



Statement of Work
censhare Activation

[REDACTED]

[REDACTED]

Avyre, LLC ("Avyre") is pleased to submit this Statement of Work ("SOW") to the University of Virginia ("UVA") as a Preferred censhare Partner for UVA's implementation of censhare Universal Content Management System. The censhare system will be deployed and managed on UVA's Amazon Web Services ("AWS") cloud by UVA Library's IT department, with possible advisement from censhare Professional Services or Convotis.

Throughout the engagement, Avyre will work in accordance with its established services methodology to deliver added value in performance and industry best practices.

Upon acceptance by UVA, indicated by executed signature below, Avyre will commence the implementation services as described below in the Scope of Services. This SOW is governed by the terms of the Master Services Agreement ("MSA") between UVA and Avyre, [REDACTED]

SCOPE OF SERVICES

Avyre will provide consulting and implementation services to UVA for the deployment of censhare Universal Content Management platform. Avyre will provide resources as defined in this Statement of Work to provide the discovery, solution architecture, solution documentation, implementation, migration, and integration.

Avyre will work to advise and educate UVA staff to assume all roles and responsibilities for managing, supporting, and sustaining the censhare system in the future, best practices, and leveraging the systems capabilities to improve their workday. This process will assure a consistent work effort which is professionally delivered by Avyre.

[REDACTED]

Project Management

Tasks

Avyre shall prepare and deliver to UVA a project plan that sets forth specific allocation of tasks and efforts among Avyre resources, duration of tasks with clear start and end dates, and key milestones and dependencies (the "Activation Project Plan"). Avyre shall update the Activation Project Plan regularly in Avyre's Jira/Confluence system to reflect completion of tasks, actual performance, percent complete, progress of pending tasks, and associated timelines. Avyre shall consult with UVA with respect to such updates and shall provide UVA with access to the updated version of the Activation Project Plan.

Avyre shall manage, to its best ability, the project to meet timelines for the delivery of the Deliverables, according to this agreement.

Avyre shall participate in formal communication forums as follows:

- **Weekly Meetings:** Avyre will attend and lead weekly status meetings. At such meetings, Avyre will be prepared and informed, and accurately report on the current status of all Services and Deliverables in progress or completed during the prior week, with special focus on any issues impacting the critical path of the Services. At each meeting Avyre will present the current status, and then will answer follow-up questions, if any, in meeting or follow-up if they cannot be addressed at that time.
- **Weekly Status Reports:** In conjunction with Weekly Meetings, Avyre will submit weekly status reports for stakeholder review. This report may provide details on the status of all Services and Deliverables in progress or completed during the prior week as well as any identified project risks or issues (the "Weekly Status Reports") or other actions required.
- Weekly Status will be confirmed with UVA Project Manager and follow an established cadence, frequency, protocol, and format.

Discovery & Solutioning

Avyre shall conduct a series of workshops over six (6) weeks with UVA core stakeholders and working group. The goal of this phase is to review the current state of digital assets within UVA and to develop a solution which leverages the censhare Universal Content Management system.

Tasks

- Avyre shall confirm UVA project goals and success criteria which align with the project plan, scope, and budget



- Avyre shall review UVA's previously collected project materials, requirements, and use cases
- Avyre shall identify and document UVA's pain points and areas of improvement with managing digital assets
- Avyre shall conduct a technical workshop to address the setup and configuration of:
 - Active Directory/Single-Sign On via KeyCloak
- Avyre shall conduct DAM educational workshops:
 - Avyre shall hold up to two (2) workshops to educate on core DAM concepts and terminology with UVA core stakeholders.
- Avyre shall conduct a series of DAM functional workshops to:
 - Define a DAM vocabulary
 - Define brand/styling requirements
 - User interface widgets
 - Define a metadata and taxonomy schema including domains, asset types, and features (metadata fields)
 - Define a security/permissions model
 - Define a structured vocabulary for keywords & tags
- Define users, user groups, and roles for the following UVA departments/groups:
 - Digital Production Group
 - Technology Solutions Group
 - Special Collections
 - Metadata and Discovery Services
- Define asset relationships & variants
- Define the file formats and conversion processes for downloading assets
 - Identify the file formats produced by the content creators
 - Identify the file formats required by the content consumers
- Avyre shall identify UVA's current or near-term digital assets & metadata input and output paths and methods
- Avyre shall advise and collaborate with UVA during a two (2) week Solution Architecture review period

