

**AMENDMENT NO. 1**

**TO THE  
CONTRACTUAL SERVICES AGREEMENT & SOFTWARE LICENSE AND  
SUPPORT AGREEMENT**

This Amendment No. 1 to the Contractual Services Agreement & Software License and Support Agreement (this "**Amendment**"), dated as of 2/22/14, 2016, is entered into by and among the Village of Villa Park, IL (the "**Village**") having its offices at 20 S. Ardmore Ave. Villa Park, IL 60181-2696, and CityView an unincorporated division of N. Harris Computer Corporation, an Ontario Business Corporation, having its offices 1 Antares Drive, Suite 400, Ottawa, Ontario K2E 8C4 ("**CityView**"). Capitalized terms used in this Amendment but not otherwise defined herein shall have the respective meanings ascribed to them in the Agreement (as defined below).

**WHEREAS:**

- A. The Village and CityView entered into the Contractual Services Agreement & Software License and Support Agreement, dated as of the 17<sup>th</sup> day of March, 2015 (the "**Agreement**"), pursuant to which CityView agreed to license to The Village certain Software and provide support services for the Software;
- B. The Village now wishes to license from CityView additional modules of the Software, and CityView agrees to provide such license and related services, all as described in the Statement of Work attached hereto as Exhibit A (collectively, the "**Additional Software and Services**"), subject to the terms and conditions of the Agreement as amended by this Amendment No. 1; and
- C. The parties desire to amend the Agreement as provided herein;

NOW THEREFORE, in consideration of the mutual covenants and agreements hereinafter set forth, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties hereto, intending to be legally bound, hereby agree as follows:

1. Amendments. The Agreement is amended as follows:

(a) Additional Software and Services. The Additional Software and Services shall be provided in accordance with the Statement of Work attached as Exhibit A hereto. In case of any inconsistency between the terms of the Agreement and any terms contained in Exhibit A, the terms of Exhibit A shall prevail with respect to the provision of the Additional Software and Services only. For greater certainty, the parties agree that the terms of Exhibit A shall not apply to the provision of any software, products or services other than the Additional Software and Services.

2. Full Force and Effect. Except as expressly modified by this Amendment, all of the terms, covenants, agreements, conditions and other provisions of the Agreement shall remain in full force and effect in accordance with their respective terms. This Amendment shall not constitute an amendment or waiver of any other provision of the Agreement. Upon the execution and delivery hereof, the Agreement shall be deemed to be amended and supplemented as set forth above, as fully and with the same effect as if the amendments and supplements made hereby were originally set

forth in the Agreement, and this Amendment and the Agreement shall henceforth be read, taken and construed as one and the same instrument, but such amendments and supplements shall not operate so as to render invalid or improper any action heretofore taken under the Agreement. As used in the Agreement, the terms "this Agreement," "herein," "hereof," "hereto," and words of similar import shall mean and refer to, from and after the date of this Amendment, unless the context requires otherwise, the Agreement as amended by this Amendment. In the event of any inconsistency between this Amendment and the Agreement with respect to the matters set forth herein, this Amendment shall take precedence.

3. Counterparts. This Amendment may be executed by the parties hereto in separate counterparts, each of which when so executed and delivered shall be an original, but all such counterparts shall together constitute one and the same instrument.

IN WITNESS WHEREOF, the parties have caused this Amendment to be executed by their duly authorized representatives as of the date first above written.

**VILLAGE OF VILLA PARK**

By: Rich Keehner, Jr.  
(signature)  
Rich Keehner, JR.  
(printed name)  
Village MANAGER  
(title)

**N. HARRIS COMPUTER CORPORATION**

By: Sean Higgins  
(signature) Digitally signed by Sean Higgins  
Date: 2016.02.17  
20:56:29-08'00'  
Sean Higgins  
(printed name)  
Executive Vice President, CityView  
(title)

**Exhibit A**

**Statement of Work**

# Statement of Work

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## II. Background and Objectives

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The Village of Villa Park became a valued CityView customer in March, 2015. The Village is currently using CityView for Code Enforcement and now wishes to add Permits & Inspections utilizing the Essentials deliver model.

The objectives of this project are to license and implement the additional CityView solutions in order to:

1. Provide a streamlined Permitting process
2. Provide better sharing of information between Code Enforcement and Permitting
3. Provide field staff with real-time access to information and their daily tasks

### III. Scope

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**Inclusions:**

1. Install CityView Permits & Inspections.
2. Install CityView integrated extensions including CityView Mobile for Permit Inspections.
3. Collect Village of Villa Park-specific data for lookups, fees, letters, workflow-specific values (assigned to, required dates, responsible departments, resource groups, email triggers), and other values related to Permits & Inspections. This data will be collected, providing the CityView team relevant documentation, such as fee schedules and letter templates, and by the Village's completion of the CityView workbook for the Permits & Inspections CityView module.
4. Configure the CityView modules for Permits & Inspections, using the data collected in the workbooks. This is envisaged to include the following:
  - a. Lookup table data.
  - b. Custom data fields for specific data capture requirements.
  - c. Fees specific to the permit types being tracked through the system.
  - d. Adjustments to the solution workflows, including the assigned to, required dates, email notifications, responsible departments and resource groups. This task also includes connection or disconnection of sub-workflows based on the Village's requirements.
  - e. Adjustment of the scheduled processes for permit expirations.
  - f. Configuration of five (5) letter templates for Permits & Inspections.
  - g. Additional configuration (workflows, letters, etc.) as required or desired by the Village and mutually agreed to through written change order
5. Capture the Village's relevant historical, electronic data as defined in the following table and convert this into CityView.

Type of Electronic Information	Source
Permits & Inspections	Legacy Database (one data source)

*No other data sources are assumed to be involved.*

6. Implement user security settings according to customer completion of organizational role spreadsheets defining the out the box organizational roles inherent in the module.
7. Software installation (remote via WebEx) and environment management during implementation. Includes management of the environment through module merges, CityView upgrades etc. through the life of the implementation.
8. Deliver pre-configured reports for Permits and Inspections including the following reports:

Permits & Inspections
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Outstanding Fees  
 Fee Paid in Full  
 Inspection Outcome  
 Inspection Schedule  
 Inspections by Inspector  
 Average Daily Inspections  
 Inspections To Do  
 Permit Status Summary (By Status)  
 Permit Status Summary (By Type)  
 Permit Status Summary (By Contractor)  
 Permit Value  
 Permit Turn-Around  
 Deposits and Bonds Summary  
 Escrow (By Revenue Account #)  
 Permit Locator  
 Permit Turn-Around Detail Report  
 Permit Time Spent  
 Application Review Tickler  
 Building & Safety Revenue Report  
 Certificate of Occupancy Listing  
 Public Works Permit Status Summary  
 Review – Decision Date

9. Conduct one (1) remote validation and review session for Permits and Inspections with the appropriate subject matter experts (“SMEs”). Additional corrections and modifications will be captured and corrected from each session.
10. Conduct 1.75 days of onsite user training for end-users
11. Conduct .25 days onsite CityView Mobile training
12. Conduct 2 days of onsite Go-live facilitation to ensure comfort with the new system
13. Ongoing support and maintenance of the software under the CityView Software License and Support Agreement.

