



Statement of Work

For the Kronos Workforce Solution 6.2

Prepared for County of Monterey

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1 EXECUTIVE SUMMARY

1.1 DOCUMENT PURPOSE

Kronos is pleased to be considered a human capital management business partner with County of Monterey. 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 Monterey during the sales cycle, with the key assumption that Kronos and County of Monterey 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

County of Monterey is an organization in the Public Sector industry and has approximately 550 employees across 1 site(s).

This project will be focused on implementing the Kronos workforce management solution in 13 weeks.

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	\$45,030.00
Educational Services Offerings	\$18,950.00
Estimated Investment for This Implementation	\$63,980.00



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

SOFTWARE AND INTERFACES

Software and Interfaces	Service Type	Optional features to be implemented
Workforce Timekeeper	New v6.2	Cascading Accruals and Pay Codes
Workforce Accruals	New v6.2	
Workforce Integration Manager	New v6.2	

TERMINALS/ACCESSORIES

Terminals/Accessories	Details
InTouch Numeric Terminals	Bar Code 10/100 Mbit Ethernet

PROFESSIONAL SERVICES

The professional services estimated for this project are:

	Hours	\$
Project Management Services	40	\$7,200.00
Implementation Services	202	\$37,830.00
Total:	242	\$45,030.00

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.

EDUCATIONAL SERVICES

The minimum recommended investment in educational services is: \$18,950.00

During the project, by means of education and consulting services, a solid knowledge transfer will occur between Kronos and County of Monterey. 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 1 phase(s) and 1 Deployment Instance(s) (or Go-Lives). The proposed solution is estimated to have a total duration of 13 weeks. Depending upon County of Monterey'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 Remote delivery method will be used for this implementation. These are the benefits of this approach;

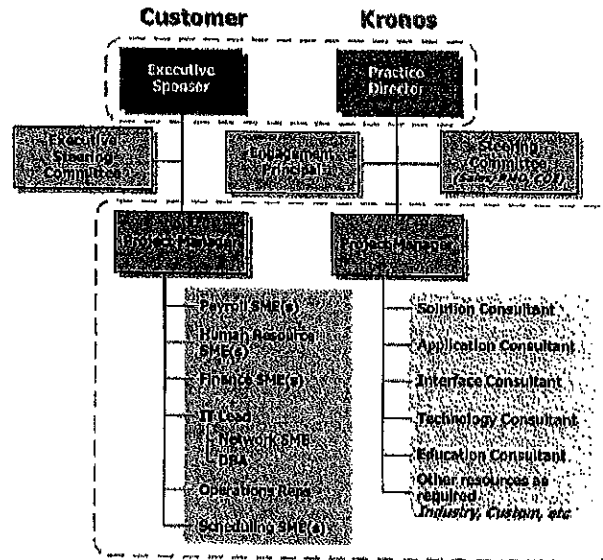
- Minimal impact on your business due to staffing resources based on the needs of our customer which incorporate the best use of onsite and virtual interaction
- An efficient implementation process won't waste your time with starts and stops. We'll deliver a solid plan using a seasoned team of experts
- We offer a variety of convenient training options to fit any budget - at your desk, at our offices, or at your location

TRAVEL EXPENSES

Billable travel expenses will be charged pursuant to the terms and conditions contained within the KRONOS SALES, SOFTWARE LICENSE AND SERVICE AGREEMENT or the KRONOS SUBSCRIPTION PROGRAM AGREEMENT, AS APPLICABLE. Resources may be used for the project that requires 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 Monterey. 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

