



Scope of Work



Single Sign On User Experience

March 5, 2003
Version 1.0

Background

Acme currently utilizes Single Sign On (SSO) technology to grant Acme's users (Business Partners, Client Executives, Customers, Developers, Alliances, etc.) access to all protected content and applications for which they are eligible.

As it is increasingly necessary for users to access protected content and applications to effectively do business with Acme, the registered user community is growing to encompass more users and user segments.

This increase in users and protected applications has highlighted the necessity for a more robust SSO user experience. In response to this need, Acme IT has begun developing business requirements detailing the necessary SSO functionality. Razorfish is proposing a project to take the approved business requirements and develop the corresponding information architecture and page design.

The purpose of this document is to set out an approach that will efficiently complete the stated work.

Project Approach

The tasks listed below represent the chronological sequence of activities required to complete the user experience development for SSO:

Review Business Requirements: Razorfish will review the approved business requirements developed by Acme IT. Razorfish requests that the developer of the requirements (Bhuma Mohan) be available for a walk-through of the final document.

Develop Information Architecture: After fully understanding the documented requirements Razorfish will develop page schematics for each page represented in the SSO flow. The schematics will utilize the page flow as developed in the business requirements document; Razorfish will not make new flow recommendations.

Page schematics will be validated with SSO business owners and modified based upon feedback.

Develop Visual Systems Design: After schematics have been completed Razorfish will complete designs for all unique page layouts effectively creating design 'templates'. Schematics will be mapped to design templates allowing Acme to apply the appropriate template upon implementation. Page designs will follow Acme's established visual standards.

Develop Presentation Specifications: Schematics will be annotated with presentation specifications. Because Acme IT is responsible for developing the business requirements, including all functional requirements, these specifications will be limited to presentation specifications.

Project Deliverables

Deliverable	Description
Information Architecture: Annotated Schematics	<p>This deliverable will be in the form of page schematics in Visio format. It will include:</p> <ul style="list-style-type: none">▪ A schematic representing the information design for each page in the SSO flows depicted in the business requirements document▪ Schematics will be annotated with presentation specifications <p>This document will be reviewed with Acme business owners and will be followed by revisions based on feedback obtained.</p>
Visual Design for Unique Pages	<p>This deliverable will be in the form of JPEGs for all unique pages needed to complete the SSO flow (estimated at 10 pages total).</p> <p>Page schematics will be mapped to design templates.</p>

Project Management

Agreed to project management details on file in document titled 'Project Management Details Agreement'.

Billing Procedures

All invoices submitted by Razorfish will be in compliance with Acme's invoice approval guidelines including back-up documentation as follows:

For professional fees: the person, hours per month worked, and billing rate.

For any travel related expenses: break out by person, amount, type of expense (hotel, airfare, etc.) date and purpose.

Assumptions

The following assumptions were made in estimating the scope, timing, and cost of this project:

1. There will be one Acme point-of-contact for Razorfish (Andre Reuter), who is responsible for sign-off of any deliverables described herein. This person will sponsor any internal escalation process. If Razorfish initiates and leads the escalation process, it will affect the schedule and cost.
2. Acme ensures that any resources assigned to the project will comply with work and schedules set forth by the project. Inability to comply with this assumption will affect the cost and schedule of the project.
3. Acme will support clear communication channels between Acme, Razorfish, and any other third-party vendors. Ineffective communication may delay completion of scheduled tasks and jeopardize the project.
4. Acme will receive and consider all monitoring and reporting documents and act on them accordingly. Failure to do so may delay completion of deliverables, affect scheduling, and/or negatively affect the overall work quality.
5. Acme will allow for access to internal resources as necessary to complete the stated project objectives. Failure to do so will affect schedule and/or quality.
6. Acme will provide timely approvals and turnarounds for all project deliverables- all review and sign-off must be completed within two business days of delivery to Acme, if notice was provided at least 3 days prior to delivery to Acme. Failure to do so could negatively affect project schedule.
7. Acme IT is responsible for developing all business and functional requirements.
8. The business requirements captured by Acme IT will be approved and final before Razorfish begins work. If requirements are not locked and changes occur it will negatively affect the project schedule and agreed upon cost.
9. Acme IT resources will be available for questions regarding the approved business requirements.

Project Timing

The project, as it is currently scoped, will take 15 business days to complete. If the project kick-off is on target for March 10, 2003 completion of all Razorfish deliverables will occur on or before March 28, 2003.

Project Cost

Given the current scope and deliverables (as stated in this document) for this project, the expected cost of this project, at a \$175/hour bill rate for all Razorfish resources, will be approximately \$30,625.

Razorfish Contact Information

Razorfish – NY
11 Beach Street, 10th Floor
New York, New York 10013
p. 212.966.5960
f. 212.966.6915
<http://www.razorfish.com>

Name / Title	Title	Phone	E-mail
Jose Martinez	Client Partner	212.798.7976	jose.martinez@razorfish.com
Toby Vann	Program Director	212.798.6463	toby.vann@razorfish.com
Enslow Kable	Strategist	212.798.6554	enslow.kable@razorfish.com
Victor Lombardi	Information Architect	212.798.6685	victor.lombardi@razorfish.com

Acceptance

Before commencing any work described above we ask that you acknowledge your acceptance of the provisions set forth herein by signing below where indicated.

Client Signature

Name

Title

Date

Razorfish Signature

Name

Title

Date