos and County of Luzerne will review and adjust the project scope and budget accordingly through standard Kronos change control procedures. Where applicable throughout this section, if not specifically stated as "Kronos to Implement" County of Luzerne is responsible for the implementation or configuration.

2.1.1 GENERAL IMPLEMENTATION INFORMATION

Item	Total
No. of Employees 500 Web	1934 (1668 FT, 266 PT)
No. of Sites	12
No. of Unions/Awards	14
No. of Pay Periods	5
No. of Managers	84

2.1.2 EXISTING SYSTEMS LIST

2.1.2.1 Other Products

System Type	Current System / Process	Notes
Human Resources	ACS	
Payroll	ACS	

2.1.3 WORKFORCE TIMEKEEPER

CORE FUNCTIONALITY

Item	Scope and Assumptions
Functional Group Analysis	County of Luzerne has approximately 46 functional group(s). In order to clearly define the pay/work rules configuration for the implementation, Kronos will perform 1 analysis (Product Design) for the Workforce Timekeeper™ application. County of Luzerne is responsible for all identification of, interpretation of, and compliance with any applicable laws, regulations, and statutes that affect the project and configuration.
Pay Policy Definition	Pay policies will be clearly defined by County of Luzerne for Kronos resources prior to configuration.
Pay/Work Rules Configuration	The estimated number of pay/work rules is 30 and Kronos is to implement

Item	Scope and Assumptions
	30 of these.
Overtime Rules Configuration	The estimated number of overtime rules is 5.
Shift Differentials Configuration	The estimated number of shift differentials is 2.
Historical Data Loads	Not Included
Visual Theme Customizations	The customization of the visual theme of Workforce Central is limited to that of a shallow theme. Documentation is provided in order for County of Luzerne's graphic designer to make more in depth customizations to the theme.
Employment Terms	The use of employment terms for Holiday Profiles and Duration Pay Codes is included. Use of Employment Terms to support contract employees that involves the overriding of person record attributes or the use of Work Hours Definition is not within the scope of this document. A further examination of how Contract Employees are to be implemented is necessary.
Data Collection Method(s)	(20) 4500 Numeric Terminals, w/ Kronos TouchID, Workforce Employee WTK
Parallel Testing	Provide parallel support through two payroll parallels per deployment group.
Go Live Support	Up to 2 pay periods per deployment group
Deployment Groups	2

OPTIONAL FEATURES TO BE IMPLEMENTED

Item	Scope and Assumptions
Generic Data Access Profiles	Generic data access profiles will not be included in this implementation. Generic data access profiles allow you to restrict access to specific pay rule and accrual rule configuration data from users who create and update these policy rules in different areas of your organization. Generic Data access profiles are most likely to be used by multinational companies that wish to "hide" one country's policies and configuration from another country's configuration users. Additional hours may be required to implement generic data access profiles. If this feature is needed, a separate, more in-depth discovery will be conducted, and additional hours may be required.
Standard Reporting	This Statement of Work includes time to configure the Standard (Basic RDLC) version of the Workforce Central reporting solution using Microsoft Reports Definition Language Client (RDLC). Kronos will provide all the necessary software components to run basic reports with what the Workforce Central installation provides. SSRS is not included in the scope of this project.
Cascading Pay Codes	Hours are included for cascading pay codes (the ability to draw hours from one or more accrual balances in a predetermined order).
Workforce Employee™ Configuration	No custom or tailoring work will be required in this implementation. Product will be configured according to the mutually-agreed upon solution design during the Implementation to: Allow employees to complete a standard online timecard with in and out times; Allow employees to enter pay code edits, duration of time and work rule transfers; and Allow employees to view their time details, schedules, accrual information (if accrual balances will be imported) and pay stub reports/pay slips.

Item	Scope and Assumptions
Time-Off Requests	<p>The estimated hours to implement this functionality include configuration of the base features of the following process manager templates:</p> <ul style="list-style-type: none"> • Time-Off Request • Time Off Request at Kronos 4500™ Terminals • Cancel Time-Off Request <p>Configuration for additional notifications, data updates, time and date escalations and alternate routing may require additional service hours.</p>

2.1.4 TIMEKEEPER TERMINALS

CORE FUNCTIONALITY

Item	Scope and Assumptions
Terminal Configuration and Installation	20 terminals have been purchased. Kronos will be responsible for the configuration for 3 terminals. County of Luzerne is responsible for the physical installation of all Timekeeper Terminals and installing all terminal options and Employee enrollment with Kronos Touch ID, if applicable.
SSL	Device communication configuration does not include using SSL (Secure Sockets Layer).
NAT	Device communication configuration does not include using NAT (network address translation).
Smart Views	Device configuration does not include standard Smart View configuration.

