

Statement of Work
Introductory LiveCycle Workshop – Technical 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 – Technical Focus.
Each Statement of Work will be customized for an Agency's specific needs.*

Section 1 Introductory LiveCycle Workshop – Technical 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 IT managers and personnel who support a number of business processes that would benefit from e-forms.

This workshop will take agency IT support groups through a complete introduction and overview of e-forms and Forms Factory. The emphasis is on the technological implementation of LiveCycle e-forms within the context of the agency's business application. As an example, an IT group supporting a licensing business unit would benefit from this workshop by using it to plan how to integrate Forms Factory e-forms into current business systems. The workshop begins with an educational session to acquaint the agency IT support groups with e-forms and Forms Factory. The next part of the session focuses on the major components of Adobe LiveCycle and how they interconnect with agency applications and databases. This includes an overview of the appropriate server architecture and the application server options.

The agency's business applications 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 information flow diagram.

In addition, the level of required e-form integration with the agency's IT systems and business applications will be clarified. The Adobe Form Designer software and associated JavaScripting coding will be demonstrated to show how an e-form is developed.

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
- Technical considerations of working online and offline with e-forms
- The mechanics of working with forms in both electronic and paper modes
- 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)
- 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. For the interactive hands-on session, the agency 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 – Technical 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