

STATEMENT OF WORK

SCOPE OF SERVICES AND DELIVERABLES

Timeline and Delivery

- Upon completion of the Client portal and configuration set up tasks, Cornerstone will distribute all access credentials to the Client, which indicates the Client Portal systems are ready for use. Acceptance of these deliverables will be in accordance with the Agreement. Upon completion of the Client Portal and Configuration Set Up phase, the Software is ready for use by Client.

PROJECT RESOURCES

The table below outlines recommended resources and time estimates for each phase. Time durations are estimates and may vary based on client requirement. Each phase may overlap and may require a shifting of hours among phases based on Client's processes. The project lifecycle may be repeated for each additional module.

Phase	Estimated Duration	Cornerstone Resources	Client Resources
Build Prototype	2 Weeks	<ul style="list-style-type: none"> • Implementation Consultant • Integration Consultant 	<ul style="list-style-type: none"> • Project Manager • Business Process Owners • Technical Resources • System Administrators
Proof of Concept	2 Weeks	<ul style="list-style-type: none"> • Implementation Consultant • Integration Consultant • 	<ul style="list-style-type: none"> • Project Manager • Business Process Owners • Technical Resources • System Administrators
Validate and Launch	4 Weeks	<ul style="list-style-type: none"> • Implementation Consultant • Integration Consultant 	<ul style="list-style-type: none"> • Project Manager • Business Process Owners • System Administrators • Technical Resources

IMPLEMENTATION SERVICES AND ESTIMATED TIMELINE

The Scope of Services outlined below provides a breakdown of the key components of the Implementation Services and the corresponding deliverables to be provided by Cornerstone and Client.

Phase	Cornerstone Deliverables	Client Deliverables
Build Prototype	<p>Week One:</p> <ul style="list-style-type: none"> Collect any client process documentation (via completed process Questionnaire) Prepare prototype configuration of the Live portal based upon client response to process Questionnaire Project initiation call with client. Confirm project scope with client project team Identify and communicate to client the most important online courses for the project scope Create meeting schedule for project lifecycle Establish and document project controls and processes for status reporting, issue resolution, and risk management processes Schedule kickoff meeting Communicate requirement to complete Organizational Units, Security preferences and training Complete remote kick-off meeting Review technical projects in-scope Deliver technical projects questionnaires Deliver technical documentation (data design documents and templates) Implementation Consultant schedules and leads Organizational Unit Workshop <p>Week Two:</p> <ul style="list-style-type: none"> Schedule and lead technical kickoff calls when applicable or direct client to recorded technical workshops Complete options for any additional training that has been purchased Review prototype with client Deliver client tool kit for success Comp Only – Load Salary Data (In Pilot post copy down) 	<p>Weeks One:</p> <ul style="list-style-type: none"> Complete process questionnaire (if not already completed) Provide branding and marketing requirements (if not already provided through questionnaire) Deliver documented succession processes including process maps and supporting forms or documentation (if not already provided through questionnaire) Deliver documented compensation processes including process maps and supporting forms or documentation (if not already provided through questionnaire) Deliver documented recruiting processes including process maps and supporting forms or documentation (if not already provided through questionnaire) Deliver documented onboarding process including process maps and supporting forms or documentation Client completes administrator training as prescribed in the training plan Participates in remote kick-off meeting Assemble project team Define measures of project success Attend technical project kickoff calls Provide organization chart(s) to assist in designing Organization Unit structure Provides sample user profile record and definition Client content provider listing and courses Provide use case scenarios to model recommended configuration <p>Week Two:</p> <ul style="list-style-type: none"> Attend remote sessions Confirm meeting schedule Take online training as needed Complete design specifications for technical projects in scope.
Proof of Concept	<p>Week Three:</p> <ul style="list-style-type: none"> Technical follow up meeting Prep work for Proof of Concept sessions <p>Week Four:</p> <ul style="list-style-type: none"> Conduct Proof of Concept sessions to review initial portal configuration Cornerstone will update live portal (if required) based on outputs from Proof of Concept Sessions Scope of updates will be limited to : Configure for Compensation Module <ul style="list-style-type: none"> Compensation preferences, email triggers, custom fields, one (1) template, one (1) tasks 	<p>Week Three:</p> <ul style="list-style-type: none"> Attend remote sessions Complete administrator training as prescribed in the training plan <p>Week Four:</p> <ul style="list-style-type: none"> Attend Proof of Concept remote sessions Create customized acceptance test scripts Complete administrator training as prescribed in the training plan Complete setup in live portal including: <ul style="list-style-type: none"> Global Configurations – emails triggers, security roles, welcome page, preferences