2.1.5 WORKFORCE ACCRUALS®

CORE FUNCTIONALITY

Item	Scope and Assumptions
Calculated Accrual Policy Configuration	<p>The estimated number of calculated accrual rules is 10 .</p> <p>Hours have been included to support a one-time initial balances import.</p>

2.1.6 WORKFORCE ABSENCE MANAGER - ATTENDANCE

CORE PRODUCT

Item	Scope and Assumptions
Attendance Policy Configuration	<p>This estimate includes service time to implement 1 attendance policies. Attendance policies will be clearly defined by County of Luzerne for Kronos resources prior to configuration.</p> <p>A review of hours will be conducted after a detailed assessment is completed to ensure that hours estimated are accurate. In the event that an advanced assessment of customer's attendance policies is necessary, a change order (if applicable) will be presented to the Customer for approval.</p>
Person Data Import	This estimate includes time required to modify (or create) Person import to include attendance license, attendance profile, and attendance administrator, if applicable.
Historical Attendance Data Import	This estimate does not include an import of attendance history. If it is included then County of Luzerne is responsible for creating the history file in the specified format.
Other Imports	Unless otherwise indicated, this estimate does not include the import or

Item	Scope and Assumptions
	export of attendance data between the Workforce Absence Manager - Attendance application and other third-party systems.

2.1.7 WORKFORCE INTEGRATION MANAGER

CORE PRODUCT

Item	Scope and Assumptions
General Assumptions	Kronos will: <ul style="list-style-type: none"> • Install the Workforce Integration Manager™ module on all Workforce Central application servers • Install Workforce Integration Manager – Interface Designer on 2 Windows machines • Assess and configure generic data access profiles and functional access profile to accommodate Workforce Integration Manager users • Assess and configure up to ten mapped folders and/or connections required by Workforce Integration Manager
Introduction of Configurable Error Messages	Kronos will customize up to five error messages for each interface described in this Statement of Work.

2.1.8 INTERFACES

Interfaces	Scope and Assumptions
Type From To This is a recurring import The file or db query will not be provided Licenses & Profiles will be added Calculations will be required (licenses and profiles included) Funded Discovery Only Notes Interface Name	Employee Demographics Import ACS Workforce Timekeeper Yes No Yes No No ACS to Workforce Timekeeper Interface – Employee Demographics
Type From To This is a recurring import Funded Discovery Only Notes Interface Name	Pay Data Export Workforce Timekeeper ACS Yes No Workforce Timekeeper to ACS Interface – Pay Data

CORE PRODUCT

Item	Scope and Assumptions
------	-----------------------

Item	Scope and Assumptions
Interface Discovery	<p>The interfaces identified may require additional discovery which may result in a change in the scope of this project.</p> <p>The interfaces designated as "Discovery Only" include only assessment hours to develop interface specifications. Change order(s) will be presented to County of Luzerne for additional development test and support hours for these interfaces.</p>
Data Files	<p>When Kronos provides data via an interface to a non-Kronos system, Kronos will provide an export file. The data will consist of elements contained within the database. It is County of Luzerne's or the third-party's responsibility to import that data file to update the appropriate database. County of Luzerne will work directly with all third-party vendors during assessment and testing. If Kronos is to lead these conversations for County of Luzerne, additional effort and scope will be required.</p> <p>When a non-Kronos system provides data via an interface to Kronos, it is County of Luzerne's responsibility to get a file created that can be imported to the Kronos system. If the import interface is listed above, then Kronos will complete the import to the Kronos system. If the import interface is not listed above, additional hours can be arranged through the Kronos change control procedures.</p>
ODBC Connections	The source and/or destination systems support available ODBC connections.
Test Data and Testing	County of Luzerne will provide test data and all necessary interface file layouts/interface formats. The customer will also be responsible for testing all interfaces, including testing the results to/from third-party providers. The test results will be shared with Kronos.