**Exclusions:**

1. Provision of hardware, databases and third party software
2. Setup and support of network infrastructure supporting CityView
3. Letters over and above the 5 included in the budget, unless agreed to through change order.
4. No Customizations are included.
5. No custom workflows are included, unless agreed to through change order.
6. No Custom Reports are included
7. Non-standard configuration – standard configuration would be what is provided in the “Inclusions” above and what comes preconfigured in the system. Examples of non-standard configuration would include; modifying record-level security from what is pre-defined; defining organizational role security criteria other than those defined in the out of the box organizational roles (e.g. read-only access to some sheets, read-write to others); creating business rules defining specific outcomes that are tied to specific users of the system only (e.g. message box reminding of a process that needs to be followed but where that

message box is only invoked where a specific users is logged into the system); While these are not included in the scope of this project, the configuration tools are provided for the Village to undergo such configuration yourselves.

## IV. Work Approach

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The implementation will involve 5 phases: Project Planning, Scheduling and Data Collection, Configuration, Review and Validation, User Acceptance Testing, End User Training & Go-live support.

Client sign off is required before initiating a new phase. This provides key milestones in the project to review progress, confirm objectives, and detail the activities and timelines for the next phase. Sign off involves acceptance of all deliverables and confirmation of the budget and timeline for the next phase.

### **Phase 1: Data Collection**

#### Project Kickoff

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The CityView Project Manager will review all documentation with respect to the implementation in order to prepare the materials for project kickoff.

CITYVIEW will prepare an Implementation Project Plan.

#### Module Walkthroughs/Data Collection

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CityView will provide the Village with a data collection workbook, as well as guidelines on how to complete the document. CityView will conduct 2 remote walkthroughs/demonstrations of the Permits & Inspections modules to provide your Subject Matter Experts (SMEs) with an understanding of the workings of each of the modules and their data requirements for configuration.

The walkthroughs ensure your users:

1. Understand the phases that are involved in the Implementation Process.
2. Learn the basics of the activity based workflows.
3. Learn how to provide the data for your Fees, Letters, Lookup Tables, and Scheduled Processes.
4. Learn how to complete the data mapping assignments.

CityView will conduct 2 (two) separate – 4 hour Data Collection and Mapping sessions for the conversion of historical permitting data. The main deliverable at the end of the Data Collection phase is the completed client workbook and the Scope Document.

#### Budget Validation

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Once all of the data is collected from the Village, the CityView Project Manager will review requirements in accordance with this statement of work and contract documentation and identify anything that is not accounted for in the scope. The Project Manager will also validate any estimates made as part of this proposal, including:

1. Data conversion requirements.

If budget validation reveals that any estimates provided were insufficient, our Project Manager will inform the Village of such and prepare appropriate change order requests. The next steps will not commence until sign off on Budget Validation and data collection occurs. This protects both parties against the risk of unclear expectations.

### **Phase 2: Configuration**

#### Data Conversion

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Data conversion will commence once both parties are comfortable with the output of the data mapping exercise. Our specialist will create the scripts that parse, derive, and translate the source data into the ideal format for CityView. To reduce the time and effort associated with this phase we require data to be provided in one of the following formats: SQL Server, .mdb, .dbf, or .txt. The initial data conversion will run the scripts to provide a means for verification of correctness during the validation stage of the project. A final iteration will be completed

immediately prior to go-live.

### Data Conversion Assumptions

Data migration services are priced based on the following general assumptions:

1. Data has been cleaned according the suggested guidelines
2. Data mapping has been reviewed and signed off by both parties before proceeding to data conversion.
3. Data Conversion costs are estimated and are to be confirmed upon review of the data to be converted.
4. CityView will perform one complete data load prior to validation testing, one complete refresh prior to End User Training, and one complete refresh at Go Live. All other fixes will be made using targeted scripts. Additional complete refreshes can be performed if mutually agreed through a written change order.
5. Data is provided in one of the required formats: SQL Server, .mdb, .dbf or .txt.

### Configuration

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CityView will configure the CityView Permits & Inspection module based on industry best practices and with the data collected and signed off from Phase 1: Data Collection. A single development environment will be created and the Implementation Specialist will lead the configuration of that environment. This will involve the following components:

1. **Letter Template Development** – CityView’s letter generator will be used to create up to 5 letter templates according to electronic samples provided by the Village with data merge tags defined. The Village is provided the letter generation tools in order that your SME(s) can create additional letters to meet additional or future requirements.
2. **Fees** - All the fees, including the automated business rules needed for automatic calculations based upon fields as may be required for fee calculations, are configured in your CityView environment.
3. **Activities Workflow** – All CityView’s module workflows will be configured with Village specific requirements for assigned to, required dates, email notifications, responsible departments and resource groups. In addition, sub-workflows may be removed, or added to the main workflow, depending on client specific requirements.
4. **Custom data fields** - Custom data fields to meet your specific data capture needs will be defined for each pertinent table where they are required and configured accordingly, along with the business rules to apply these data fields where appropriate.
5. **Lookups** – All lookup data defined during Phase 1: Data Collection is entered into the system.
6. **Security** – users are assigned to the organizational roles that are pre-defined in the products, based on information collected during data collection. Should additional user-level and record level security be required other than as defined in the out of the box organizational roles, additional costs may apply.

### Customizations

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No customizations are included.

### Interfaces

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Interfaces, both those in the scope of work and any agreed to as a result of data collection will be undertaken at this point. None are anticipated or included.

### Quality Assurance

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CITYVIEW undertakes quality assurance activities throughout each of the above phases (Data Conversion, Configuration, Customization and Interfaces). All customizations and interfaces are tested by our QA department prior to the applicable software build being released to the customer. The configuration and data conversion are verified by a peer review committee which includes the project team, members of research and development and management, and occasionally subject matter experts from the customer's side.

Testing plans are provided as Test Script templates and CityView may provide limited support during development of customer-specific test scripts.

### **Phase 3: Review and Validation**

#### **Initial Installation**

The development environment for this project, hosted by CityView, will still be the principal environment for validation and refinement.

The CITYVIEW Project Manager will work with the customer to establish the Review and Validation Plan, i.e. to determine when certain review and validation sessions will be given and who should attend.

#### **Review and Validation**

CITYVIEW will undertake one remote review and validation session with your SMEs, for Permits & Inspections, to work through the validation of the configuration based on the data collection materials and pre-defined test scripts for the CityView workflows.

This remote sessions will be led by CityView.

Review and Validation will be conducted against the development environment, hosted by CITYVIEW. During the Review and Validation sessions CityView will document any changes, corrections, or deficiencies for further action.

A customer feedback mechanism is provided within the environment for immediate feedback and reporting of issues to our implementation specialists and developers should the Village's SME's conduct additional reviews without the CityView Implementation Specialist present.

#### **In Scope Refinements**

In scope corrections from the process of Review and Validation will be conducted. If out of scope issues are raised through Validation, these will be handled through approved change orders.

### **Phase 4: User Acceptance Testing**

#### **User Acceptance Testing**

The Village will be provided a period of 2-4 weeks for User Acceptance Testing on their own completely installed test system. The CityView Implementation Specialist will monitor the client's feedback and continue to make any in scope corrections. Provided the acceptance criteria have been met, the Village is asked to formally accept the delivered solution for go-live.