Phase	Cornerstone Deliverables	Client Deliverables
	<ul style="list-style-type: none"> o One (1) compensation salary structure, one (1) adjustment guideline, one (1) share price • Configure for Recruiting Module <ul style="list-style-type: none"> o Job requisition and template example (1) o Assessment question example (1) o Application workflow example (1) o Career site example (1) • Configure sample data in pilot portal for Succession Module <ul style="list-style-type: none"> o Create one (1) succession metric for succession plans, one (1) succession template, one (1) task • Configure sample data in pilot for Onboarding module <ul style="list-style-type: none"> o If not available, create one (1) Job requisition and template example o As required, create one (1) extension and one (1) onboarding welcome page o As required, create onboarding learning curriculum/ Community (provided modules available) o Question and forms o Create one (1) Onboarding workflow for internals and (1) workflow for externals • Deliver sample test scripts • Submit request for Client Success Manager 	<ul style="list-style-type: none"> o Language translations, as necessary o Configuration of additional client security roles • Succession Module <ul style="list-style-type: none"> o Create succession metrics for succession plans, succession templates and tasks o Create career center preferences and data for resumes, questions, and location bank • Compensation Module <ul style="list-style-type: none"> o Create compensation salary structure, adjustment guidelines, share prices, templates, and tasks • Recruiting Module <ul style="list-style-type: none"> o Create job requisition templates, job requisitions, and assessment questions o Create application workflows, configure career sites • Onboarding Module <ul style="list-style-type: none"> o Create questions, forms and workflows o As required, create onboarding navigation Cornerstone HRs, extension and welcome pages o As required, set up onboarding curriculum / Community (provided modules available) • Complete and implement technical projects in scope.
Validate & Launch	<p>Week Five:</p> <ul style="list-style-type: none"> • Schedule copy down from live to pilot to copy above configuration to pilot prior to commencement of UAT • Copy pilot to stage if you need to preserve Historic Data • Discuss User Acceptance Testing including test scripts and participants • Schedule daily User Acceptance Testing touch base to solution review open issues with client (include Client Success Manager) • Solidify configuration with client in preparation for User Acceptance Testing in pilot • Complete technical projects in scope: <p>Week Six through Seven:</p> <ul style="list-style-type: none"> • Daily User Acceptance Testing touch base to review open testing issues with client (include Client Success Manager) • Triage (categorize and prioritize) reported issues and address prior to go-live • Finalize integration projects in production • Support Client during testing and validation <p>Week Eight:</p> <ul style="list-style-type: none"> • Complete Client Success Manager handoff • Technical Projects • Copy down executed to pilot (Can do copy over from pilot to stage prior to Live Copy Down if needed) • Obtain named care admins from client 	<p>Week Five:</p> <ul style="list-style-type: none"> • Attend follow-up remote sessions • Attend User Acceptance Testing prep meetings • Create and complete user acceptance test scripts <p>Week Six through Seven:</p> <ul style="list-style-type: none"> • Attend all User Acceptance Testing calls • Review UAT feedback with Implementation team • Make corrections or configuration changes based on UAT findings in Live portal • Test system interfaces end-to-end • Populate specific test data like tasks and users • Create and complete client-specific test assessment template <p>Week Eight:</p> <ul style="list-style-type: none"> • Attend Client Success Manager transition meeting • Client makes configuration adjustments on Pilot and Live portals • Update Live portal configuration based on testing feedback • Post Live issue remediation (partner with Client Success Manager to assist) • Client Go-Live

Phase	Cornerstone Deliverables	Client Deliverables
	<ul style="list-style-type: none">• Support Client during testing and validation• SOW Review with Client Success Manager• Close out any open issues/items for Go Live• Client Go-Live• Discuss post live survey with client• Schedule and execute final Historical Data Loads• Conduct project close out	

ADDITIONAL SERVICES

Edge Import

Brief Summary

Integration with Client systems enabling automated maintenance of the following data sets: Client User Accounts and Organizational Units (OUs), historical LMS user transcript records, learning objects and material files.

