

Project Schedule and Responsibility (RACI) Matrix

Account: City of Sparks

Note: All target dates are relative to client selected start date

This responsibility (RACI) matrix outlines the participation by various roles in completing the tasks and deliverables needed for a successful installation of Jive hosted services. The following key defines the roles and responsibilities used in the matrix.

R	Performs task	CLI	Client, Client IT
A	Accountable for task completion	CPM	Client Project Manager
C	Consulted about task	JPM	Jive Project Manager
I	Informed about task completion	JVE	Jive, Jive Installation Team

Stage 1—Project Planning

Step	Task	Target	CLI	CPM	JPM	JVE
1.1	Communicate Jive network requirements (routers, switches, etc.)	90 Days Prior	I	C	AR	
1.2	Select specific equipment for each location	60 Days Prior	C	AR	CI	I
1.3	Obtain end-user information (name, extension, etc.) for each device	60 Days Prior	C	AR	CI	I
1.4	Determine routing destinations for each new and existing DIDs	60 Days Prior	C	AR	CI	I
1.5	Collect porting information for each relevant DID	60 Days Prior	C	AR	I	I
1.6	Determine port date for each relevant DID	60 Days Prior	C	AR	CI	I
1.7	Configure network per Jive requirements	60 Days Prior	AR	I	I	C
1.8	Design service flows (auto-attendant menus, call trees, etc.)	60 Days Prior	I	AR	R	I

Stage 2—On-site Testing

Step	Task	Target	CLI	CPM	JPM	JVE
2.1	Confirm network configuration (Step 1.7)	45 Days Prior	R	A	I	I
2.2	Test demonstration devices on client network.	45 Days Prior	I	IC	AR	

Stage 3—Equipment Delivery and Setup

Step	Task	Target	CLI	CPM	JPM	JVE
3.1	Execute full payment for selected equipment (lease or purchase)	45 Days Prior		AR	I	I
3.2	Configure device/equipment with user/client settings	30 Days Prior		IC	AI	R
3.3	Test each device for operability	30 Days Prior		IC	AI	R
3.4	Confirm delivery of configured equipment to each client location	15 Days Prior	I	AR	AI	I

Stage 4—System Setup

Step	Task	Target	CLI	CPM	JPM	JVE
4.1	Program service flows (Step 1.8) into Jive system	30 Days Prior		I	AI	R
4.2	Confirm service flow accuracy	15 Days Prior	I	AR	I	CI
4.3	Record necessary voice prompts (menus, voice mail, etc.)	15 Days Prior	I	AR	I	CI
4.4	Upload desired hold music	15 Days Prior	I	AR	I	CI

Stage 5—Equipment Installation

Step	Task	Target	CLI	CPM	JPM	JVE
5.1a	Option A: Install handsets (client personnel)	3 Days Prior	I	AR	CI	I
5.1b	Option B: Install handsets (Jive personnel, charges apply)	3 Days Prior	I	I	A	R
5.2	Activate DID ports/temporary forwards (system is live)	Start Date	CI	CI	A	R
5.3	Conduct post-activation analysis	15 Days After	CI	CI	A	R
5.4	Perform optimization adjustments (moves/adds/changes)	15 Days After	CI	CI	A	R

Stage 6 --Training

Step	Task	Target	CLI	CPM	JPM	JVE
6.1	Develop/Tailor Training Plan	30 Days Prior	CI	CI	CI	AR
6.2	Verify training readiness (trainers, materials, schedule, facilities, etc.)	30 Days Prior	CI	CI	CI	AR
6.3	Conduct Admin and end-user training per Training Plan	21 days prior	AR	I	I	AR

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