Authorization Statement of Work

Application Group:	Core Vendor Applications	Niku Project No:	7482
Project Name:	TriZetto QicLink 3.X Upgrade	Date:	6/03/05
Application:	QicLink	ASOW Start Date:	5/11/2005
Prepared By:	Linda Williams 714-226-6359	ASOW End Date:	6/03/2005
Approved Project Hours in Clarity:	60	Approved Hours for this ASOW*:	60
REQUIRED KEANE AND PHS APPROVERS			
Keane DSD:	Jeff Redemske	PHS IT VP:	Nick Barbati
Keane SDM:	Jennifer Peebler	PHS IT Director:	Rob Thaker
Keane PM:	Deepak Sharma	PHS IT Consultant:	Maryann Yu
Peer Reviewed by:	Deepak Sharma	Date Peer Reviewed:	6/14/05
Business Functional Area:	Indemnity	Functional Areas Impacted:	NW, W, SW regions

Project description:
On May 11, 2005 Maryann Yu made the request for an estimate on the various options to upgrade the QicLink system.

In-Scope:
Analysis and Review of three options for upgrading the QicLink system.
Option 1 - Stay with 3.10 by extending the vendor support and maintenance on the current version. TriZetto is willing to extend the support until Q1, 2008 for additional cost once PacifiCare upgrades to a stable 3.10.x version.
Option 2 - Implement 3.20 Release
Option 3 - Implement 3.30 Release

Out-of-Scope
Does not include any software development.

Roles and Responsibilities

Functional Role/Title	Name	Responsibilities (Include Approval Authority)
PacifiCare I.T. Consultant	Maryann Yu	• Approve SOW. • Assist in coordination. • Provide guidance.
Keane I.T. Lead	Linda Williams	• Undertake analysis. • Prepare estimates.
PHS IT Director	Rob Thaker	• Approve SOW. • Issue Escalation.

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Deliverables:

Deliverable Name	Description	Acceptance Criteria	Approval Authority
QicLink Release Comparison and Estimates	• Word document comparing the features/bug fixes for each release being considered, including estimates of cost and timelines.	• All 3 options are reviewed for: Features, Bug Fixes, Cost Estimates, Timelines.	• PacifiCare IT Consultant

Milestones:

Milestone	Est. Hrs	Planned Start Date	Actual Start Date	Planned End Date	Actual End Date
Comparison and Estimates	60	5/11/05	5/11/05	6/3/05	6/3/05

SIGNATURES

By signing this Statement of Work, you are also agreeing to follow the processes set forth in the Project Management Approach Document. A copy of this document can be obtained from the project manager.

PACIFICARE, INC.

Signature

Date

Maryann Yu
PACIFICARE IT CONSULTANT

Signature

Date

Rob Thaker
PACIFICARE IT DIRECTOR

KEANE, INC.

Signature

Date

Jennifer Peebler
KEANE SDM

Signature

Date

Jeff Redemske
KEANE DSD

Signature

Date

Kevin Swanson
KEANE CE

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