Tasks

- Cornerstone: Enable Edge Import in client portals
- Cornerstone: Lead the client in a design workshop to review the data feed design process and supports the design decision process of the client
- Client: Prepares files for load
- Cornerstone: Guides client on loading files into the Pilot Portal
- Client: Reviews and corrects any errors detected in the load process
- Client: Reviews and approves data load on Pilot
- Client: Loads data to Live using Edge Import tool

Assumptions

- Utilizes Cornerstone standard Data feed specifications as designed for the Edge Import.
- Client has the ability to extract and transform source data to the Design Specifications format.
- Client has the ability to configure file transfers of data to Cornerstone

Outbound Data Feed – Recruiting (ODFR)

Brief Summary

A scheduled Outbound Data Feed (ODF) to Client FTP account (on Cornerstone's FTP server) of the following data sets:
New hire (user profile) data

Tasks:

- Cornerstone: Provide Client with the Cornerstone standard ODF design document template
- Cornerstone: Lead Client in ODF workshops to review data process and support the functional decisions of the Client
- Cornerstone: Create ODF design document for Client
- Client: Sign-off on ODF design document
- Cornerstone: Schedules ODF to run in pilot portal on a regular basis to allow testing by Client
- Client: Process data file from FTP server into target system
- Client: Review and identify any errors detected in the ODF process
- Cornerstone: Produce corrected files as necessary in pilot portal (up-to 3 iterations per data type)
- Client: Review and approve ODF in pilot portal
- Cornerstone: Schedule and automate ODF in live portal based on Client's request

Assumptions

- Utilizes Cornerstone standard ODF design document template for all data types
- Cornerstone and Client will validate/iterate the data file(s) up to 3 times
- 3-iterations of exports are for the purposes of correcting errors and all 3 may not be required
- Client has skilled software resources that can process data into target system and target system can accept data
- Client will perform all data file parsing, if necessary, to distribute data to multiple target systems
- Client is responsible for properly validating ODF and identifying any errors prior to signing-off on feed in live portal
- Client acknowledges that once the design document is approved, any changes or modifications to the work scope or the feed will require creation of a change request document. Change requests are reviewed and could result in additional charges to the Client
- Any changes following Client sign-off will require a work order or SOW submission

Custom Outbound Data Feed – Onboarding (ODFO)

Brief Summary

A scheduled Outbound Data Feed (ODF) to Client FTP account of the following data sets:

- ODF file for Manager
- ODF file for Associate
- Both files will contain up to 15 fields per ODF.

Tasks:

- Cornerstone: Provide Client with the Cornerstone standard ODF design document template
- Cornerstone: Lead Client in ODF workshops to review data process and support the functional decisions of the Client

Custom Outbound Data Feed – Onboarding (ODFO)

- Cornerstone: Create ODF design document for Client
- Client: Sign-off on ODF design document
- Cornerstone: Schedules ODF to run in pilot portal on a regular basis to allow testing by Client
- Client: Process data file from FTP server into target system
- Client: Review and identify any errors detected in the ODF process
- Cornerstone: Produce corrected files as necessary in pilot portal (up-to 3 iterations per data type)
- Client: Review and approve ODF in pilot portal
- Cornerstone: Schedule and automate ODF in live portal based on Client's request

Assumptions

- Data will be extracted as is and client will be responsible for calculating scores and average.
- Data requested exist on the UI
- Utilizes Cornerstone standard ODF design document template for all data types
- Cornerstone and Client will validate/iterate the data file(s) up to 3 times
- 3-iterations of exports are for the purposes of correcting errors and all 3 may not be required
- Client has skilled software resources that can process data into target system and target system can accept data
- Client will perform all data file parsing, if necessary, to distribute data to multiple target systems
- Client is responsible for properly validating ODF and identifying any errors prior to signing-off on feed in live portal
- Client acknowledges that once the design document is approved, any changes or modifications to the work scope or the feed will require creation of a change request document. Change requests are reviewed and could result in additional charges to the Client
- Any changes following Client sign-off will require a work order or SOW submission

Historical Data Load – Recruiting (HDLR)

Brief Summary

Migration of master system data to the Cornerstone portal. Migrated data includes the following data types:

- Job requisition templates and requisitions
- Candidates
- Application data, including applicant attachments and reviewer attachments

Tasks

- Cornerstone: Provide Client with the Cornerstone standard data design document and template
- Cornerstone: Lead Client in data loading workshops to review data load process and support the functional decisions of Client
- Cornerstone: Create data design document for Client
- Client: Sign off on data design document
- Client: Prepare files for loading by Cornerstone integration consultants
- Cornerstone: Load files into the pilot portal system
- Client: Review and correct any errors detected in the upload process
- Cornerstone: Reload corrected files as necessary in pilot portal (up to three (3) iterations per data type)
- Client: Review and approve data loaded to pilot portal
- Cornerstone: Load data on live portal

