

01-0926-PR18

September 26, 2001

~~APPROVE ENTERING INTO AN AGREEMENT WITH~~

Determine Oracle development and third party tools and capabilities for PVCS implementation

- Determine current network, hardware and software configuration environment
- Determine Security Standards

Determine number and extensiveness of customizations to Oracle Application at Crs, their management

Represent current Oracle Approvals and some other Oracle tools program and its current process and standards

Determine current number of environments, refreshing process and frequency

- Determine workflow, and write-up current
- Determine number of environments, refreshing frequency

Develop and test environments and assist in their development

Setup of all Change Management tools in all critical environments

Clearing of all Change Management tools in all critical environments

State and Utilization of Best Practices

Document necessary Change Management policy and procedures for code promotion and patching process etc.

- PVCS Change Manager Training
- Deliver administrative training covering administration and control

Development of PVCS Change Manager

- Develop training material and curriculum
- Train OIS technical staff on key PVCS functional subsets: change f

Develop troubleshooting and problem-solving practices and protocols

Develop technical architecture of PVCS Change Manager and KingMaster solution

Current state assessment and plan of

Status and detail document of all phases

- Status of weekly activities
- Status of all changes/modifications made
- Status and detail document for all current problems/issues
- New problems, concerns, and recommendations as applicable

Total hours worked by customer deemed to be "Out of Scope"

Total hours worked by role

Oracle ERP and HRMS applications. The implementation of this critical tool will reduce

effectively identify manage and control; the implementation of customizations,

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