### **Phase 5: End User Training and Go-live**

#### **Final Environment**

After the final environment receives client sign off CityView will perform a data conversion in order to establish an environment that can be used for training purposes.

#### **User Training**

CityView conducts on-site training for all of the front line users identified in the training plan.

Final Conversion Run

Immediately prior to go-live, CityView will conduct the final data conversion to bring your data completely up to date.

Go-Live

After go-live, CityView will provide two days of onsite go-live facilitation where an implementation specialist will be available to help the users with questions as they arise, easing their concerns and complementing their training.

During go-live facilitation the CITYVIEW project team will work with the Village to record any known issues. The CityView project team is responsible for the resolution of these known issues. 30 days after Go Live CITYVIEW will request a formal letter of acceptance (the Statement of Completion, pursuant to the Contractual Services Agreement) that substantiates the product has been delivered and is being used successfully in a live, production environment. In the case of a partial go-live, a completion statement will be requested for that part of the solution that has gone live.

During the first 4 weeks after go-live, the project team will begin to familiarize and transition the project to the Technical Support group. At the end of 4 weeks the Project Manager will arrange a formal hand-off involving the Village of Villa Park the CITYVIEW Project Manager and the CITYVIEW Support group formalizing the transition of any new defects, bugs and support issues to the Support team.

Training plan

The training program is designed to provide your end users with the ability to use CityView for their day to day activities and your Subject Matter Experts (SMEs) with the skills to maintain your solution. The table below details the training plan.

**Training Plan**

<b>CityView End User Training (onsite)</b>	This course is designed to enable business users to effectively use CityView in order to fulfill their daily work activities. The course provides specific instruction on how to navigate and complete tasks within CityView. It will cover tasks such as completing an application, adding contacts, attaching files, tracking activities and outcomes, applying and paying fees, producing correspondence, mapping basics, and running reports. Users are able to:		
	<ol style="list-style-type: none"> <li>1. Understand the key concepts that make up the business process.</li> <li>2. Be able to navigate and complete tasks relevant to day today activities.</li> <li>3. Be able to walk through a business activity based workflow.</li> </ol>		
	<b>Duration: 1.75 days</b>	<b>Users: All</b>	<b>Maximum#: 10/session</b>
<b>End User Training CityView Components (onsite)</b>	This training will focus on the highly intuitive CityView Mobile (onsite).		
	<b>Duration: 0.25 days</b>		<b>Maximum#: 10/session</b>
<b>Go-live Facilitation Assistance (onsite)</b>	Two days of go-live facilitation where an implementation specialist will be available to help the users with questions as they arise, easing their concerns and complementing their training (as described in the Work Approach above).		
	<b>Duration: 2 days</b>		

Training is provided on Village-provided hardware.

**Matrix of Responsibilities and Work Products**

The following table provides a summary of the project. Responsibility and the lead for each step in the process are defined and the deliverables received by the Village are presented.

Step	Responsibility	Lead	Deliverables
Project Kickoff	CityView	CityView Project Manager	Project Plan
Installation	Team	CityView Project Manager	Client-site Installed Initial Environment
Workbook Completion	Village	Village Project Manager	Completed workbook, fee schedule, letter templates, user security matrix, and historical CityView data mapping documents
Remote Configuration	CityView	CityView Implementation Specialist	Configured Environment in CityView-hosted development environment, ready for Installation and remote walkthrough.
Data Conversion	CityView	CityView Project Manager	Conversion of legacy data
Acceptance Testing	Village	Village Project Manager	Completed acceptance testing and notice to go-live
End-User Training	Team	CityView Implementation Specialist	Completed training
Go Live	Team	CityView Project Manager	Live production environment

**Documentation**

**Documentation** is available through **CityView Connect**, our on-line content management system. This is your source for the most updated CityView information any time. You can search for a particular topic or browse through the menu items. The Product Training Guides will step you through a full training session for a particular topic. If you cannot find what you are looking for, it may just be an issue of terminology.

**CityView Connect** is accessible **directly** and **within** the **CityView modules**. By clicking the **Help** button, you get direct access to the content in CityView Connect.

Documentation of your CityView solution is targeted to three main groups: business users, system administrators and application developers. Documentation is provided at every level of training, focused on the enabling objectives of the training in question.

**CityView Connect** is the main source of documentation for customers throughout the implementation and beyond. The focus of CityView Connect is to ensure up to date information is being maintained in one location, including details on new releases and the added functionality they contain. With each CityView release, detailed Release

Notes documents the changes to the release both for new features, feature changes, and bug fixes. Any exceptions or changes for installation and upgrade are also noted.

V. Milestones and Payment Terms

Software & Licensing (Essentials):	Quantity	Price	Payment Terms
<b>Application Software - CityView Solutions:</b>			Invoiced upon execution of the contract amendment, due net 30 days.
CityView Permits & Inspections	1	\$ 3,500	
<b>User Software:</b>			
Concurrent Read/Write User Licenses	5	\$ 10,000	
CityView Mobile (Building Inspections)	5	\$ 3,500	
<b>Server Software:</b>			
CityView GIS/Mapping Extension	1	\$ 5,000	
<b>Total Licensing</b>		<b>\$ 22,000</b>	

CityView Select Implementation Services	Deliverables	Payment Milestone	Payment Terms
Project Management	Ongoing project facilitation, billing, status reports, issues resolution, escalation, resource allocation, scheduling, budget management, change orders etc. Should delays by the customer occur and require additional project management, time may be billed at \$165/hr. upon authorization by the customer.	\$3,300	50% due upon commencement of onsite data collection, 50% balance due upon scheduling of go-live. Invoices are due net 30 days
Project Kickoff Data Collection (remote)	Project kick-off and confirmation of project plan. CityView Essentials configuration review sessions, with up to 6 Subject Matter Experts/session. Delivery of Workbook. Collection of Workbook data for Permits & Inspections. Deliverable is completed workbook, comprising data lookup spreadsheets, workflow Activities metadata, business rules narrative where applicable.	\$1,650	Invoiced upon delivery of data collection workbook & due net 30 days
Data Mapping (remote)	Provide customer with data mapping templates and instructions for completion. Validate data conversion cost. Deliverable is data mapping documentation.	\$2,640	Invoiced upon commencement of data mapping and due net 30 days

## V. Milestones and Payment Terms

Configuration	<p>Configuration based on completed Workbook. Includes lookups, fees, custom data fields, security org. roles, workflow metadata for all module licensed. Configuration of up to 5 tailor-configured letters. Metadata for scheduled process.</p> <p>Deliverable is CityView-hosted development environment ready for review &amp; validation &amp; configuration refinement.</p>	\$5,979	<p>50% invoiced upon commencement of the configuration and due net 30 days; and,</p> <p>50% invoiced upon scheduling of the first review &amp; validation session and due on or before the first review &amp; validation session.</p>
Data Conversion.	Initial Data Conversion. Deliverable is CityView-hosted development environment ready for data conversion validation testing.	\$3,960	Invoiced upon scheduling of the first review & validation session and due on or before the first review & validation session.
Environment Management	Management of environment through upgrades etc. through the life of the implementation.	\$3,960	Invoiced upon scheduling of the first review & validation session and due on or before the first review & validation session.
Review and Validation Sessions and Refinements	<p>Perform remote environment reviews, focusing on configuration and workflow, data conversion, and interfaces (where applicable). Latter review/s client-led.</p> <p>Gather validation feedback. Identify in-scope vs. out of scope feedback. Implement any in-scope refinements arising out of the validation.</p> <p>Complete in-scope refinements arising from two to four week final client-acceptance testing. Deliverable is final, end-user-training-ready environment</p>	\$4,186	<p>50% invoiced on the first remote review session and due net 30 days;</p> <p>50% invoiced upon completion of in-scope validation refinements and due net 30 days.</p>
Data Update	Final data update/conversion to get current data into client database for go-live. Must be the same scripts used in initial data conversion. Data must be verified by both CityView and Client before go live. Sign off required.	\$1,320	Invoiced on the first day of Go Live Facilitation and due net 30 days.
Onsite Go Live Facilitation	2 days of onsite facilitation to provide over-the-shoulder guidance and training to users	\$3,960	Invoiced on the first day of Go Live