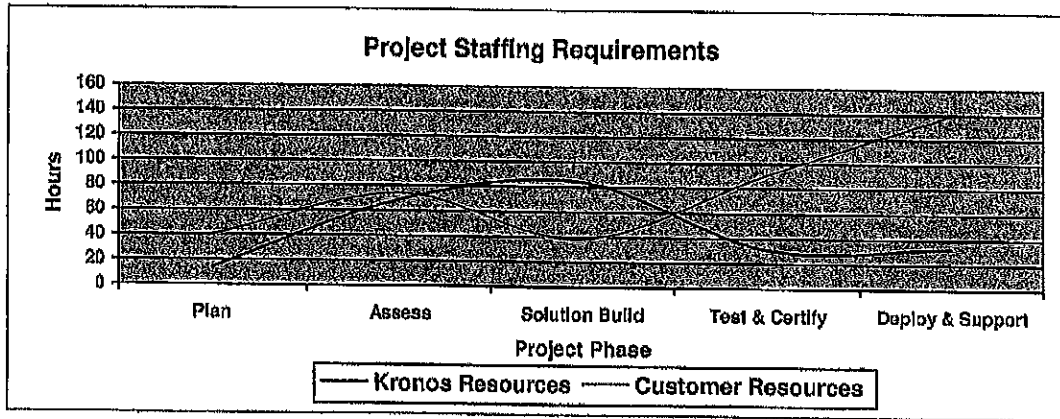
Based on Kronos Implementation experience, the following roles are critical for the successful implementation of the Kronos system in your organization:

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 Monterey 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: [Signature]

Date: 2/22/2012

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

Very truly yours,

Kronos Incorporated

ACCEPTED AND AGREED

County of Monterey

By: _____ Date: _____

Title: _____

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2 STATEMENT OF WORK DETAILS

2.1 SOLUTION ASSUMPTIONS

The following solution details have been discovered through analysis with County of Monterey 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 Monterey'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 Monterey 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 Monterey is responsible for the implementation or configuration.

2.1.1 GENERAL IMPLEMENTATION INFORMATION

Item	Total	Kronos to Implement
No. of Employees	550	550
No. of Sites	1	1
No. of Unions/Awards	0	0

2.1.2 WORKFORCE TIMEKEEPER

CORE FUNCTIONALITY

Item	Scope and Assumptions
Functional Group Analysis	County of Monterey has approximately 3 functional group(s), and Kronos is to implement 3 of these. Any remaining functional group(s) will be configured by customer resources. In order to clearly define the pay/work rules configuration for the implementation, Kronos will perform 0 analysis (Product Design) for the Workforce Timekeeper™ application. County of Monterey 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 Monterey for Kronos resources prior to configuration.
Pay/Work Rules Configuration	The estimated number of pay/work rules is 8 and Kronos is to implement 8 of these. Any remaining pay/work rules will be configured by customer resources.
Basic Accrual Policy Configuration	The estimated number of basic accrual rules is 0 and Kronos is to implement 0 of these. Any remaining basic accrual rules will be configured by customer resources.
Overtime Rules Configuration	The estimated number of overtime rules is 2 and Kronos is to implement 2 of these. Any remaining overtime rules will be configured by customer resources.
Shift Differentials Configuration	The estimated number of shift differentials is 2 and Kronos is to implement 2 of these. Any remaining shift differentials will be configured by customer resources.

Item	Scope and Assumptions
Historical Data Loads	Historical time and attendance data will not be loaded into Workforce Timekeeper.
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 Monterey'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)	Workforce Employee WTK, InTouch Numeric Terminals

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).