2.1.9 TECHNOLOGY

Item	Scope and Assumptions
Technology Resources	<p>County of Luzerne is responsible for providing and installing all hardware, operating system software, database software and non Kronos-provided software necessary for the operation of the Kronos application.</p> <p>County of Luzerne should provide appropriate technical resources to minimize any technology risks identified throughout the implementation.</p>
Database	<p>The database will be installed on SQL Server. If the database is Oracle RAC additional services may be required.</p> <p>County of Luzerne is responsible for installation of the database software such as Oracle or SQL Server with the recommended service packs.</p>
Application Server Software	JBOSS - Kronos Provided on 1 server(s) or images. If the application server is Oracle, WebLogic, or WebSphere, additional services may be required.
Operating System	Microsoft Windows
Supported Systems	Not all operating systems, application server software, Web browsers, etc., are supported for all Workforce products and features. Please contact your Kronos technical representative for detailed information.
Environments to Be Utilized During Implementation	<p>Production</p> <p>Test</p> <p>County of Luzerne understands that Kronos recommends a minimum of two environments i.e., Test and Production.</p>
Additional Technology Factors	LDAP (Lightweight Directory Access Protocol) will not be used as a security

Item	Scope and Assumptions
	<p>authentication method.</p> <p>A load balance configuration is recommended if two or more application servers are implemented.</p> <p>County of Luzerne has advised that they will not utilize load balancing.</p> <p>County of Luzerne will not be utilizing a DMZ (demilitarized zone) for security purposes.</p> <p>Single sign-on will not be setup to have user's network login credentials be used to access the Kronos application(s).</p> <p>SSL (Secure Sockets Layer) will not be utilized to encrypt information passing back and forth from the Kronos application.</p>
Server Specifications	County of Luzerne will provide hardware server specifications to Kronos resources for all servers that will be involved in the implementation, based on the Kronos' Hardware Recommendations Report.
Remote Connectivity	When Kronos resources are working remotely, they will have access to County of Luzerne's Kronos system via a mutually agreed-upon standard.

2.1.10 GENERAL ASSUMPTIONS

Item	Scope and Assumptions
Policy Standardization	Any policy standardization across locations which requires the engagement of Kronos resources are outside the scope of this service estimate. It is assumed any policy standardization projects will preclude and are a separate and distinct project from the Kronos project.
Future Upgrades	Services to perform software version upgrades to futures versions beyond v6.1 are not part of this implementation estimate.
Feature Gaps	Any feature gaps identified during the assessment phase and subsequent solutions required involving customization of code, reports, interfaces, etc. are outside the scope of this statement of work.
End-User Training	County of Luzerne will be responsible for training end-users and managers not participating in Kronos delivered education.
Custom Code	Customization of any system code will be considered outside the scope of this project unless identified in this statement of work.
Custom Reports	Customization of any delivered system reports or development of new custom reports code will be considered outside the scope of this project unless identified in this statement of work.
Interfaces	Development of interfaces will be considered outside the scope of this project unless identified in this statement of work.
Data Cleansing	County of Luzerne has responsibility for all data cleansing prior to Kronos resources configuring any data imports, interfaces or integration during the implementation.

2.2 PROFESSIONAL SERVICES

2.2.1 PROJECT MANAGEMENT LEVEL OF SERVICE / ESTIMATED SERVICES

The project management service offerings; project support, project management and program management have been reviewed and based on discussions regarding the solution and technology complexities, as well as on the customer internal dynamics, the "Project Management" level of service will be used for this project.

The Customer Project Manager under this level of support will partner with the Kronos Project Manager to align the desired project outcomes, producing key results related to the critical Workforce Management business needs. The Customer Project Manager assists the Kronos Project Manager by managing Customer Team member responsibilities as necessary for success in the overall implementation process; however, Kronos leads the Kronos Team members and the overall implementation process.

This level of support is suggested when the Customer Project Manager has experience leading by directing, coaching, and facilitating Customer Team resources. Usually having a background in resource evaluation and staffing, change management, and team building, the Customer Project Manager monitors the progress and completion of project milestones towards achieving the project completion date. He or she also helps resolve any surprises or concerns that may arise during the implementation.

The estimate of time allocated for this level of project management services is an average of 5 hours per week for the duration of 26 weeks. The total allocation of hours for the Kronos project manager is estimated at 130 hours.