V. Milestones and Payment Terms

			Facilitation and due net 30 days.
Training (onsite unless otherwise specified)	2 days end-user training activities: <ul style="list-style-type: none"> <li>• Permits &amp; Inspections (up to 10 students – 1.75 days onsite)</li> <li>• CityView Mobile (up to 10 students – 0.25 days remote)</li> </ul>	\$3,234	Invoiced upon scheduling of end user training and due on or before the first day of training.
<b>Total Services</b>		<b>\$34,189</b>	
Travel and Expenses	Budget for travel and expenses for services to be conducted at customer site (the current budget assumes 1 person trips and 4 person-days spent on site).	\$3,900	Invoiced and due as incurred
<b>Total Travel (estimate)</b>		<b>\$3,900</b>	

Additional Annual Software Maintenance (additional to Village's current annual maintenance fees)	Deliverables	Payment Milestone	Payment Terms
Mandatory Annual Software Maintenance	Provides: <ul style="list-style-type: none"> <li>• All major and minor software upgrades</li> <li>• Unlimited technical support;</li> <li>• Unlimited access to the CityView FTP site</li> <li>• Unlimited access to the CityView Connect</li> </ul>	\$4,840	Invoiced on execution of contract amendment and pro-rated to the Village's current renewal period, due net 30 days.
<b>Total Maintenance</b>		<b>\$4,840</b>	
<b>Summary of Investment</b>			<b>Price</b>
<b>Total Professional Services</b> (not including travel & expenses)			\$34,189
<b>Total Licensing</b>			\$22,000
<b>Licensing and Services Total</b>			<b>\$56,189</b>
<b>Travel (Estimate)</b>			<b>\$3,900</b>
<b>Additional Annual Software Maintenance</b>			<b>\$4,840</b>

ABOVE PRICES DO NOT INCLUDE TAXES

No customization to CityView is provisioned for in this project. Should any enhancement requests be made or customizations be required, these will be charged at the then current hourly rates as set out by the vendor. If



## V. Milestones and Payment Terms

validation reveals out of scope needs that require additional services, Vendor will not proceed with these services until change orders are raised and agreed to by both parties.

If additional travel for onsite services is mutually agreed to be warranted, this will be charged at cost of flights, accommodation and expenses plus \$55/day per diems for week days and \$110/day for weekend days per employee working at Customer's premises (plus \$75/hr. travel time).

Additional services are charged at a rate of \$165/hr.

**VI. Post Implementation Support**

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Detailed in Schedule C, CityView Service Level Agreement.

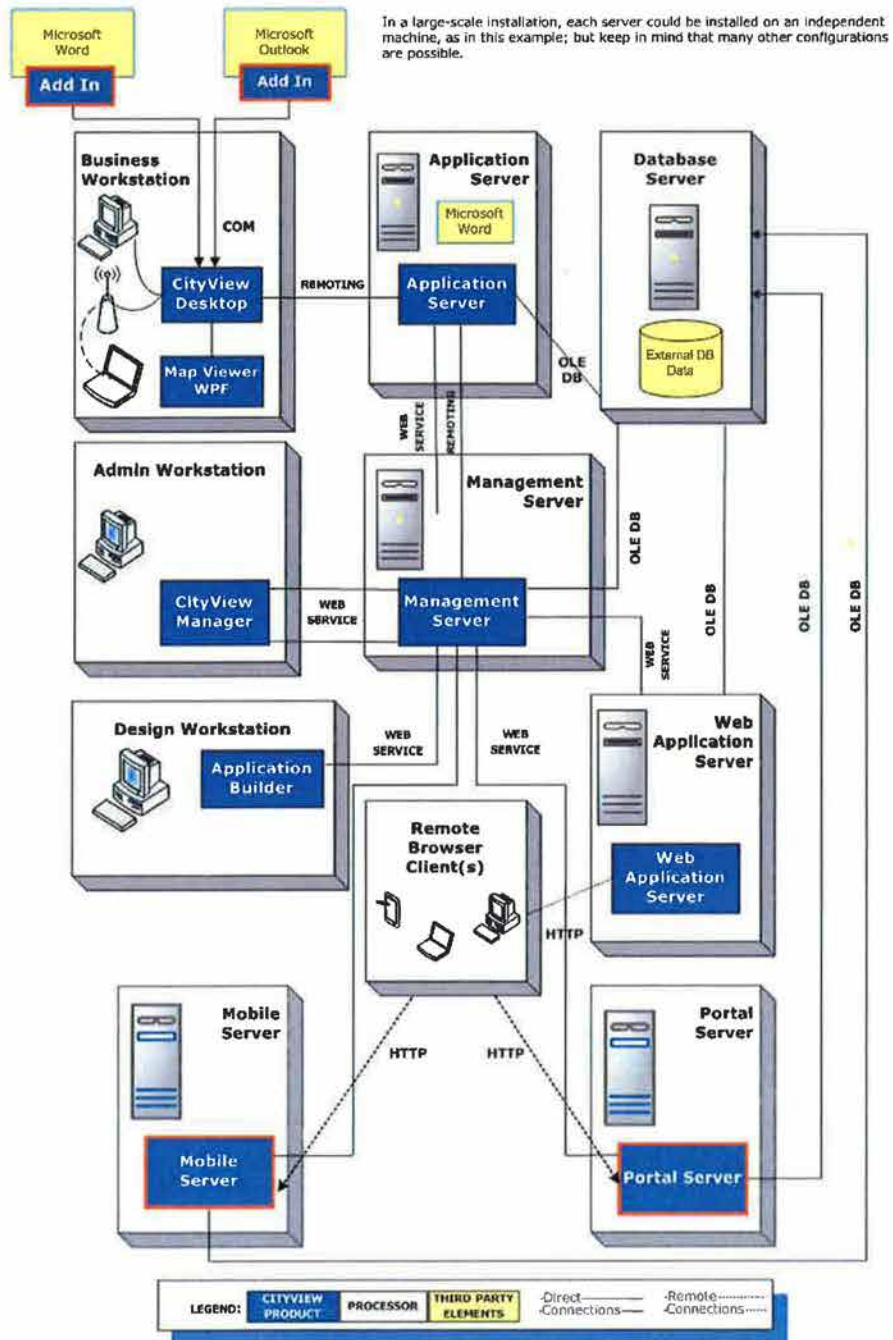
## VII. Technical Environment

The table on the following page outlines the hardware and software requirements to operate CityView. This is followed by a diagram depicting a typical installation. Additional information is provided in the following pages regarding recommended servers, database sizing considerations, third party software, and compliancy tables.