2.1.3 NEXT GENERATION USER INTERFACE

Item	Scope and Assumptions
Environments	Kronos will install and configure the Next Generation User Interface in up to 2 Workforce Central environments.
Navigators	<p>Kronos will implement the Industry Baseline Package for County of Monterey.</p> <p>The NGUI Industry Baseline package includes the implementation of up to 4 Navigators pre-designed for use by customers in the Public Sector Industry. The NGUI Industry Baseline Package may reference products or functionality that are not configured or deployed in County of Monterey's Workforce Central environment. In this instance, reference to those products and functionality will be omitted from the delivered Navigators.</p> <p>A Navigator is a view into Workforce Central designed for a particular role in an organization (i.e. Scheduling Manager, Payroll Manager, etc). Each navigator can be configured with up to 14 widgets. A widget is a self-contained pane on a navigator that helps the user to complete a specific task.</p>
Project Scope	<p>The widgets included on a Navigator rely on Workforce Central functionality. For example, the ability to use the Call List widget is dependent upon the Workforce Scheduler Call List being installed, configured and working properly in Workforce Central.</p> <p>Unless otherwise noted, any Workforce Central configuration changes that are requested or recommended while implementing the Next Generation User Interface are outside the scope of this statement of work.</p>

2.1.4 TIMEKEEPER TERMINALS

CORE FUNCTIONALITY

Item	Scope and Assumptions
Terminal Configuration and Installation	10 terminal(s) have been purchased. Kronos will be responsible for the configuration for 2 terminal(s). County of Monterey 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	The estimated number of calculated accrual rules is 2 and Kronos is to implement 2 of these. Any remaining accrual rules will be configured by customer resources.

2.1.6 WORKFORCE INTEGRATION MANAGER

CORE PRODUCT

Item	Scope and Assumptions
General Assumptions	<p>Kronos will:</p> <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
Mapped Folder/Connections Configuration	Hours are included for Kronos to configure Mapped Folder/Connections.

2.1.7 INTERFACES

Interfaces	Scope and Assumptions
Type From To Interface Name	Employee Demographics Import CGI advantage Workforce Timekeeper CGI advantage To WTK -Employee Import
Type From To Interface Name	Pay Data Export Workforce Timekeeper CGI advantage WTK To CGI advantage- Payroll Export

CORE PRODUCT

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 Monterey 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 Monterey's or the third-party's responsibility to import that data file to update the appropriate database. County of Monterey will work directly with all third-party vendors during assessment and testing. If Kronos is to lead these conversations for County of Monterey, 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 Monterey'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 Monterey 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.

2.1.8 TECHNOLOGY

Item	Scope and Assumptions
Technology Resources	County of Monterey 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. County of Monterey should provide appropriate technical resources to minimize any technology risks identified throughout the implementation.
Database	The database will be installed on SQL Server. If the database is Oracle RAC additional services may be required. County of Monterey is responsible for installation of the database software such as Oracle or SQL Server with the recommended service packs.
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	Production Test County of Monterey understands that Kronos recommends a minimum of two environments i.e., Test and Production
Additional Technology Factors	LDAP (Lightweight Directory Access Protocol) will be used as a security authentication method. A load balance configuration is recommended if two or more application servers are implemented. County of Monterey has advised that they will not utilize load balancing. County of Monterey will not be utilizing a DMZ (demilitarized zone) for security purposes. Single sign-on will not be setup to have user's network login credentials be used to access the Kronos application(s). SSL (Secure Sockets Layer) will not be utilized to encrypt information passing back and forth from the Kronos application.
Server Specifications	County of Monterey 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 Monterey's Kronos system via a mutually agreed-upon standard.

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.

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.

SERVICES IMPACT

Product/Service	Hours
Workforce Timekeeper	156
Workforce Accruals	26
Workforce Integration Manager	12
WTK Terminals	4
Pay Data Export-WTK To CGI advantage PayData	24
Employee Demographics Import-CGI advantage To WTK eeDemo	20
Total	242

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 customer exclusive training. Pricing for public classes, both virtual and in a Kronos classroom, is based on one student per paid seat. Pricing for each private event is based on a daily rate for the number of planned attendees. If additional students attend training, additional fees may be incurred.

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>.

Kronos provides training on the most recent version of the applications so some content may differ from the installed version.

