

Oracle 10g Portal Accelerator Service

SmartDog by DCC Services provides an **Oracle10g Portal Accelerator Service**. This is a fixed price, fixed scope offering and is designed to assist in an effective deployment of **Oracle Portal in 10 business days**.

Some of the Features of This Offering Include:

1	Low cost and fast deployment utilizing SmartDog's fixed price offering
2	Extensive understanding of your Oracle databases capabilities
3	Accelerator workshop
4	Hands on experience
5	Implementation of Oracle AS10g Portal in a single computer environment
6	Implementation of five different portlets for your portal. The five portlets are Discussion portlet, FAQ portlet, Survey portlet, News portlet, Bulk loader user builder portlet.
7	Assistance in analyzing your business requirements to create an implementation strategy
8	Assisting your technical staff with building your own set of requirements for your Enterprise portal including how to estimate the level of effort required

Prerequisites:

1	Oracle Application Server 10g
2	Oracle Database 10g

Note: Portal Accelerator can be combined with other fixed price offerings or other custom offerings including **Oracle** installation, upgrade or migration.

This Service Includes the Following Tasks:

1	Review all activities pre-project with customer including installation of Oracle database (production and failover) and verify recommended initialization parameters for Portal are in place
2	Review Oracle 10g Portal with client
3	Evaluate Operating system and Oracle for patch levels
4	Confirm project plan, includes business requirements and implementation strategy
5	Install Oracle AS10g on your server
6	Review prioritized list of requirements
7	Conduct Workshop
8	Produce project report

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Scope Of Work: 10 Business Days

SmartDog has implemented **Oracle Portal** for a broad array of customers.

Boundaries of This Fixed Price Offering are as Follows:

1	Customer has Oracle Product Support
2	The databases must be on Oracle 10g
3	Sufficient disk space for ALL aspects of the Portal offering is available
4	No more than 10 customer participants

Out of Scope:

1	Business process re-engineering is out of scope
2	Interfaces are out of scope
3	Migration from prior versions of portal
4	End user training
5	Data management
6	Data conversion
7	Data input
8	Documentation
9	Exception management messaging
10	Any custom work, including reports
11	Upgrades
12	Stress or performance testing

Key Features:

1	Fixed price offering provides exceptional value for a potentially complicated task
2	Mentoring during the implementation process to provide internal resources with the knowledge necessary post implementation
3	Little down time, implementation is fast and provides all the information

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Assumptions:

1	Hardware has been configured, tested and approved by the hardware vendor and SmartDog
2	Hardware support contract with hardware vendor is in place
3	Software support contract with appropriate parties is in place, including, but not limited to Operating System, Database, etc.

Distribution of Responsibilities:

SmartDog Responsibilities	
.	Produce a document detailing project scope
.	Detailed project plan
.	Project management for the duration of the project
.	Resource, SmartDog Delivery consultant
.	Any request to change scope will be handled through SmartDog change management procedures
.	SmartDog assumes timely access to subject matter experts and expects ready access to decision makers. Should a situation arise where a question cannot be answered in a timely fashion, SmartDog will move forward utilizing known best practices and document how the decision was reached.
.	SmartDog will conduct a hands on workshop to instruct the principals of the Portal features, implementation of the five portlets, and development of a portal roadmap

Customer Responsibilities	
.	Customer is responsible for the selection, purchase, and installation of the hardware and operating system and any supporting equipment such as workstations, printers, routers, network cabling, etc., and will ensure that they are configured properly and operating before the project start date.
.	Provide acceptable, reliable hardware/operating system platform to implement Portal and for the duration of the project
.	Copies of all necessary project documentation for review as needed
.	Performance and stress testing
.	Acquire ALL necessary licenses for the Oracle10g Portal implementation including Oracle , Operating System, Hardware, etc.
.	Provide adequate systems support to the project team during the course of the project
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	Ensure that the project team members participate as defined in the project plan
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	To ensure that all project resources have access to the following: work area, relevant access to the required equipment (network, passwords etc), printers, security badges, access levels and approved guides where relevant, outbound analog phone lines, telephones and access to normal office facilities such as photocopiers, FAX machines, work rooms, whiteboards and administrative support.
	Respond to all questions in the required customer pre-engagement checklist have been answered and provide details and access to knowledgeable resources as defined in the questionnaire
	Developing or customizing end-user procedure manuals including new policies and procedures resulting from the project
	Provide a fully supported and stable hardware environment
	Provide adequate systems support to the project team during the course of the project
	Ensure that the project team has reasonable access to your personnel as needed
	Actively participate in the creation of the Project Work Plan

Project Location:

All project activities will be performed at a single physical location. All necessary resources, both customer and **SmartDog**, will be expected to travel to the identified location for all project activities. Other activities can be performed remotely using **SmartDog** remote access if mutually agreed to by customer and **SmartDog**.