### Hardware and Software Requirements

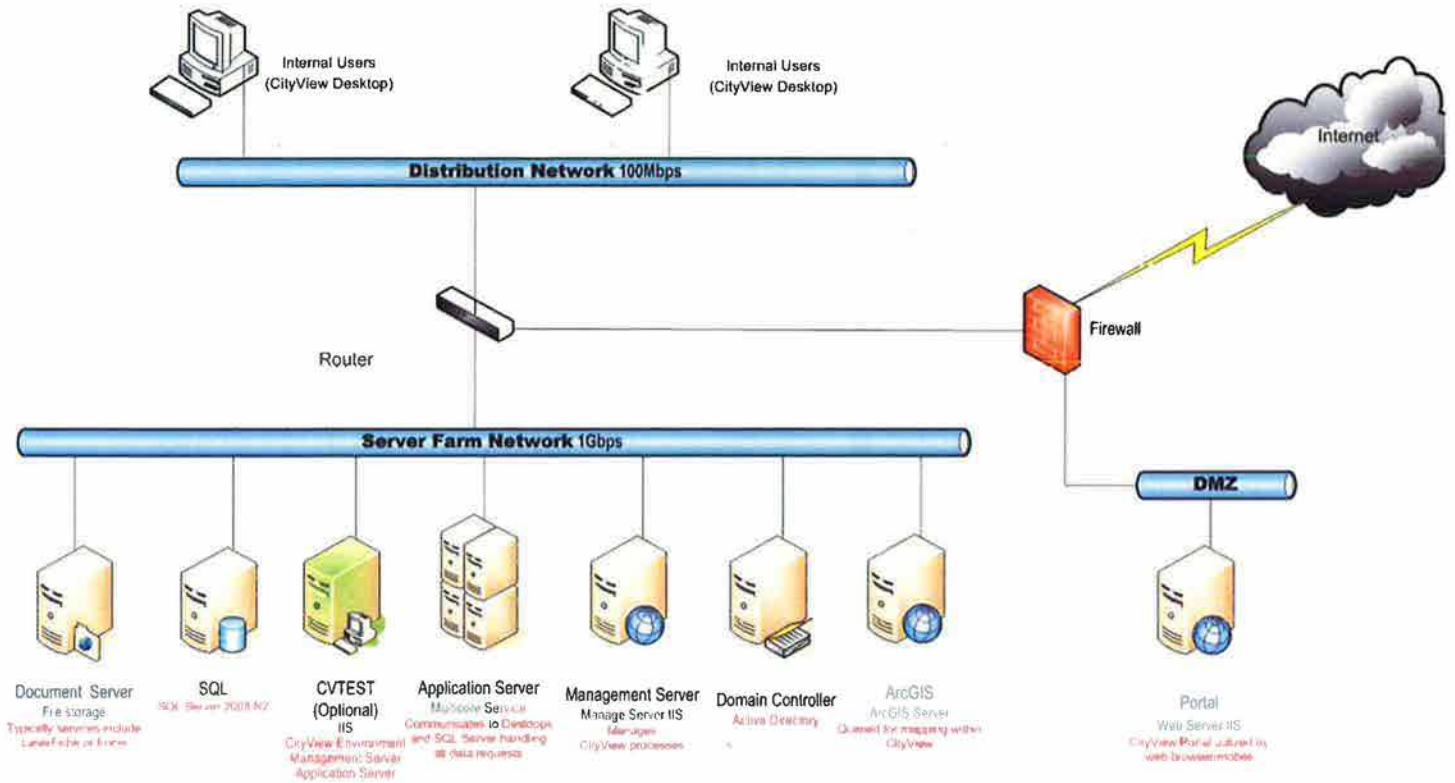
Clients		CityView Servers	
Hardware	Software	Hardware	Software
Windows PC with 2GHz clock speed recommended  2 gigabytes (GB) of RAM or higher recommended  400 megabytes (MB) of available hard disk space	Operating System: Microsoft Windows 8.1 and 8 (32 bit and 64 bit), 7 (32 bit and 64 bit), and Vista  Microsoft .Net 4.5 framework must be installed on each client workstation (Client and Extended).  Map components:  ArcEngine or ArcReader 9.2\9.3\9.3.1 supported.  ArcGIS Server 9.3\9.3.1\10\10.1\10.2\10.3 supported	Windows PC with 2GHz Xeon processor recommended  4 Gigabytes (GB) of RAM or higher recommended  600 megabytes (MB) of available hard disk space  <b>Installation of CityView server components is not supported on domain controllers</b>	Operating System: Microsoft Windows 2008 or higher  Microsoft .Net 4.5 framework is required for Application, Management, and Web Servers  IIS: Internet Information Services 7 or greater is required for CityView Management and CityView Web Servers
Database Server			
Supported RDBMS	Hardware		
Microsoft SQL Server 2008  Microsoft SQL Server 2008 R2  Microsoft SQL Server 2012 and 2012 R2  Microsoft SQL Server 2014	Windows PC with 2GHz Xeon processor recommended  4 GB of RAM  2 GB to 5 GB hard drive space, dependent on database size.		

### Network Diagram for Typical Installation



### CityView Recommended Technical Design

*Note:* CityView Desktop can work over T1, however latency should remain under 80ms if possible.



**Data Sizing Projections**

There are five services that are typical in our deployment strategy:

1. **SQL Server** – can be scaled to include failover clusters. Typical day to day operation of CityView will not tax the server as most queries will pull less than 10 records per table at a time. This service works directly with Management Server, Application Server and Portal server processes. Typical permit applications require 1MB of disk space.
2. **CityView Management Server** – this is a service that runs in IIS, typically processing login requests, and configuration settings for the software. The only time where the service impacts performance on a server is when a build of the application occurs, typically during maintenance periods. All services need to be able to communicate with this server.
3. **CityView Application Server** – all Desktop client machines communicate with this service to access the infrastructure (MS SQL Server, CityView Management Server, document management, etc.) The server will also handle scheduled processes, e.g. when being used for batch letter (PDF) generation. This service is processor intensive, but is multithreaded. This service will operate virtually in a VMWare instance, and CPU is monitored to determine hardware resources needed.
4. **CityView Portal Server** – Portal server IIS service acts as a gateway to the software for browser and mobile users, and directly queries SQL Server during operation. There is an extremely small footprint for the service, and small memory/CPU overhead. If performance is not ideal, it is certainly possible to have multiple portal servers deployed to handle load balance or latency concerns.
5. **Document Management/Content Management Server** – often handled by third party services, e.g. SharePoint, Laserfiche, TRIM, etc. This can also be defined as a Windows file share (SMB) where we typically recommend 5MB of space per permit for file storage (PDF, DOC, JPG).

**Recommended Server Requirements**

The following provides the recommended Server Requirements.

