

## Visitor Aware: JumpStart

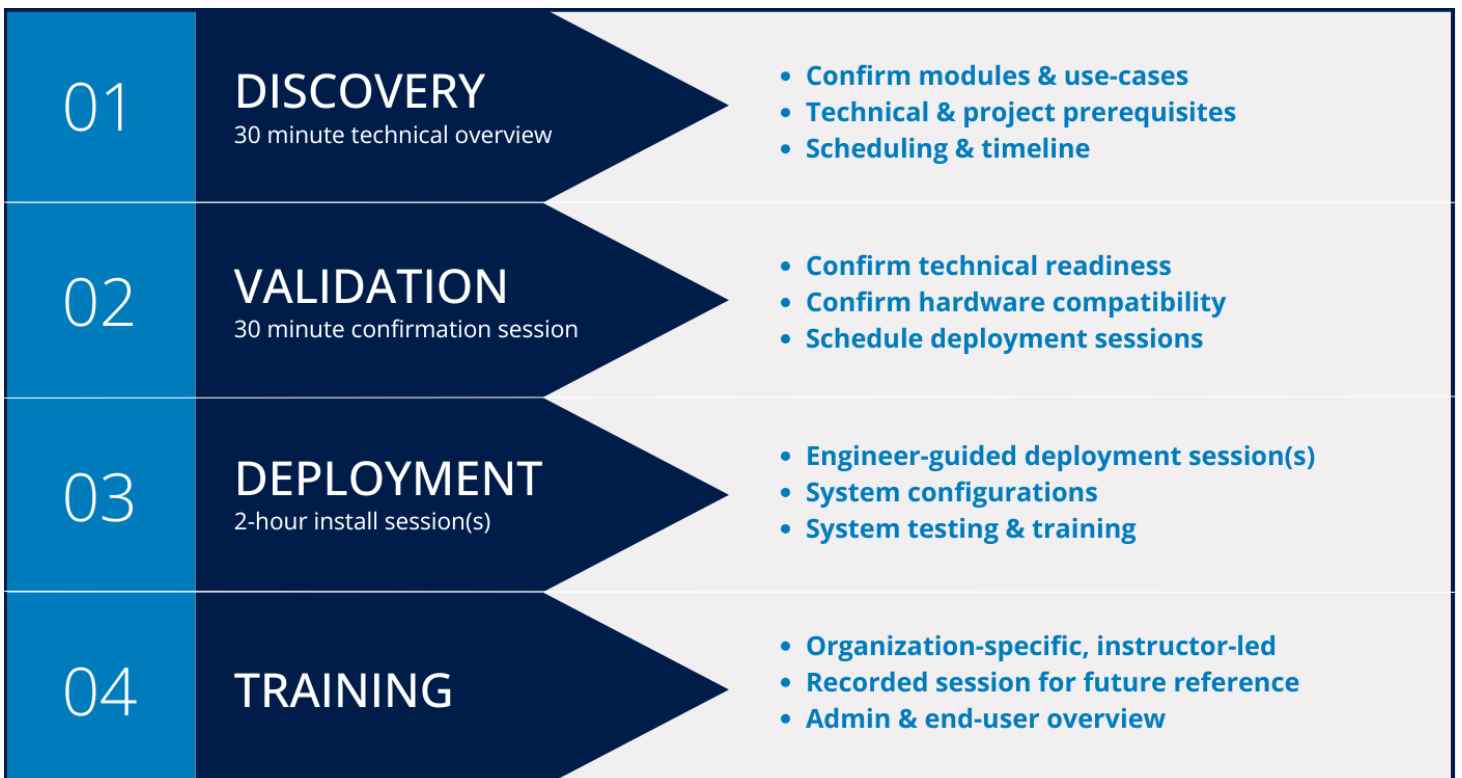
### Statement of Work - New Visitor Aware Installation

#### Scope of Services:

This Statement of Work describes the Professional Services to be performed by Singlewire Software. This engagement will consist of deploying the identified Visitor Aware modules, configuration assistance, testing, and training. The primary outcome of this engagement is to leave behind a Visitor Aware implementation that accounts for fundamental functionality.

#### Project Overview:

Singlewire implementation specialists and engineers will work directly with end-users to ensure the deployment objectives are delivered in a timely manner. Engagements are typically completed within 30 days.



