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Sample Knowledge.Works™ Project Schedule

The following represents a suggested implementation schedule. An average Knowledge.Works implementation takes 2-3 months and consists of at least the following phases. The number of days indicated for each phase represents a typical installation and reflects calendar days not necessarily actual programming days. Highly customized applications may require more time.

Preparation Phase - 10 to 15 days

- Software Testing & Documentation of Initial Test Scripts / Plans
- Basic Software Installation and Configuration on Cipher's Server (at Cipher site)

Design Phase - 15 to 20 days

- Requirements Definition & Planning
- Visual Prototype Review
- Delivery and Review of Functional Prototype (Version 0.1)

Implementation Phase - 35 to 40 days

- Customization (Phase I - Version 1.0)
- Delivery, Testing and Review of Version 1.0
- Customization (Phase II - Version 2.0)
- Delivery, Testing and Review of Version 2.0
- Documentation Preparation - User Guides, Training Manuals
- User Training

Post Implementation Support - 10 to 15 days

- Option 1 - ASP - Cipher's Hosted Application Services
- Option 2 - Direct Licensing (migration to client's servers)



Full Service Support
System Design
Integration
Implementation
Application Hosting
User Training
Executive Coaching
Maintenance & Support

Knowledge.Works Basic Home Page



Report Wizard



Phase One: Preparation Phase (10 to 15 days)

Step 1. Software Testing & Documentation: In this step a test version of Knowledge.Works SQL will be made available to your IT team. Cipher will advise on the selection and basic configuration of the SQL Server, followed by the installation and testing of Knowledge.Works. This step also includes the technical review and lab testing procedures. A test plan and initial test scripts will be defined.

Step 2. Installation and Configuration (10-15 days): An initial configuration of your database will be installed on a SQL Server located at Cipher's Technology Center in Glastonbury, CT. During this pilot phase all required system hardware and software is purchased, configured and installed by Cipher and a dedicated administrator and technical assistance will be provided as needed.

Phase Two: Design Phase (15 to 20 days)

Step 1. Requirements Definition and Planning: This step includes requirement verification and system design. We will review and identify the information sources that will be integrated into the system. This review process will include the written and tacit information sources that are currently being used or should be used in the competitive intelligence process. In this step, Cipher will work with your project team to compile and/or validate an exhaustive list of client user requirements, including the following. The resulting deliverables will include a functional requirements document.

- Interface design specifications (views, forms, and general layout of the database)
- Search requirements (indexing/categorization requirements, search interface requirements)
- Secondary information source map (format, access points of selected secondary data sources)
- Primary information source map (access points/input requirements of human intelligence sources)
- Reporting requirements (report templates requirements)
- Workflow requirements (security/access rights, scope definition and prioritization requirements).

Step 2. Visual Prototype Review: A mocked up version of the interface will be developed based on user requirements. Once the overall look and feel is agreed to, a functional prototype will be designed.

Step 3. Delivery and Review of Functional Prototype (Version 0.1): The initial functional prototype is made available in this step. The prototype will meet all basic system functional requirements to allow for initial user testing and evaluation.

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Phase Three: Implementation Phase (35 to 40 days)

Step 1. Customization (Phase I - Version 1.0): In this step, Cipher's technical team will begin implementing the first level of customizations identified in the functional requirements document. To keep this process as efficient as possible, Cipher Systems will provide you with an electronic tracker to monitor the status of pending enhancements in real-time.

Step 2. Delivery, Testing and Review of Version 1.0: Predefined test scripts will be used again to test both basic and advanced user scenarios. And, new scripts will be included to test functionality and enhancements added in this version. Problem areas will be documented and corrected. Any additional new requirements uncovered will be added into the next version if within the scope of the overall project.

Step 3. Customization (Phase II - Version 2.0): In this step, Cipher's technical team will begin implementing the second level of customizations identified in the functional requirements document and those identified in the last step. Requirements for user documentation and training materials are also defined.

Step 4. Delivery, Testing and Review of Version 2.0: Predefined test scripts will be used again to test both basic and advanced user scenarios. And, new scripts will be included to test functionality and enhancements added in this version. Problem areas will be identified and corrected. Any new requirements uncovered will be documented and may be included at a later date as an upgrade if submitted via the change order process.

Step 5. Documentation Preparation - User Guides, Training Manuals: Basic user guides and training manuals will be developed in a format agreed upon between Cipher and the client.

Step 6. User Training: In this step, system administrators and other primary users will attend a "hands-on" training session for the newly implemented system. User documentation and training materials will be evaluated and updated as required. Additional client training (onsite or remote) is available for a fee.

Phase Four: Post Implementation Support (10 to 15 days)

OPTION 1. ASP - Cipher's Hosted Application Services: Cipher has application hosting services available if you would rather not maintain the system in-house. This would require no additional man-hours per se, but does incur an ongoing hosting, support and maintenance fee.

OPTION 2. Direct Licensing (migration to client's servers): Cipher's technical team will assist in the migration of the production system to your IT infrastructure. As long as you maintain an active maintenance contract, Cipher will also maintain a template copy of your database at Cipher's Technology Center in Glastonbury, CT. This facilitates future system enhancements and upgrades as well as simplifying the technical support process.

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