These server configurations have been developed to meet the performance requirements and provide a reasonable level of hardware fault tolerance and growth:

**Recommended Servers**

Recommended servers:	
Database Server Configuration	
Module	Description
Processor	2+ Ghz Dual Core processor (Intel Xeon or AMD Opteron)
Memory	4GB
Storage	RAID-5, 4 (3 + 1 Hot Spare) x 73GB 15K RPM Ultra 320 SCSI
Network Adapter	Gigabit Ethernet Adapter
Power Supply	Redundant Power Supplies
Operating System	Windows 2008 Server or higher, Standard Edition
<p>Storage Configuration: Drives would be configured with three drives in a single RAID-5 set with the fourth drive as a hot spare. This will provide a total of 140Gb of storage which should be adequate. If additional storage is required, adding more drives is more cost effective than increasing the capacity of all drives.</p> <p>A multiple processor capable server is recommended to provide immediate scale-up potential. The CityView system can be scaled out with the addition of more servers and distributing the CityView components to dedicated servers.</p>	

CityView Management and Application Server Configuration	
Module	Description
Processor	2+ Ghz Dual Core processor (Intel Xeon or AMD Opteron)
Memory	2 - 4 GB
Storage	RAID-1 or RAID-5, Storage requirements < 1Gb
Network Adapter	Gigabit Ethernet Adapter
Power Supply	Redundant Power Supplies
Operating System	Windows 2008 Server or higher, Standard Edition

CityView Portal Server Configuration	
Module	Description
Processor	2 Ghz Dual Core processor (Intel Xeon or AMD Opteron)
Memory	2 GB
Storage3	RAID-1, 2 x 80GB 7200 RPM SATA
Network Adapter	Gigabit Ethernet Adapter
Power Supply	Redundant Power Supplies
Operating System	Windows 2008 Server or higher, Standard Edition
Note this server will require firewall port availability, Port 80 TCP to CityView Management Server, and Port 1433 for communication to SQL Server.	

CityView Test Server Configuration	
Module	Description
Processor	2 Ghz P4 (or equivalent Virtual Machine)
Memory	1 GB
Storage3	80GB 7200 RPM SATA or ATA-133
Network Adapter	Gigabit Ethernet Adapter
Operating System	Windows 2008 Server or higher, Standard Edition

CityView Mobile Configuration	
Mobile devices – this is a Web, browser-based interface that can be utilized by a very large array of devices. Please note that for tablets and smartphones, the browsers themselves can have different navigational methods of handling file attachments (Upload and download). Ideally, lower latency works best when handling upload/download of large file attachments with our product. 3G network connectivity is adequate however.	

**Required 3rd Party Components**

Aside from Excel, all of the below come as part of CityView, or are downloadable (IIS).

Alternate versions are not supported.

✓ Required

✓ Supported

Product	CityView Desktop	CityView Manager	CityView Application Builder	CityView Management Server	CityView Application Server	CityView Portal	CityView Web Server
Syncfusion Essential Studio for .Net 12	✓	✓		✓			
Data Dynamics Active Reports 4.3	✓			✓	✓		✓
Keyoti RapidSpell 4.6	✓						
TxText Control for .Net 15.1	✓			✓	✓	✓	✓
Microsoft C++ MFC 9.0 (redistributable)			✓				
MSXML 4.0 (redistributable)			✓				
Wintertree Spell Checking Engine 5.14.12.0			✓				
Microsoft MVC 3.0						✓	
jQuery 1.3.2						✓	
Excel 2003, 2007, 2010 (for exporting Grids, Activity Calendar)	✓						
Windows Presentation Foundation (WPF)	✓						
Silverlight						✓	
IIS				✓		✓	
IIS 8 (Integrated Mode)				✓		✓	✗
IIS 7 (Integrated Mode)				✓		✓	✓
IIS 6				✓		✓	✓
IIS prior version				✗		✗	✗

**Supported Technologies**

Database Support		Microsoft Exchange (for Calendaring)		CityView Mobile, Device Support	
32-Bit	✓	Office 365 Exchange	✓	Blackberry 8310 or higher	✓
64-Bit	✓	Exchange 2013	✓	iOS 4 or higher (iPhone, iPad, iPod)	✓
Sql Server 2014	✓	Exchange 2010	✓	Android 2.3 or higher	✓
Sql Server 2012 R2	✓	Exchange 2007	✓	Windows phone 7 or higher	✓
Sql Server 2012	✓	Exchange 2003	✓	Other devices	?
Sql Server 2008 R2	✓	Exchange Prior Versions	✗		
Sql Server 2008	✓	Email Support			
Sql Server Express 2008	✓	SMTP	✓	Soap Toolkit 3.0	✓ <sup>1</sup>
Sql Server prior versions	✗	mailto:	✓	Soap/XML Version 1.2	✓ <sup>1,2</sup>
		CDO	✗	Office XP Web Services Toolkit	✓ <sup>2</sup>
Signature Pads					
ePad Vision	✓	Epad II	✓	ePad USB	✓
Document Management System Support		CityView Portal Browser Support		CityView Mapping Support	
SharePoint 2013, 2010	✓	IE7 to IE11	✓	ArcGIS Server, Standard or Advanced Edition v10.2.2	✓
HP Trim v7.3	✓	Firefox 4.0 or higher	✓	ArcGIS Server, Standard or Advanced Edition v10.1	✓
Laserfiche 9	✓	Chrome 3.0 or higher	✓	ArcGIS Server, Standard or Advanced Edition v10.0 with SP4	✓
Laserfiche WebAccess 9	✓	Safari v?	✓	ArcGIS Server Standard or Advanced Edition v9.3	✓
Laserfiche Weblink 9	✓	Opera v?	✓	ArcGIS Server Basic Edition	✗
Fortis 2.4.1	✓	Prior versions, Other browsers	✗	ArcGIS Server prior versions	✗
Oracle IBPM 7.7 (Stellent)	✓				
PaperVision	✓				
Hosted Platforms Support		Payment Processor Support		Virtual Hosting Support	
Terminal Services (Windows2008) 64bit	✓	PayPal's PayFlow Pro v 4.3	✓ <sup>3</sup>	Microsoft Hyper-V	✓
Terminal Services (WindowsVista)	✓	PayPal's PayFlow Link v 4.3	✓ <sup>3</sup>	Microsoft Virtual Server 2008	✓
Citrix 1.80 and Above	✓	PayGOV	✓	VM Ware	✓
Microsoft Outlook Add-in Support		iTransact	✓ <sup>3</sup>	Bluebeam (Required for Electronic Plans Review)	
Outlook 2013	✓	Moneris eSelect	✓	Revu eXtreme 15, 12, 11	✓ <sup>5</sup>
Outlook 2010	✓			Revu CAD & Standard 15, 12, 11	✓
Outlook prior versions	✗	Authorize.Net	✓	Revu 2015	✓ <sup>6</sup>

Ⓞ In testing

? Not tested

ⓧ Planned

<sup>1</sup> Supported with Web Services API

<sup>2</sup> Supported with WebDAV API

<sup>3</sup> non-PCI Compliant

<sup>5</sup> Required for users who Prepare and Flatten documents

<sup>6</sup> Supported but not for Compare Operations

## VIII. Roles & Responsibilities

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Below is a description of the roles and responsibilities of each of the resources in the Project.