Deliverables

- censhare Activation Project Plan (with adjusted time and effort estimate)



- censhare Solution Architecture
- censhare Solution Architecture Acceptance Form

Milestones

- Completion of Educational workshops
- Completion of Discovery workshops
- Delivery of documentation
- Sign-off on the Solution Architecture Acceptance Form by UVA

Assumptions

- UVA is responsible for scheduling and ensuring the participation of UVA stakeholders who have been selected to participate in Discovery & Solutioning
- censhare Professional Services or Convotis will provide guidance to UVA Library IT on proper setup of Amazon Web Services ("AWS") and the installation of censhare packages
- UVA will be responsible for requisition, management, support, monitoring, backup, disaster recovery, and cost of AWS environments to host the censhare application
- UVA is responsible for providing Avyre all existing requirements, information architectures, metadata & taxonomy designs, permissions/roles, and other related material to UVA's digital asset management initiative
- censhare Professional Services may participate in Solutioning to help provide insight on product best practices
- UVA will be responsible to provide information regarding UVA's network security and corporate user identity provider to Avyre to properly access the environment(s) and censhare platform
- No integrations are planned for this phase of activation

Out of Scope

- No development or system buildout will be completed in this phase.



Activation

Over the course of six (6) weeks, the censhare solution shall be deployed on UVA's managed AWS cloud to allow select users to begin to interact with the system, as per the Solution Architecture approved in the previous phase. UVA Library's IT department will install the censhare system on UVA's AWS cloud environment. Once installed, Avyre will build out the censhare environment through an iterative activation strategy based on the requirements gathered and the solution as outlined in the censhare Solution Architecture. Throughout the remainder of the activation phase, Avyre will make continuous improvements based on the feedback from UVA core stakeholders. At the end of the activation, UVA will have a Production environment configured for the identified requirements. Prior to the Launch phase, Avyre shall deliver training sessions to teach end users, power users, and administrators how to use and maintain the censhare system allowing those users to more successfully perform acceptance testing efforts.

Tasks

- Avyre shall configure one (1) branding/style for the censhare platform:
 - Censhare DAM Production environment
- Avyre shall build the initial UVA digital asset media model. This includes:
 - Configuring standard user interface widgets for specific user groups:
 - Administrator
 - Power Users
 - Casual/Consumers Users
 - Domains, asset types, features, embedded metadata, keywords, categories, and variants
 - Mandatory and non-mandatory fields
 - Configure download renditions
 - Configure search facets
 - Relationships & linking
 - Domains, roles, and permissions
 - Email notifications
- Avyre shall connect UVA's identity management solution to censhare for single sign-on



- Avyre shall support UVA on the creation of test cases in preparation for User Acceptance Testing during Launch phase
- Avyre shall conduct training for targeted user groups:
 - Three (3) ninety (90) minute administrative trainings to educate UVA on the administration of the system to gain proficiency with such topics as: maintenance of user groups, creation of permission roles, download formats, taxonomy and metadata management, reports, and system tasks.
 - Two (2) ninety (90) minute power user trainings to educate UVA on the advanced usage of the system to gain proficiency with such topics as: upload of new assets, the creation of asset versions, editing metadata, creating relationships, creating and managing spaces, and assigning permissions.

Deliverables

- Updated censhare Solution Architecture
- censhare Training Materials

Milestones

- Configured censhare Universal Content Management System
- Completion of Administrator and Power user trainings

Assumptions

- censhare Professional Services and/or Convotis has provided guidance to UVA Library's IT team to setup a stable Amazon Web Services environment sufficient to support the censhare platform.
- UVA is responsible for the creation of the user acceptance test scenarios to validate the system.
- UVA is responsible for installing various censhare system components and keycloak in UVA's AWS cloud environment.
- Any questions or issues related to the installation of censhare into UVA's AWS cloud environment will be directed towards censhare customer support or Convotis.
- Twenty (20) hours of AWS advisement/support from Convotis has been allocated in support of UVA. Any further hours needed will require a change order.
- Avyre will target building and configuring only out-of-the box Branding and application features.
- UVA shall provide Brand/Styling design guidelines and the media needed to meet the design guideline



- Non-Production environments may remain unbranded/styled

Out of Scope

- Customizations to extend censhare will not be prioritized in this project
- Custom training materials or training videos will not be created in the project

Launch Phase

After the setup and configuration of the censhare system, UVA will perform acceptance testing of the solution provided over a three (3) week period. Avyre shall assist UVA to remedy issues that are reported by UVA during acceptance testing.