Assumptions

- Utilize Cornerstone standard data design document template for all data types
- All data records referencing user data does so by user's unique identifier value (UserID)
- Applicant and reviewer attachments must conform to file types accepted by the Cornerstone application
- Client is responsible for uniquely identifying records across all data types
- Client has skilled software resources that can extract legacy data from source systems
- Client has the ability to transform data to the format(s) defined by Client approved data design document
- Client will perform all data file consolidations necessary by data type defined above
- Maximum of three (3) iterations of loads by data type for the purposes of correcting errors

Inbound Data Feed – Salary (IDFS)

Brief Summary

Integration with Client's salary data enabling automated maintenance via a scheduled Inbound Data Feed of Salary (IDFS) data

Tasks

- Cornerstone: Provide Client with the Cornerstone standard IDFS design document and template
- Cornerstone: Lead Client in IDFS workshop to review data feed process and support the functional decisions of Client
- Cornerstone: Create IDFS design document for Client

Inbound Data Feed – Salary (IDFS)

- Client: Sign off on IDFS design document
- Client: Load files on pilot FTP folder for load, complying with Cornerstone's formatting requirements
- Cornerstone: Schedule IDFS to run in pilot portal on a regular basis to allow testing by Client
- Cornerstone: Email the pilot IDFS log file to identify load errors, after each load attempt
- Client: Review, update, and sign off the IDFS process in pilot portal
- Client: Load files on live FTP folder for load, complying with Cornerstone's formatting requirements
- Cornerstone: Schedule and automate IDFS in live portal
- Cornerstone: Email the live IDFS log file to identify load errors, after each load attempt
- Client: Review, update, and sign off on the IDFS process in live portal

Assumptions

- Client utilizes Cornerstone standard IDFS design document and template for all data types
- Client is responsible for uniquely identifying records across all data types
- All data records referencing user data does so by user's unique identifier value (UserID)
- Client has skilled software resources that can extract data from source systems and transform data to the format(s) defined by the approved IDF design document
- Client will perform all data file consolidations necessary and provide data files in formats defined in the approved IDFS design document. All required data fields must be populated for all records
- Client is responsible for properly validating IDF and identifying any errors prior to signing off on feed in live portal
- Client acknowledges that once the design document is approved, any changes or modifications to the work scope or the feed will require creation of a change request document. Change requests are reviewed and could result in additional charges to Client
- Any changes following Client signoff will require a work order or SOW submission

Outbound Data Feed – Salary (ODFS)

Brief Summary

A scheduled Outbound Data Feed (ODF) to Client FTP account (on Cornerstone's FTP server) of the following data sets:

- Salary Adjustment Data

Tasks

- Cornerstone: Provide Client with the Cornerstone standard ODF design document template
- Cornerstone: Lead Client in ODF workshops to review data process and support the functional decisions of Client
- Cornerstone: Create ODF design document for Client
- Client: Sign off on ODF design document
- Cornerstone: Schedules ODF to run in pilot portal and load to FTP folder per the agreed upon schedule to allow testing by Client
- Client: Review and identify any errors detected in the ODF process
- Cornerstone: Produce corrected files as necessary in pilot portal (up to three (3) iterations per data type)
- Client: Review and approve ODF in pilot portal
- Cornerstone: Schedule and automate ODF in live portal to load to FTP folder based on Client's requested schedule

Assumptions

- Utilizes Cornerstone standard ODF design document template for all data types
- Cornerstone creates the data file(s)
- Client reviews the data file(s)
- Cornerstone and Client will validate/iterate the data file(s) up to three (3) times
- Three (3) iterations of exports are for the purpose of correcting errors (all three (3) may not be required)
- Client will confirm with target payroll system that automated processing of FTP file can be completed for end-to-end automation

Tracker I-9 E-Verify Integration

Brief Summary

Configuration of system settings to connect Client's Portal to Tracker I-9 E-Verify

Tasks

- Client: Contract directly with Tracker
- Client: Provide the following information to Cornerstone
 - Tracker Account ID
 - Client ID
 - API Key
 - Username
 - Password

Tracker I-9 E-Verify Integration

- Service Account
- Service Password
- Cornerstone: Configure integration to Tracker, including but not limited to:
 - Ensure require fields for integration are populated
 - Setup 'Tracker Roles' User Custom Fields
 - Enable I-9 functionality in the Production portal
- Client: Sign off on integration

Assumptions

- Client has an Account with Tracker
- Tracker Vendor Account fees and support are the responsibility of Client
- Client acknowledges that once the design document is approved, any changes or modifications to the work scope or the feed will require creation of a change request document. Change requests are reviewed and could result in additional charges to the Client
- Any changes following Client sign-off will require a work order or SOW submission



TIMELINE AND DELIVERY

The parties agree to initiate the project within two weeks of the Order Effective Date.