Your **CityView project team** is comprised of:

- **Project Manager,**
- **Implementation Specialist and trainer**
- **Data Conversion Specialist,**
- **Quality Assurance Team.**

### **Project Manager**

He/she is involved in both the facilitation of the project as well as hands-on work in each project phase to ensure that requirements are met and project deliverables are clearly defined. The responsibilities include:

- Be the primary point of contact for the Village's Project Manager
- Ensure successful delivery of CityView's tasks
- Participate, where necessary, in gathering of the business process requirements
- In coordination with the Village's Project Manager, create the project schedule and keep this schedule up-to-date throughout the project
- Coordinate the scheduling of tasks for the implementation according to the project schedule
- Manage the CityView project resources
- Provide brief bi-weekly status update to the Village's Project Manager
- In coordination with the Village's Project Manager, co-conduct the project Kick-off meeting
- Review and approve CityView's completed workbooks for Sign-off
- Seek sign-off on all CityView deliverables and approval documents from the Village's Project Manager
- In coordination with the Village's Project Manager, manage scope change control
- Assist the Village's Project Manager in defining the training and Go-Live plans
- Support Village in the Go-Live preparation steps
- Hold review & status meetings with Village's resources
- Facilitate and provide timely resolutions to issues and concerns as it relates to CityView resources, project issues, etc.

### **Implementation Specialist and Trainer**

The Implementation Specialist (IS) will work closely with the Village through on-site visits, follow up calls, training, and demonstrations if required. The IS make the configuration changes to the CityView environment as per the completed workbooks and prepares the environment for the onsite activities. Typically the IS's also deliver the end-user training and Go-live assistance. Responsibilities include:

- Provide progress status to the CityView Project Manager
- Perform the remote configuration and work with the Village's Subject Matter Experts (SMEs) to understand and complete the workbooks
- Unit test the configuration changes

- Provide configured system to Application Developer Team Lead and QA Team lead for configuration review and testing
- Complete onsite configuration and training
- Work with the Village's SMEs to log Validation feedback and correct mis-configuration items
- Work closely with the CityView, Developers and QA Lead to answer any business related question that might arise
- Provide training to the different Village groups as follows:
  - Subject Matter Experts
  - Advanced Users
  - End Users
- Provide electronic copies of training materials where applicable
- Provide electronic copies of training sessions' agendas
- Leverage adult learning methodology and teaching techniques while documenting and escalating any concerns to the implementation Project Managers

### **Data Conversion Specialist**

Responsible for analysis, design and testing of the interfaces between CityView and any 3<sup>rd</sup> party applications or databases. Responsible for the data conversion tasks of Organization's data sources. List of responsibilities include:

- Evaluate interfaces functionality requirements
- Provide recommendations on interfacing approaches
- Identify Interfaces issues
- Perform the analysis of the required interfaces
- Evaluate a sample data structure provided by Village to which CityView must create an interface
- Create the design documentation of the required interfaces
- Manage interfaces' design documents and revise according to Village's review and comments
- Forward the interfaces' design documents to the CityView Project Manager for review and approval
- Unit test the interfaces to ensure they meet the specifications outlined in the design documentation
- Work closely with the CityView Developers to answer any technical related question that might arise
- Provide training support to the Village's Technical Experts regarding the interfaces
- Evaluate sample data structure from which CityView will be converting electronic data
- Provide data conversion analysis with the Village's Data Conversion Expert
- Provide recommendations on data conversion approaches
- Provide data conversion mapping review and assistance
- Identify conversion issues
- Develop data conversion scripts according to the final mapping documents
- Perform the preliminary cut data conversion
- Unit testing the preliminary cut data conversion

- Modify data conversion scripts based on test results if necessary
- Perform any other agreed on intermediary cuts of data conversion
- Setup the production ready cut and briefly unit test the production ready cut data conversion
- Provide assistance to the Village's Data Conversion Expert in loading the preliminary cut of the converted data and test it
- Communicate directly with the Village's Data Conversion Expert on any data conversion related issue / question

### **Quality Assurance Team**

Responsible for testing the quality of your CityView Modules and any customizations and interfaces. They use a combination of automated and manual testing on your environment. Bug Tracker Tools, Unit Testing, and Manual Test Cases are used in a strategic test plan that results in a stable, error free application for delivery.

Responsibilities include:

- Maintain QA environments on the same version as the Village's Development Environment for parallel testing and troubleshooting
- Log test results, log issues in detail and provide issues logs to Application Development team
- Provide unit testing as detailed within roles above
- Provide advice on timing and readiness of version releases.

We envisage the *Village's project team* is comprised of:

- ***Project Manager,***
- ***Subject Matter Experts (SMEs),***
- ***Technical Analysts/Experts,***
- ***Database Administrator,***
- ***Systems and Network Administrators,***
- ***Testers (often the same people as the SMEs),***
- ***Application Administrators***
- ***End Users.***

### **Village Project Manager**

The Village Project Manager is responsible for the overall Village deliverables and the day-to-day management of the project. This resource is the primary liaison between the CityView Team and the Village's project team. Both Project Managers will work together to meet the objectives, address issues, facilitate resolution and participate in active management of the teams. Below is a list of responsibilities to be performed by the Village's Project Manager:

- Manage all Village resources for project related activities
- Manage the project (budget, timeline, quality, risks, scope, issues, deliverables, etc.) in cooperation with CityView's Project Manager
- Communicate project status to the project team leveraging updates from CityView's status updates

- Create, maintain, manage and refine the project schedule with all its elements in cooperation with the CityView Project Manager
- Prepare, organize and co-conduct with the project kick-off meetings
- Manage the delivery and coordination of Village project tasks
- Manage all project deliverables in coordination with CityView's Project Manager
- Manage and streamline the issue management process in conjunction with CityView Project Manager
- Manage project deviations and take necessary corrective actions
- Participate in gathering of the Village's business process requirements when required
- Plan, manage and execute the Acceptance Test efforts
- Plan, manage and execute the end user training efforts
- Provide timely reviews and potential sign-offs on all project deliverables approval documents as presented by the CityView Project Manager
- Review and accept project milestones
- Manage the logistical activities of the end user training
  - Training facilities
  - Students booking
  - Scheduling of sessions
  - Monitoring and logging the end user attendance
  - Capture the end user feedback
- Responsible for internal & project communication
- Provide guidance to project team members
- Lead the Go-Live preparation planning
- Participate heavily in the Go-Live preparation tests
- Must provide Go / No Go Decision throughout the project phases
- Must be present for Go-Live

### **Village Subject Matter Experts**

The Business Experts own the business process within their functional areas since they perform these day-to-day business processes. These people collectively form the knowledge base of the Village's business process requirements. Such resources will be involved in the Data Collection, as well as approval of the Scope Documentation and testing and acceptance of the configured system. They will further verify that the new configured system meets the Village's business requirements as outlined in the Scope Documentation. They will participate in making decisions regarding the business processes and they will help both Project Managers manage the project scope and all the associated deliverables. Below is a list of responsibilities to be performed by the SMEs

- Participate in appropriate project team meetings
- Work with the CityView IS to provide input into the completion of the workbooks
- Work with the CityView IS to validate the configuration through validation testing
- Develop appropriate validation test cases based on business scenarios
- Assist the Village's Data Conversion Expert in data conversion validation & acceptance

- Assist in the development of user procedures
- Assist the project team in defining user access levels and privileges
- Assist the project team in the Go-Live support planning
- Provide end user post implementation Go-Live support where applicable
- Assist the Village's Project Manager in problem resolution
- Support End User Training and documentation preparation
- Must be present for Go-Live