## Singlewire Project Deliverables: (by module)

- **Visitor Manager** - Screen visitors, students, and volunteers; print visitor badges in addition to secure student sign-in/out and late arrival tracking.
  - Assist with VA-related apps and deployment into an approved environment
  - Configure Visitor Aware compatible devices including badge printers, scanners, and kiosks
  - Set up OneRoster API connection with an approved Student Information System (SIS) and validate incoming data before loading
    - If OneRoster API is not possible, provide guidance and validation for data extracts delivered to Singlewire via secure file transfer protocol (SFTP)
- **Safety Manager** - Schedule and facilitate safety drills, track student status for reunification with parent/guardian, and collect and manage community tips.
  - Set up OneRoster API connection with an approved Student Information System (SIS), validate incoming data before loading
    - If OneRoster API is not possible, provide guidance and validation for data extracts delivered to Singlewire via secure file transfer protocol (SFTP)
  - Set up and configure Family Reunification and verify teacher portal access
  - Set up and configure Safety Drill Manager, ensure correct users are assigned appropriate roles to be able to either start or create drill entries
  - Set up and configure Tipline, ensure users are set to receive notifications and provide external URLs for poster and intake forms
- **Dismissal Manager** - Manage and track all types of student departures to streamline the pickup process.
  - Set up OneRoster API connection with an approved Student Information System (SIS), validate incoming data before loading
    - If OneRoster API is not possible, provide guidance and validation for data extracts delivered to Singlewire via secure file transfer protocol (SFTP)
  - Set up and configure teacher access and notifications, verify teacher portal access
- **Bus Manager** - Manage and track student ridership on the bus and real-time location information for bus and student.
  - Set up OneRoster API connection with an approved Student Information System (SIS), validate incoming data before loading
    - If OneRoster API is not possible, provide guidance and validation for data extracts delivered to Singlewire via secure file transfer protocol (SFTP)
  - Import bus routes and bus drivers and ensure drivers have access to all routes in the VA Bus Manager application
  - Verify student assignments to correct routes from the import process

- **Hall Manager** - Manage student movement outside the classroom and maintain a digital hallway activity log.
  - Set up OneRoster API connection with an approved Student Information System (SIS), validate incoming data before loading
    - If OneRoster API is not possible, provide guidance and validation for data extracts delivered to Singlewire via secure file transfer protocol (SFTP)
  - Assist coordinators with process and procedures for student tracking and reporting
    - This may include configuring pass restrictions, walking through the student pass request process, and guiding users through the interface
- **InformaCast Fusion Integration** - Seamlessly create a comprehensive system to detect threats, deliver notifications, and manage incidents.
  - Build needed assets in InformaCast (Distribution Lists, Site Roles)
  - Ensure Sites in InformaCast match Locations in Visitor Aware
  - Configure mappings for Locations and Distribution Lists
  - End-to-end testing for visitor check-ins to ensure data flows into InformaCast correctly

## Customer Prerequisites - General:

- Provide the appropriate personnel to participate in the successful execution of this project. This may include but is not limited to: Project Manager, Network Engineer, User Directory Administrator, Student Information System Administrator, and Notification Stakeholders.
- Complete discovery materials and other required information for design and planning in a timely manner.
- Acknowledge that Singlewire engineers will perform project-related work remotely and during standard business hours as they pertain to the location of the Singlewire Engineer. This is typically Monday through Friday from 8:00 am to 5:00 pm (CST). After-hours work requiring Singlewire resources may incur additional charges.
- Acknowledge that Singlewire makes every effort to complete projects as quickly as possible. Projects must be completed within six (6) months of the original purchase date. Projects not completed in this timeframe may be closed by Singlewire.

## Customer Prerequisites - Technical:

- Badge Printer - Obtain a Visitor Aware compatible badge printer: [Supported Badge Printers](#)
- Check-in Kiosk - [Obtain Visitor Aware compatible Apple iPad or accessory hardware needed for web-based check-ins](#)
- Student Information System - [OneRoster API connection](#) licensing in your SIS is required for data synchronization
- Port/Firewall Configuration - Verify all network circuits are terminated and functioning properly and that any firewalls in the traffic path are configured to allow Visitor Aware to function. ([Port Configuration & firewall details](#))
- InformaCast Fusion Integration - Integrating Visitor Aware with InformaCast Fusion requires a fully deployed and functional Fusion environment. Deploying a new instance of Fusion is not included in the Visitor Aware scope of work.

## Project Close:

These Professional Services will be considered complete and closed when the Singlewire Responsibilities listed above have been accomplished. If any issues are outstanding that are directly caused by another vendor's equipment or software, the project will still be considered closed. Projects must be completed within six (6) months of the original purchase date. Projects not completed in this timeframe may be closed by Singlewire.

## Terms Incorporated By Reference:

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