

Statement of Work (SOW) — eWitness Implementation Project

Purpose

This SOW outlines the phased approach, key deliverables, and high-level responsibilities for implementing eWitness and the associated infrastructure at the clinic, including EMR integration readiness, hardware provisioning, and workshop/handover activities. It is designed to give a clear and concise 'what to expect' for the clinic.

What's included (In Scope)

- Project team setup and planning using a customized Trello board.
- Infra readiness at the clinic (clinic responsible).
 - The Clinic will ensure WiFi coverage for scanner (and if relevant, tablet-) devices and any required data ports (Ethernet).
 - Vitrolife will provide a readiness checklist, confirm requirements, and verify infra readiness as part of installation acceptance.
- EMR integration readiness (clinic responsible).
 - Clinic to contact EMR supplier to create interface.
 - Vitrolife to provide requirements and API diagrams, provision sandbox environment.
- Provisioning of a dedicated (virtual) server (when on premise, it's clinic responsible).
- Hardware (scanners, printers, cloudserver) and software deployment including testing.
- Production environment setup (Cloud and On-Premise).
- On-site and remote validation of eWitness hardware and software components.
- Workshop preparation and execution.
- Training of clinics staff in the use and configuration of eWitness
- **The result of the implementation project/workshop will be that the superusers of the clinic have the ability to create, configure and change the workflows into eWitness.**
- Assigning a superuser who assumes responsibility for the application and functions as an internal helpdesk for user questions (clinic responsible).
- Handover to Vitrolife Support Desk and knowledge transfer.
- Post-project evaluation and lessons learned.

What's not included (Out of Scope)

- Custom development beyond documented integration/configuration.
- Configuring clinical workflows except for an example workflow.

- Any activities not explicitly listed in the phases below.

Project journey

Phase 1 — Project initiation & external kickoff (Vitrolife meets Clinic)

Objective: Align on project scope, governance, and readiness; set up project artifacts.

- Key Activities:
 - Establish internal project team.
 - Adapt Trello board to clinic context.
 - Organize an internal kickoff meeting.
 - Prepare high-level project plan and milestones.
 - Organize external kickoff meeting.
 - Introduction to Trello board, share Trello board details and invite participants.
 - Discuss potential EMR integration and responsibilities(if applicable).
 - Discuss the (IT) requirements.
 - Share Trello board details and invite participants.
 - Discuss next steps, timeline and communication lines.
- Deliverables:
 - Sales to delivery transition, including context of the clinic.
 - Implementation consultant assigned.
 - Internal kickoff meeting.
 - Project team defined and Trello board customized to clinic.
 - External kickoff agenda and high-level plan.
 - External kickoff with clinic & IT department or supplier.
 - Introduction of all stakeholders.
 - Trello access for all participants.
 - Clarity of next steps and responsibilities.
 - Critical dependencies identified and addressed.
 - Strengthened working relationship and trust between the clinic and delivery team

- Milestone 1: Project foundation established - Internal team assigned, Trello board configured, and external kickoff agenda approved.
- Milestone 2: External kickoff completed - All stakeholders introduced, Trello access granted, IT/EMR dependencies identified, and pre-installation readiness confirmed.
- Milestone 3: We have started and we have a plan.

Phase 2 — Infra Preparation & EMR prerequisites shared

Objective 1: Prepare clinic infrastructure and EMR integration prerequisites.

Objective 2: Provision and install hardware and software components.

- Key Activities:
 - Clinic: WiFi setup for scanner devices; Ethernet ports for printers.
 - Clinic: Provision a noreply emailaddress (f.i. noreply@customerdomain.com) which will be (internally, within the clinic infrastructure) used for resetting passwords and externally for sending stats (NO patient data) to Vitrolife for invoicing purposes.
 - Clinic: Install servers and configure SSL certificate(if applicable); connect to domain; configure remote access.
 - Clinic: Test provisioned IT infrastructure.
 - Share EMR API diagram/info with EMR supplier(if applicable).
 - Provision EMR sandbox environment (if applicable).
 - Inventory, order/allocate devices and supplies; prepare for shipment.
 - Enroll scanners/tablets in MDM; assign stock to clinic; deliver.
 - Clinic: Install and configure Printer Desktop Tool on local workstation(s).
- Deliverables:
 - Inventory records; MAC addresses for printers/scanners/tablets.
 - Shipped devices and delivery confirmations.
 - MDM enrollment records and stock assignments.
 - Clinic: Infra readiness (WiFi, Ethernet, connectivity checks).
 - Clinic: noreply email-address set up, enabled to send out email externally via customers SMTP server
 - EMR API diagrams/info shared; sandbox provisioned(if applicable).

