Brightly

SmartGov™ high-level process

Startup

Month 1

Initiation and planning | 1-2 months

SmartGov kick-off call
Review purchase of deliverables, project phases and next steps

Develop project plan
Discuss goals and timelines

Requirements
Gather business rules and complete inventories

Month 2

Collect data
Analysis and migration of initial data from legacy system

Data migration
Data mapping from legacy system to SmartGov

Month 3

Execution, validation and testing | 3-4 months

Configuration
Establish template and case rules, workflow fees and global settings

Report Development
Standard and ad hoc reporting inventory, design, development, test and refine

Month 4

Validation
Iterative process for data migration and confirmation of templates, case types, jobs, fees and global settings

SmartConnector Integration
Connections established between client, Brightly and vendor as applicable for parcel, GIS, financial and merchant services

Month 5

User acceptance and training | 1-2 months

Month 6

Web training
Familiarize core product team members with features during weekly meetings

Onsite training
Full-time and part-time user training with onsite trainer with option of go-live support

Support
Support hand off between implementation team and CSR

Optimization
Four weeks of post go-live support meetings to optimize configuration

Month 7

Closeout

Client	Brightly	Estimated date
Review quote / Contract / Sow		Month 1
Sign and return electronic agreement		Month 1
	Brightly internal call – post purchase project review and planning	Month 1
Client intro call		Months 2-3
Project kick-off call / Initiation and planning		Month 3
Execution / Validation / Testing		Months 5-6
User acceptance and training		Months 7-9

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