

**Statement of Work**  
**Introductory LiveCycle Workshop – Business Focus**

CCR/WO #: FFSR-<XX>-<XXXX.00>



Department of [XXX]  
Division/Unit: [XXX]

*This document is an example of the Statement of Work Template  
for the Introductory LiveCycle Workshop – Business Focus.  
Each Statement of Work will be customized for an Agency's specific needs.*

## Section 1 Introductory LiveCycle Workshop – Business Focus

### 1.1 Workshop Description

Forms Factory offers a customizable combination of services that can be used to meet an agency's specific business need. This workshop is intended for agency business managers who have a number of business processes that would benefit from e-forms.

This workshop takes one or more agency business units through a complete introduction and overview of LiveCycle e-forms and Forms Factory. The emphasis is on the business application of e-forms and not the technological implementation. As an example, an agency with a licensing business unit would benefit from this workshop by using it to plan how to implement e-forms via Forms Factory for online licenses.

The workshop begins with an educational session to acquaint the agency business unit with e-forms and Forms Factory. The agency's business processes will be discussed at a very high level and do not include a detailed business process analysis. Workshop participants will review the ways in which Forms Factory could be used to address an example business need. The output from this exercise will be an e-form business process diagram. The remainder of the one-day session focuses on more detailed capabilities of e-forms and Forms Factory and how they could relate to agency business processes.

Extensive demonstrations and interactive sessions are included. Examples of e-form applications by other agencies will be provided for additional insight as to how e-forms work.

The workshop instructor will address and facilitate discussion on the following items:

- The differences between Web forms and Forms Factory e-forms
- The user experience with regard to working online and offline with e-forms
- The need and ability to work with forms in both electronic and paper modes
- The management and auditing of an e-form in its various electronic and paper formats
- Examples of e-forms that are filled out electronically and submitted on paper with an ink signature
- The ongoing storage and management of the e-form as data and as an image (document of record)
- Statutory and regulatory compliance issues relating to attestations and document retention
- E-form security

Three future offerings of Forms Factory will be introduced:

- Electronic signatures and approvals
- Electronic payments via e-form
- Electronic storage and management of filled-out and submitted e-forms

## 1.2 Deliverables

The deliverables of this workshop include the following:

- One-day, eight-hour educational seminar
- Information flow diagram of the example business process defined within the workshop
- Handouts of the presentation materials

## 1.3 Participant Responsibilities

The agency is responsible for providing a venue that must include a projector. A Forms Factory representative will provide a laptop with PowerPoint and the presentation materials. If the agency desires an interactive hands-on session, then it must provide adequate Internet-connected PCs for that purpose.

To maximize the impact of this workshop, agencies should be prepared to discuss an example business process that would benefit from an e-form.

The seminar is approximately eight hours in length and includes ample time for interactive discussion and question and answer. It must be conducted in a contiguous eight-hour session on a single day. Approximately two weeks' advance notice is required for scheduling purposes.

## Section 2 Cost of Services

The Introductory LiveCycle Workshop – Business Focus costs \$4,200.

### 2.1 Agency Information

Agency Name:	Department of [XXX]	Agency #:	_____
Division/Unit Name:	_____	Agency Acronym:	_____
PCA/Program Name:	_____	CCR/WO#:	_____

#### Contact:

Name:	_____
Phone:	_____
E-mail:	_____

## Section 3 Signature Page

EDS/E-government will provide the Agency with the management and consulting services described in this Statement of Work. This Statement of Work shall be subject to the terms and conditions of E-government and the Agency Agreements, as applicable. Each of the signatories agrees that the complete agreement between the parties about these services consists of (1) this Statement of Work and (2) the E-government and the Agency Agreement.

**Department of [XXX]**

**Oregon E-government Program**

\_\_\_\_\_  
AUTHORIZED SIGNATURE

\_\_\_\_\_  
AUTHORIZED SIGNATURE

\_\_\_\_\_  
Scott E. Smith

\_\_\_\_\_  
NAME

\_\_\_\_\_  
NAME

\_\_\_\_\_  
E-government Program Manager

\_\_\_\_\_  
TITLE

\_\_\_\_\_  
TITLE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
DATE

**EDS, Inc.**

**Saber Software, Inc.**

\_\_\_\_\_  
AUTHORIZED SIGNATURE

\_\_\_\_\_  
AUTHORIZED SIGNATURE

\_\_\_\_\_  
Shannon Glasscock

\_\_\_\_\_  
NAME

\_\_\_\_\_  
NAME

\_\_\_\_\_  
EDS Client Delivery Executive

\_\_\_\_\_  
TITLE

\_\_\_\_\_  
TITLE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
DATE