Should the level of required project management services increase, or should there be an extension to the project duration, additional services can be purchased through the Kronos standard change control procedures. For Workforce Central implementations and more information regarding project management services, please refer to the Customer Implementation Guide in the Appendixes section.

2.2.2 SERVICES IMPACT

Product/Service	Hours
Project Management Services	130
Workforce Timekeeper	228
Workforce Absence Manager - Attendance	48
Workforce Accruals	45
Workforce Employee WTK	8
Workforce Timekeeper to ACS Interface - Pay Data	24
ACS to Workforce Timekeeper Interface - Employee Demographics	20
Time Off Requests	32
FSFF Contingency	80
Total	615

2.2.3 PROFESSIONAL SERVICES BY ROLE

This table outlines the professional services related to project implementation. It represents the services by role, rate and part number that have been identified throughout this Statement of Work.

Role	Ordered	Rate	Total
Project Manager (9990002-ENT)	145	\$180.00	\$26,100.00
Application Consultant (9990002-ENT)	380	\$180.00	\$68,400.00
Solution Consultant (9990002-ENT)	28	\$180.00	\$5,040.00
Technology Consultant (9990002-ENT)	38	\$215.00	\$8,170.00
Solution Consultant (9990053-CON)	24	\$180.00	\$4,320.00
Totals	615		\$112,030.00

2.2.4 CONSULTING SERVICES

2.2.4.1 Absence Management Program planning

The **Absence Management Program Planning** assessment allows Kronos to provide facilitation and provide questions for which County of Luzerne will need to have answers for the configuration of Workforce Attendance and Workforce Leave and how it will best meet County of Luzerne business needs.

- Will there be a central group or de-central business process that manages leave?
- Some organizations have a central group that manages each step of the continuous leave process but may have direct line managers own some intermittent leave case tasks.
- Will there be a central group or de-central business process that manages attendance?
- Some organizations have their managers drive the attendance process and HR/Benefits oversees/ audits to ensure the attendance policy is managed timely and accordingly (decentralized).
- Some organizations have a central group that manages each step of the attendance process at a specific location, department or potentially from a company level (centralized).
- Leverage how County of Luzerne is using Workforce Timekeeper, Workforce Attendance and Workforce Leave for a total absence management solution.
- Provide options on how County of Luzerne can streamline business processes/practices. Identify what users will have what responsibilities.

2.2.4.1.1 Kronos Deliverables

- Kronos COE consultant will conduct an onsite review of County of Luzerne's current attendance and leave policies and business practices and provide detailed business process flows and product configuration options.
- Documentation of Kronos Absence Management recommendations will be leveraged during the final Absence management design and configuration.

2.2.4.2 Engagement Principal

The **engagement principal** is a senior Kronos service executive who performs program management and project oversight on the Kronos implementation and is responsible for the overall quality and customer satisfaction of the engagement. Activities include some or all of the following:

- Establishes and maintains formal communication with the customer executive sponsor
- Advises customer on recommended solution implementation strategy
- Oversees engagement planning and performance
- Performs formal executive sponsor reviews at the end of each key implementation milestone
- Re-engages with the customer to oversee post implementation system utilization and optimization reviews

2.3 EDUCATIONAL SERVICES

Kronos Educational Services offers a full schedule of classes in the virtual classroom to give guided instruction on how to best utilize the software. More advanced and technical courses are offered in the traditional classroom at locations across the country. All Kronos courses are designed with extensive hands-on practice exercises to reinforce new skills and concepts.

Training points allow you to plan and budget training for your organization, yet give you flexibility to select specific courses to meet your implementation and continuing education needs. Training points can be used toward instructor-led training in the virtual classroom, in the traditional classroom, and for onsite training. Online course descriptions include the training point value. Each course has a point value that equals the price of the class. The total training points and associated cost will be reflected on your Sales Agreement.

Kronos recommends the best practice of having at least two individuals from your organization receive training on the Kronos solution. Selecting one primary and one backup resource from within your functional and technical teams ensures adequate coverage in the event of an urgent change or support request or employee turnover.

For complete course descriptions, objectives, and pre-requisite information, please see the Kronos Education learning paths that your Kronos salesperson will provide, or visit <http://www.kronos.com/Support/Education.htm>.