- Milestone 1: Infrastructure readiness confirmed - Prerequisites for the installation of the eWitness solution -and potential EMR integration) are shared
- Milestone 2: Core environment deployed and validated - All core devices and servers installed and validated.

Phase 3 — eWitness Production Installation & Validation

Objective: Deploy production environments and validate functionality.

- Key Activities:
 - Install eWitness production Cloud environment (if applicable).
 - Install eWitness production On-Premise environment (remote) (if applicable).
 - Configure and test interfaces, and supplies order functionality.
 - Remote validation of infrastructure and (server) setup.
- Deliverables:
 - Production Cloud or On-Premise installations.
 - Validation/testing done for production environment.
 - IT infrastructure readiness tested for installation of eWitness equipment.
 - Validated the supplies ordering link.
- Milestone: Production environment operational and ready for installation of eWitness equipment (scanners and printers).

Phase 4 (optional) — EMR integration

Objective: The eWitness application is connected to the EMR system of the clinic

- Key Activities:
 - Clinic/EMR Supplier: Prepare the EMR interface, using the information of Vitrolife.
 - Clinic: initiate and coordinate the implementation of the integration with the EMR supplier
 - EMR supplier/Vitrolife/Clinic: Test interface.
 - Release the interface to production.
- Deliverables:
 - A working and tested EMR interface.

- eWitness is using the EMR information and users.
- Milestone: EMR interface in production.

Phase 5 — Installation of eWitness equipment

Objective: Installation of eWitness equipment.

- Key Activities:
 - Install, calibrate and test eWitness printer(s).
 - Install and test eWitness scanner(s).
 - Install and test eWitness tablet(s) (if applicable).
 - Install and test RFID equipment (if applicable)
- Deliverables:
 - All eWitness peripherals (scanners, tablets and printers) installed and in working order.
 - A verified setup of all ordered eWitness equipment.
- Milestone: Production environment operational - Ready for the training and implementation of eWitness.

Phase 6 — Workshop Preparation & Execution

Objective: Prepare for and conduct the implementation workshop with the clinic.

Objective: Transfer knowledge and access to support, finalize documentation.

- Key Activities:
 - Prepare workshop agenda; share the agenda with the Clinic.
 - Plan and conduct on-site workshop.
 - Training of lab users and superusers (to be) of eWitness.
 - Provide material for ordering supplies.
 - Update Confluence with as-built documentation.
 - Provide access to helpdesk ticketing system; issue initial introduction call.
 - Complete handover package and introduce support desk to clinic.

- Deliverables:
 - Workshop agenda and on-site plan.
 - Trained lab- and superusers.
 - Workshop outcome notes and decisions.
 - Updated project/documentation repository.
 - Helpdesk access credentials and support contact details.
 - Handover package and introduction call notes.
- Milestone: Workshop completed and eWitness live!
- Milestone: Handover to support phase completed.

Phase 7 — Evaluation (Lessons Learned)

Objective: Capture learnings and opportunities for improvement.

- Key Activities:
 - Organize and conduct an evaluation session.
 - Follow up actions after the evaluation session.
 - Conduct lessons learned session.
 - Document actions to improve future implementations.
- Deliverables:
 - Contact with clinic with answers to questions after go live period
 - Lessons learned document and action items.
- Milestone: Evaluation complete.

Roles & Responsibilities (High-Level)

- **Vitrolife (Implementation Team)**
 - Project coordination, planning, and governance — in collaboration with the clinic.
 - Provide requirements, API diagrams, and integration documentation.
 - Provision and configure cloud and/or on-premise environments.
 - Enroll, ship, install, and test all hardware and software components.

- Conduct workshop, training, and knowledge transfer.
 - Coordinate handover to Support Desk and facilitate post-go-live evaluation.
- **Clinic — Project Sponsor**
 - Project coordination, planning, and governance — in collaboration with Vitrolife.
 - Internal project owner and primary decision-maker.
 - Ensure staff availability for workshops, training, and validation.
 - Accept deliverables.
- **Clinic — IT / IT Supplier**
 - Provisioning of a dedicated (virtual) server when on premise.
 - Ensure WiFi, Ethernet, and server infrastructure readiness.
 - Configure SSL, domain, remote access, and Printer Desktop Tool.
 - Confirm infrastructure readiness prior to installation acceptance.
- **Clinic — Superuser**
 - Participate in superuser training and assume post-go-live application ownership.
 - Act as first-line internal helpdesk; escalate to Vitrolife Support Desk when needed.
- **EMR Supplier (if applicable)**
 - Build, test, and deploy the EMR interface based on Vitrolife specifications.
 - Support the EMR-side of the integration post go-live.
- **Vitrolife Support Desk**
 - Receive formal handover from the implementation team.
 - Provide post-go-live support via the helpdesk ticketing system.