### **Village Technical and Advanced (Power) Users**

These resources are involved with the CityView resources to learn the report writing tool and system configuration. They *could* assist in these two functions once knowledge transfer is accomplished. Once trained they will have access to the tools to support the end users with any future configuration enhancements to the system. These resources could also work in conjunction with CityView to lead the interfaces (third party integrations) **analysis, definition and acceptance** testing. Below is a list of responsibilities to be performed by the Village's Technical Experts:

- Attend required Advanced training sessions (Configuration, Reporter Training)
- Acquire the necessary knowledge from the CityView resources through training sessions and documentation
- Participate in the analysis, design and acceptance testing of all interfaces to 3rd party systems (potentially)
- Should be present for Go-Live
- Other responsibilities depending on the degree of participation encouraged by the City

### **Village Database Administrator**

This resource will be responsible for setup and maintenance of the different databases (Testing/ Training and Production) during the initial project phase and for any subsequent requirement. Below is a list of responsibilities to be performed by the Village's Database Administrator:

- Setup the initial databases in conjunction with CityView resource(s)
- On-going database configuration, monitoring, tuning and troubleshooting of the database environments
- Manage production database growth
- Provide support to the project team during the project implementation as identified in the project schedule
- Manage the performance of the database
- Establish and maintain database security and coordinate with application administration the application security levels
- Include the databases in the normal backup routines and add them to the recovery management plan
- Coordinate activities with Village network and workstation administrators
- Manage and execute database installation and upgrade patches
- Participate in user access rights and privileges planning, definition & testing

### **Village Systems & Network Administrators**

These resources will be required to provide assistance to the project team on an as needed basis. Below is a list of

responsibilities to be performed by the Village's Systems & Network Administrators:

- Prepare servers for initial software setup and configuration
- Provide setup of servers and provide network connectivity
- Setup required peripherals for the different environments
- Provide setup of clients' workstations – deploy ClickOnce package for central deployment of CityView Desktop (not required to touch individual workstations)
- Setup testing environments as requested by the Village's Project Manager
- Participate in Go-Live preparation tests
- Should be present for Go-Live

### **Village End Users**

These resources will be trained on the proposed Modules and components. Below is a list of responsibilities to be performed by the Village's End Users:

- Attend and actively participate in the appropriate training sessions provided by CityView
- Understand existing business processes as well as the project scope at a reasonable level of detail
- Have good Windows navigation skills

## X. Schedule

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The project plan will be defined by the Project Managers as an initial step in the project.

## XI. Project Acceptance

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After delivery of the fully configured solution, we expect the Village of Villa Park to undertake acceptance testing using self-generated testing scenarios. Should the testing identify any defects, CityView will provide in-scope fixes at no additional charge in parallel to, or immediately subsequent to, the acceptance testing.

After all fixes deemed essential for go-live are provided and retested, the code will be frozen and deployment will commence. Provided the acceptance criteria have been met, the Village of Villa Park will be asked to formally accept the delivered solution for Go-live. Following go-live the CityView project team will work with the Village of Villa Park to record any known issues. The project team is responsible for the resolution of these known issues. 30 days after Go Live CityView will request a formal letter of acceptance that substantiates the product has been delivered and is being used successfully in a live, production environment.

During the first 4 weeks after go-live, the project team will begin to familiarize and transition the project to the Technical Support group. At the end of 4 weeks the Project Manager will arrange a formal hand-off involving the Village of Villa Park, the CityView Project Manager and the CityView Support group formalizing the transition of any new defects, bugs and support issues to the Support team.

## XII. Change Order Management

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To ensure timely and effective delivery of the project, the scope will be tightly managed. Project change control procedures will be reviewed with the team at the beginning of the project to ensure that they are clearly understood. This review helps establish a common understanding of the need for project change control and the mechanics for implementing any changes to the scope of the project. Any alterations to the project scope, budget, or schedule will be documented and authorized via the Change Control process.

A Change Control refers to any modification and/or new development deviating from the baseline established in the Statement of Work and Scope Document. It includes changes to the software, database, training, consulting services, or related processes. Each modification (or group of modifications) to the Contract, Statement of Work, or Scope Document must be documented and approved by a Change Control Form. All potential changes are compared against the project baseline in terms of functionality, schedule, cost, upgrade capability, maintainability and resources. Change Control requests can be raised by any member of the CityView or the Village of Villa Park Project Teams.

The following steps will be followed with any changes to the baseline system:

- The change control process will begin with a team member identifying a function or design alternative not already identified as part of the baseline system or a function that is part of the baseline but because of design issues may impact cost, schedule, or resources
- The person requesting the change will complete a Change Control Form and forward it to the appropriate Project Manager to determine cost, resources, and schedule impact, and the PM will forward the request on to their counter-part. Once these are determined, approval by the CityView Project Manager and the Village of Villa Park Project Manager is required.
- Once approved (or denied), the change request is entered into the change control log and is placed on the agenda of the next Joint PM meeting

Any impact to the cost, schedule and/or resources will be elevated to the Village of Villa Park Project Sponsor and CityView Project Manager for their review and approval.



**Sample Change Order Document**

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CHANGE ORDER DESCRIPTION			
<b>Request Date:</b>		<b>Change #:</b>	
<b>Client / Project:</b>			
<b>Requestor:</b>		<b>Created By</b>	
<b>Description of the Requested Change:</b>			
<b>List of attached documents:</b>			
<b>Impact Assessment:</b> Estimated impact to budget, work effort and schedule			
<b>Total Estimated Cost:</b>		<b>Planned Delivery Date:</b>	
<b>Payment Terms:</b>			

CHANGE ORDER APPROVAL			
<b>Comments By:</b>		<b>Date:</b>	
<b>Comments:</b>			
	<b>Print Name</b>	<b>Signature</b>	<b>Date</b>
<b>Client PM:</b>			
<b>Client Executive:</b>			
<b>CityView PM:</b>			
<b>CityView Executive:</b>			

## XIII. Issues & Problem Resolution

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An issue refers to any matter that requires someone to make a decision, and about which no agreement has been reached or can be routinely reached. Typically, issues impede project progress until they are resolved. Change Control items may become issues if they're not dealt with quickly, but Change Control items are specific to the process of authorizing design changes that impact scope, schedule or budget whereas issues can be related to anything about the project that needs to be decided.

The CityView Project Manager will maintain an issue log and will assign responsibility for the resolution of project issues and reports progress to Village of Villa Park Project Manager and the CityView Project Team. Any Project Manager or team member can submit an issue for logging and resolution. Most project issues are expected to be resolved within the overall Project Team. If the issues are not resolved to the satisfaction of the Project Team, they may need to be escalated to the Project Executive Sponsor or appropriate level.

Typical project situations requiring escalation include conflicting resource demands threatening project staffing, group dependencies not being met, scope disagreements and issues with functionality of the project's deliverables nearing release time.

### **XII.1 Escalation Process:**

CityView escalation levels in the order listed below:

1. Project Manager
2. Director of Professional Services
3. VP Business Operations, Research & Development
4. Executive Vice President

Village escalation levels in the order listed below:

1. Project Manager
2. Director of IT
3. Village Manager