2.3.1 SELECTED TRAINING

Course Name	# of Seats/Qty	Points	Total Points
Workforce Timekeeper			
Assessing the Impact of Pay Rule Changes (On Demand) (included in KPASS)	1	0	0
Workforce Timekeeper 6.1 Entering Time (On Demand) (included in KPASS)	1	0	0
Workforce Timekeeper 6.1 Entering Time (Tutorial) (included in KPASS)	1	0	0
Workforce Timekeeper 6.1 Project Team Fundamentals with Calculated Accruals	2	500	1000
Workforce Timekeeper Handling Time Off Requests (On Demand) (included in KPASS)	1	0	0
Workforce Timekeeper Monitoring Overtime (On Demand) (included in KPASS)	1	0	0
Workforce Absence Management			
Workforce Absence Manager: Attendance Administration, Department Manager Kit (included in KPASS)	0	0	0
Workforce Timekeeper			
Workforce Timekeeper Architecture and Technology	1	1300	1300
Workforce Timekeeper Managing Timecards & Preparing for Payroll (Virtual Class)	2	1000	2000
Workforce Device Manager and the Kronos Series 4000 Terminal	1	1200	1200
Workforce Timekeeper Administering the Application (Virtual Class)	2	1200	2400
The Kronos 4000 Series Terminal Employee Training Kit (Included in KPASS)	0	0	0
Workforce Accruals			
Workforce Absence Management Configuring & Managing Accruals	1	1200	1200
Workforce Absence Management			

Course Name	# of Seats/Qty	Points	Total Points
Workforce Absence Management Project Team Fundamentals: Attendance (Virtual Class)	2	275	550
Workforce Absence Management Managing Attendance Policies (Virtual Class)	2	500	1000
Workforce Absence Management Configuring and Administering Attendance Policies	2	600	1200

TRAINING POINT SUMMARY

Part Number	Total Points	Price Per Point	Extended Price
TRAINPTS	12000	\$1.00	\$12,000.00

2.3.2 EDUCATIONAL PRODUCTS

Product Name	Part Number	Qty	Price	Total Price
Educational Services Subscription - KnowledgePass	8602748-001	N/A	\$4,000	\$4,000.00
Workforce Timekeeper Train The Trainer (up to 3 seats)	9999972-0	1	\$3,000	\$3,000.00
Total				\$7,000.00

2.3.3 EDUCATIONAL SERVICES SUBSCRIPTION - KNOWLEDGEPASS™

KnowledgePass is an easy-to-use learning portal with a rich quantity of content for end users that helps them develop, reinforce, and practice skills critical to their efficient and effective use of Kronos. Use KnowledgePass to:

- Prepare for, practice and reinforce what you learned during implementation training
- Prepare your end users for the deployment of your Kronos solution
- Train new hires
- Reinforce and refresh skills

For one annual fee, your organization can have unlimited access to all components and content included in KnowledgePass, including:

- **Interactive hands-on exercises:** to refresh your skills and reinforce those that you learned in your Kronos classes
- **Tutorials:** to onboard new users
- **Job aids:** to quickly reference when performing common tasks
- **Step/Action Tables:** to provide you extra support when performing your tasks
- **Concepts:** to learn or review key Kronos product concepts
- **Training kits:** to tailor your own end user training
- **Ask-the-Instructor:** to connect with one of our expert Kronos instructors
- **Business Professional References (Books24X7):** to stay current on topics impacting workforce managers

3 APPENDIXES

3.1 ADDITIONAL REFERENCE DOCUMENTS

3.1.1 ENGAGEMENT GUIDELINES

For information related to Kronos' Engagement Guidelines, please point your browser to <http://www.kronos.com/Support/ProfessionalServicesEngagementPolicies.htm> for information relating to:

- Professional Services and Educational Services Policies
 - Cancellation Policies
 - Change Order Process
 - Travel

3.1.2 CUSTOMER IMPLEMENTATION GUIDE

For Workforce Central implementations please refer to the Kronos Customer Implementation Guide for information relating to:

- Implementation Methodology Tasks and Preparatory Information
- Detailed Project Resourcing Outlines
- Project Management Services and Processes
- Kronos Education
- Professional Services Policies and Procedures including non-business hour rate structure

Note: If the Kronos Customer Implementation Guide was not provided with this Statement of Work, please contact your Kronos sales executive for a copy.