

Educational Related Needs		
<i>This table documents what type of training is required for this solution. Indicate whether end user training is required and for what duration the training course needs to be executed.</i>		
LABEL	PRIORITY	DESCRIPTION
ED01.00	CSF/High	GENERAL REQUIREMENTS Vendor to have expert staff of at least 2 people to be on-site, in person to help educate DVH Staff according to the following Roles: <ul style="list-style-type: none"> • DVH End User • DVH Middle Manager • DVH/DTI Administrator
ED01.01	CSF/High	GENERAL REQUIREMENTS <ul style="list-style-type: none"> • Vendor to have a PM and 1 senior engineer and 1 mid-level engineer minimum to be on-site the day before “go-live”, the day of “go-live” and the day after “go-live” to ensure a flawless transition into Production
ED01.02	CSF/High	GENERAL REQUIREMENTS Vendor to have expert staff of at least 2 people to be on-site the 10 business days following the day the system is put into Production, in person to assist DVH and DTI Staff according to the following Roles: <ul style="list-style-type: none"> • DVH End User • DVH MIDDLE MANAGER • DVH/DTI ADMINISTRATOR
ED01.03	CSF/High	PROVIDE DISTRIBUTION LISTS FOR UPDATES AND NEWSLETTERS

Documentation Related Needs		
<i>This table contains the requirements for what type of documentation needs to be generated for this solution.</i>		
LABEL	PRIORITY	DESCRIPTION
DOC01.00		<u>Complete End-user Documentation</u> <ul style="list-style-type: none"> • From every single field to every single data element on what any end user would need to know in order to perform their jobs • DVH will develop a list of specific tasks and how those tasks should flow through the system
DOC01.01		<u>Complete Middle Manager Documentation</u> AUDIENCE IS 5-8 PEOPLE THAT WOULD HAVE ADDITIONAL OPTIONS AND FUNCTIONALITY ABOVE AND BEYOND THE END USER IN THE AGENCY
DOC01.02		<u>Complete Administrator Documentation</u> AUDIENCE IS 1-3 PEOPLE THAT WOULD HAVE “GOD-LEVEL” ACCESS TO THE SYSTEM FROM THE AGENCY
DOC01.03		<u>Complete/Full System Documentation</u> <ul style="list-style-type: none"> • Audience is People at DVH (a System Administrator) who will be supporting this application from daily/weekly backups to how to recover data from a point in time to general maintenance the system needs to be performed to keep the system healthy and fully functional (preventative maintenance). • WOULD NEED TO INCLUDE INFORMATION FOR DAILY, WEEKLY, QUARTERLY, AND YEARLY SUPPORT AND MAINTENANCE

Documentation Related Needs

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LABEL	PRIORITY	DESCRIPTION
		ACTIVITIES
SYS01.00	CSF/High	HELP DESK REQUIREMENTS Vendor to provide technical help during project implementation and up to 4 weeks after implementation date DTI Service Desk will provide Level 1 Support after project is implemented