2.3.1 EDUCATIONAL SERVICES SUBSCRIPTION - KNOWLEDGEPASS™

KnowledgePass is an online educational portal that provides 24/7 anytime-anywhere access to in-depth training content to help your employees maximize productivity and achieve their goals: from implementation to

optimization. Gain instant access to helpful tutorials, job aids, in-depth, hands on tools, webinars, and educational documents to help your team succeed. Use KnowledgePass to:

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

Note: New features and upgrade training for the project team is now available in KnowledgePass. A subscription to KnowledgePass is required to access this training. Standard release courses are available if KnowledgePass is not purchased.

KnowledgePass offers the convenience of online learning with the cost savings of a subscription service and unlimited access to all components and content included in KnowledgePass, including:

- **Interactive hands-on simulations:** to refresh your skills and reinforce those that you learned in your Kronos classes
- **Sandbox:** to practice on a live system what you learned during your implementation classes and to test drive new features
- **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

KnowledgePass offers tools for end users to easily build the learning path that meets their needs. Training managers can use the KnowledgePass tools to define learning paths for their end users and track their progress. And, you can manage your users' profiles, adding and modifying them as you need.

2.3.2 SELECTED TRAINING

Course Name	# of Seats/Qty	Points	Total Points
Workforce Timekeeper			
The Kronos 4000 Series Terminal Employee Training Kit (Included in KPASS)	UNLIMITED	0	0
WTK 6.2 Administering the Application	2	1200	2400
WTK 6.2 Architecture & Technology	1	1300	1300
WTK 6.2 Configuring & Managing Pay Rules	1	2400	2400
WTK 6.2 Handling Timeoff Requests (Included in KPASS)	UNLIMITED	0	0
WTK 6.2 Managing Timecards & Preparing for Payroll	2	1000	2000
WTK 6.2 Managing Timecards & Schedules (Included in KPASS)	UNLIMITED	0	0
WTK 6.2 Monitoring Overtime (Included in KPASS)	UNLIMITED	0	0
WTK 6.2 Project Team Fundamentals	1	500	500
Writing & Integrating Standard WTK 6.x Reports	1	2600	2600
WFO 6.2 Using Organizational Jobs (Included in KPASS)	UNLIMITED	0	0
Workforce Absence Management			
WAM 6.2 Config & Managing Accruals	2	1200	2400
Workforce Integration Manager			
WIM 6.1/6.2 Basio Interface Programming	1	3250	3250

TRAINING POINT SUMMARY

Part Number	Total Points	Price Per Point	Extended Price
TRAINPTS	16850	\$1.00	\$16,850.00

2.3.3 EDUCATIONAL PRODUCTS

Product Name	Part Number	Qty	Price	Total Price
Educational Services Subscription - KnowledgePass	8602748-001	N/A	\$2,100	\$2,100.00
Total				\$2,100.00

2.3.4 END USER EDUCATION HAS NOT BEEN INCLUDED

Kronos is committed to your organization's implementation. Educating your end users is vital to the success of any project. Industry measurements suggest that an end user without adequate training may take nearly five times longer to achieve the same skill level as a trained employee. Effective training gives your employees the skills and competencies they need to increase their expertise and productivity. This level of training helps ensure adoption of your Kronos solution. Although we highly recommend an end user training solution your organization has opted to not be provided one at this time. Please know we are committed to your end users and you may, at any time, engage a Kronos Education Consultant to conduct an Education Needs Assessment for guidance in this area.

2.3.5 RECOMMENDED TRAINING NOT INCLUDED IN PROJECT SCOPE

Course Name	Part Number	Price/ Points
Workforce Device Manager and the Kronos Series 4000 Terminal	TRAINPTS	1200
WIM 6.1/6.2 Advanced Interface Programming	TRAINPTS	2600

2.4 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-ONL)	40	\$180.00	\$7,200.00
Application Consultant (9990002-ONL)	160	\$180.00	\$28,800.00
Technology Consultant (9990002-ONL)	42	\$215.00	\$9,030.00
TOTAL	242		\$45,030.00

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.