Tasks

- Avyre shall assist UVA during solution acceptance testing by remedying reported issues with the setup and configuration of the censhare system
- Avyre shall work with UVA team to:
 - Use the system to gain proficiency with navigating the application, finding entities, viewing product data, and editing fields and relationships
 - Identify, and prioritize, for a future phase, any process changes based on user feedback
 - Identify, and prioritize, for a future phase any additional requirements or changes not previously identified
- Avyre shall oversee the cloning of the Production environment down to a non-Production environment by UVA IT prior to go-live
- Avyre shall update Solution Architecture documentation

Deliverables

- Updated censhare Solution Architecture
- censhare Project Final Acceptance Form



Milestones

- Completion of UVA user acceptance testing
- censhare DAM final acceptance sign-off

Assumptions

- UVA is responsible for allocating resources, scheduling and executing user acceptance testing of the censhare system.
- UVA is responsible for completing all acceptance testing within the phase period as defined.
- UVA will provide, in writing, final acceptance of the censhare system.

Migration

(Executed in Parallel to Discovery & Solutioning, Activation, Launch)

Avyre shall lead several Migration Discovery workshops within the first two (2) weeks of Project Kickoff to review and devise a Migration Plan for migrating identified and prioritized digital assets and associated metadata successfully into the censhare DAM application. The Migration Plan, once approved, will be executed to migrate identified and prioritized digital assets and associated metadata into censhare DAM from Edgehill-Randolph and Apollo repositories.

Timeline

- <3 Weeks

Tasks

- Avyre shall conduct one (1) migration process workshop to educate UVA on the Avyre migration process & options, establish a Migration Plan, and obtain secure access to repositories
- Avyre shall conduct two (2) migration discovery workshops to work with UVA resources to review metadata and file content, create mappings to assets and features in censhare, and define any processing rules needed when migrating content into censhare
- Avyre shall advise UVA as they prepare to migrate assets and associated metadata from identified repositories and up to two thousand total (2,000) files.
- Avyre shall configure the Avyre migration tooling for data export from Edgehill-Randolph and Apollo into censhare.
- Avyre shall provide one (1) migration template for UVA to complete for the application of metadata to ingested assets



- Avyre shall perform a test migration on a sample of the assets, no more than fifty (50), provided by UVA, to validate that migration tools are properly configured
- Avyre shall run the migration tool to import assets into censhare DAM
- Avyre shall provide an audit report to track the successfully ingested assets and the ingestion failures
- Avyre shall work with UVA to verify the correct operation of the migration tool
- Avyre shall work with UVA to validate that the data is complete and accepted
- Avyre shall work with UVA to identify any additional requirements or changes not previously identified (based on the migration import during activation and validation)
- Avyre may run one (1) “delta” migration near the Production Launch date to ingest any new files created or updated after the migration was started
- Avyre shall provide UVA a Migration Form to signify completion of migration efforts

Deliverables

- Curation Template
- Migration Plan
- Migration Plan Acceptance Form
- Test and Final Audit Reports
- Migration Acceptance Form

Milestones

- Completion of Migration Discovery Workshops
- Migration of UVA identified repositories
- Verification of migrated UVA identified repositories

Assumptions

- UVA identified repositories:
 - Edgehill-Randolph (MSS_5533) - < 1000 assets w/ metadata
 - Apollo - < 15,000 assets w/ metadata
- UVA will begin curation efforts once the Curation Template(s) are decided.
- UVA will be responsible for the integrity and data quality for the digital assets and metadata that will be ingested into censhare during the later migration phase.



