



STATEMENT OF WORK CHANGE REQUEST ESTIMATE

| | | | | | |
|--------------------------|--------------------|-------------------------|--------|-------------------------|----------|
| Client | ALS | Project | EPOD | Site | . |
| Client Reference | N/A | Aptean Reference | 308833 | Estimate Version | 0.2 |
| Prepared By | A N Walker | | | Estimate Date | 08/05/13 |
| Invoice Reference | (NOT YET PROVIDED) | | | Priority | 1 |
| Customer | N/A | | | System Version | 1.2 |

Client Request

Highlight jobs that are approaching out-of-date with RAG colouration

Aptean Solution

The CALIDUS eSERV Admin system and database will be modified to fulfil the requirements.

The system will be modified to store new fields Expiry Date and Expiry Time against the job.

The Job Details screen will be amended to:

- Add Expiry Date and Time to the pop-up on creating a new record.
- Add Expiry Date and Time to the pop-up on editing an existing record.
- Add a new column to the grid, in the left-most position
- Identify the Expiry date in the new grid column according to the SLA requirements, as below:
 - ◆ If between 4 hours and 2 hours before SLA breach, display as an amber question mark in a circle
 - ◆ If under 2 hours before SLA breach, display as red triangle with an exclamation mark.
 - ◆ If the job is at status "Complete", "Cancelled" or "Complete (Suspended)", do not display the new icon in the column.
 - ◆ If the job has not expiry date and time, do not display the new icon in the column.
 - ◆ If the user hovers over the icon displayed, a tool-tip pop-up should be shown, displaying the Expiry date and Time in the pop-up.
- Allow the selection of data (through the **Find** button) through a new Parameter "Hours to Breach":
 - ◆ The user will be allowed to enter a number of hours before breach to show jobs.
 - ◆ If not entered, all jobs will be shown.
 - ◆ This parameter will only be shown if configured above.

Note: Icon assignment cannot be changed, nor can the number of hours. If this is required, further modification will need to be made to the system.

Warning: Unknown costs for client/year (ALS/2013)

| Cost Details | | | |
|---------------------------|-------|-------------------|-------------------|
| Activity | Hours | Rate per hour (£) | Cost (£ Exc. VAT) |
| Requirements | 0.00 | 0.00 | £0.00 |
| Change Request Evaluation | 0.25 | 0.00 | £0.00 |
| Functional Specification | 0.25 | 0.00 | £0.00 |
| Technical Specification | 0.00 | 0.00 | £0.00 |
| Development | 1.50 | 0.00 | £0.00 |
| Testing and Release | 0.50 | 0.00 | £0.00 |
| Implementation | 0.00 | 0.00 | £0.00 |
| TOTAL | 2.50 | | £0.00 |

Estimate excludes training, release to live and go live support.

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This estimate has an expiry date of 30 days from the specified Estimate Date.
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