The Implementation Services set forth and described in this Statement of Work will take eight (8) weeks in duration to complete. The Services will be performed remotely by Cornerstone, except for any on-site Services so expressly identified herein.

The Services will be performed for the below flat fee(s), plus reimbursement of pre-approved travel expenses for on-site activities.

Changes to the scope of this Statement of Work and/or Client delays will require a change order and may result in additional expense.

Client and Cornerstone will create the project plan to meet this completion date during the Initiate phase. Client and Cornerstone agree to provide the necessary resources to complete all of the deliverables as per the agreed project plan.

Project Components		Investments
Implementation Services		\$0.00
Certification Management Implementation - Small Enterprise	SVCSIMP0136	Included
Insights Implementation - Enterprise	SVCSIMP0116	Included
Compensation Management Implementation - Small Enterprise	SVCSIMP0126	Included
Succession Management Implementation - Small Enterprise	SVCSIMP0128	Included
Recruiting Implementation - Small Enterprise	SVCSIMP0130	Included
Onboarding Implementation - Small Enterprise	SVCSIMP0132	Included
Advisory Services		\$0.00
Consulting - Inbound Data Feed - Salary (IDFS) Connector	SVCSBUS0124	Included
Consulting - Outbound Data Feed - Salary (ODFS) Connector	SVCSBUS0132	Included
Consulting - Outbound Data Feed - Recruiting (ODFR) Connector	SVCSBUS0131	Included
Consulting - Outbound Data Feed - Onboarding (ODFO) Connector	SVCSBUS0129	Included
Consulting - Edge Import	SVCSBUS0161	Included
Technical Services		\$4,200.00
Historical Data Load - Recruiting (HDLR)	SVCSTEC0100	Included
I-9 Tracker Integration Services	SVCSTEC0251	Included
Total Service Investment		\$4,200.00

The end of the Implementation Services is defined as the completion of the above Cornerstone deliverables as outlined under the Implementation Services section of this document. Acceptance of the deliverables will be in accordance with the Agreement.

ASSUMPTIONS AND CLIENT OBLIGATIONS

- In order for Cornerstone to provide the Services outlined in this Statement of Work, Client shall provide the necessary resources to fulfill the obligations listed below:
- Select and assign knowledgeable, empowered Implementation team including the following roles, which may overlap:
 - Business Process Owner for Learning Management System (aka, the Decision Maker)
 - Lead Cornerstone System Administrator
 - Project Manager of the Cornerstone implementation
 - HRIS Technical Administrator (Optional, depending on data requirements and extraction capabilities)
 - Executive Stakeholder (Optional)
- Begin going through kick-off documentation in the Client Success Center
- Empower team to make real-time decisions regarding configuration and business process functions during the project.
- Ensure project team attendance and active participation during all phases of the Implementation project.
- Client will ensure the requisite training has been completed prior to the start of UAT.
- Formally accept (sign-off) all key deliverables and implementation services per the Agreement.
- Manage Client project staffing and milestones through Cornerstone provided work plan.
- Ensure completion of Client project deliverables.
- Attend and participate in implementation sessions.
- Provide a primary point of contact for Cornerstone during and after the implementation.
- Ensure proper change management communication to end-users during implementation in preparation for rollout.
- The project will be conducted remotely
- Cornerstone and Client agree that changes to key members of implementation team or significant changes in business requirements or decisions, in each case by Client, that cause delays in the project timeline may require a change order to this Statement of Work. Change orders are reviewed and may result in additional charges.
- Client is solely responsible for testing all processes during the UAT phase
- Any technical integration or service, historical data load, master data load, or data migration not expressly listed in this Statement of Work with an accompanying price will be scoped as a separate work effort and is not included in the scope of this document.
- Requests for application code changes are out of scope
- Additional contracts may be required to utilize third party (non-Cornerstone OnDemand services and integrations such as job board aggregation, video interview, background screening, employee eligibility and citizenship.
- Client will ensure that all data fields related to controlling data retention processes are captured correctly on the User record e.g. Legal Entity, Termination Date, Termination Reason and Employment Status. If Client only requires a single data retention period, Client will set-up one Legal Entity Organizational Unit. Client will activate the data retention processes for that Legal Entity by submitting a work order to Cornerstone's Global Product Support after the completion of the implementation deliverables. If Client requires multiple Legal Entities to fulfill Client's data retention policy requirements, Client will need to engage a Services Partner via a paid for Consulting engagement.
- Except where otherwise stated or agreed by the parties, Cornerstone's obligation to perform the Services set forth herein expires at the earlier of: (i) acceptance of the Service by Client; (ii) eighteen months from the purchase date.