- UVA will be responsible for curating content prior to migration; UVA will be responsible for prioritizing the curated content.
- Avyre targets a Migration of at least 95% of UVA's curated assets. The migration rate is determined as: 100% (UVA's pre-migrated files) x 97.5% (target collection and collation rate) x 97.5% (target ingestion rate)
- UVA is responsible for the integrity and data quality and enrichment of the asset files and metadata provided to Avyre for the ingestion into censhare DAM. Any issues with the quality of data provided to Avyre, explicitly by UVA, shall be acknowledged within three (3) business days by a qualified UVA resource. UVA will use commercially reasonable efforts to remedy the quality of the data before ingestion. Failure to correct data issues may result in the de-prioritization of that data, making it ineligible for migration. Avyre is responsible for the data ingest into censhare DAM.
- UVA will host the migration tooling infrastructure on Azure or AWS. Avyre recommends that UVA provides a Windows virtual machine within their network with the following specification: 4 GB Memory, 2 Core Processor, 300 GB SSD Disk
- UVA has an interest in maintaining migration tooling to support future migration efforts. Avyre will work with UVA on possible licensing cost and UVA's technical ability to support the tooling.

Project Assumptions

1. The solutioning and implementation of the censhare Headless Content Management System ("HCMS") or Online Channel for a casual user Portal is not in scope
2. All services are expected to be completed remotely
3. UVA will provide the following personnel as needed for this effort:
 - UVA will provide a single point of contact for project continuity, communications, and tracking of tasks, milestones, and efforts throughout (UVA Project Manager).
 - Any business and technical resources reasonably required in support of the engagement efforts.
 - A UVA Project Manager to organize resources and set meetings
4. Any changes in scope, unless time is critical for UVA and agreed to in writing, will be applied to a subsequent Statement of Work between Avyre and UVA.
5. UVA is responsible for providing any third-party software licenses required, and agreed to in writing by UVA for the successful completion of this Agreement.



6. Any architectural design, software information, database information, current configurations, naming conventions and existing topology related to UVA's current information systems will be made available to Avyre.
7. UVA will provide Avyre remote/VPN access to applicable environment and/or systems at least five (5) business days prior to the start of the Activation Phase
8. UVA will provide Avyre access credentials to ArchiveSpace for API access within five (5) business days of project start.
9. UVA will provide Avure access credentials to TrakSys for API access, within five (5) business days of project start, to retrieve master files or will provide an alternate source for identified master files (to be migrated)
10. Avyre is not responsible, nor liable, for the support, maintenance, or monitoring of UVA's censhare application or AWS cloud environment
11. UVA is responsible for any incurred cloud or server environment costs
12. It is understood by Avyre that changes to UVA's production system, post go-live, are to be applied during off-hours to minimize impact to UVA's users.
13. Avyre will provide two (2) user logins for UVA users to Avyre's support application, Jira, for project tracking, communication, tickets, etc. throughout of project.
14. UVA retains ownership of data shared by UVA within the Avyre support site.
15. UVA will provide sign-off on phase milestones upon completion within five (5) business days or with actionable feedback. Any milestone or deliverable not approved by UVA will be communicated to Avyre with cause. UVA and Avyre will work cooperatively to remedy any disapproved milestone or deliverable.

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[REDACTED] [REDACTED]

Summary

Below is a list of the project phases and the associated estimate of investment:

Project Phase	Duration
Discovery & Solutioning	6 Weeks
Activation & Migration	6 Weeks
Launch	3 Weeks

[REDACTED]

[REDACTED]

Engagement Summary

[REDACTED]

[REDACTED] The estimated duration of the engagement is approximately fifteen (15) weeks with a projected start date to be determined and a projected completion date to be determined.

- [REDACTED]
- [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
- [REDACTED]
- [REDACTED]
- UVA is responsible for providing a Purchase Order number upon SOW execution
- UVA will allow the use of UVA's logo for marketing purposes upon Project Acceptance and with prior written approval from UVA.
- [REDACTED]
- [REDACTED]
- [REDACTED]

University of Virginia

PO Box 400197
Charlottesville, VA 22904
AskFinance@virginia.edu
USA

Avyre, LLC

1007 Mansell Rd Ste A165
Roswell, GA 30076-4805
USA

By:

By:

Name:

Name:

Title:

Title:

Date:

Date:

