

## General Assumptions

1. **Management Commitment** – Our experience shows that successful projects require strong management commitment. Executive sponsorship of this project is essential. It is proven that projects with strong executive involvement go more smoothly, produce expected budget results, and have strong client satisfaction.
2. **Key Contacts** – Client will provide a single point of contact for project coordination with Abacode. Client will also provide a list of key resources for areas affected by the project to the Abacode Project Manager prior to the Project Start Date, including Name, Title, Responsibility, Phone, and E-mail wherever possible. IT operations staff will be available for interview.
3. **Permission** – Client gives Abacode permission to perform services on its systems and on any third party hosted servers. Client will contact and verify complete cooperation of any external hosting agencies.
4. **Project Start Date** – Upon delivery of an executed contract, we will work with you to determine a project start date that both meets your business objectives and allows us to staff the project effectively.
5. **Availability** – Client understands that Abacode relies on immediate clarification and resolution regarding the integrity of data/information supplied to Abacode. Client will make necessary resources available to answer questions and provide additional detail as necessary.
6. **Facility Access** – Client will ensure access to all facilities as necessary and to all documentation in a timely and reasonable manner.
7. **Scheduling** – Project work will be performed during normal business hours. In the event that Client requires Abacode to perform work after hours, additional charges will apply.
8. **Scope** – Client will provide application files, documentation, IP addresses, domain names, etc., included in project scope. The scope of the program does not include environments or work beyond what is explicitly described in the above section. Increase in scope or level of effort to the above section must be captured in a change order which may be subject to increased fee.