

### 7.5 Value Added Services

Go-Live Support	<p>Scripps Community Connect will provide at-the elbow support resources for a total of ten (10) business days of go-live support. In weeks leading up to go-live, there will also be support provided for the following activities:</p> <ul style="list-style-type: none"> <li>• End-User Training</li> <li>• Template Build Workshop</li> <li>• Appointment Conversion</li> <li>• Technical Dress Rehearsal</li> <li>• Clinical Dress Rehearsal</li> </ul>
Project Management	<p>A Project Manager will be assigned to your implementation to guide you through the process. The project manager will be your primary implementation contact and is responsible for:</p> <ul style="list-style-type: none"> <li>• Scheduling and facilitating weekly meetings</li> <li>• Providing agendas for weekly activities</li> <li>• Coordinating technical walkthroughs</li> <li>• Consulting with third-party vendors (if needed)</li> <li>• Confirming training resources</li> <li>• Coordinating go-live support</li> </ul>
Application Analysts	System Analysts will be provided who will build and test your system.
Epic Maintenance & Upgrades	On-going maintenance and system upgrades