

Advanced Developer Telecommuting Project Project Agreement

Consulting, Inc. is authorized by this Work Order to perform the services described herein (the „Services“) and Arena Services to retain Consulting, Inc. to provide such Services, under the terms of this Work Order. No modifications to this Work Order may be made except in writing signed by both of the parties.

1 Project Description

The Advanced Developer Telecommuting project will enable Arena Services to increase developer productivity and allow qualified developers to work at home. Through this project, Consulting, Inc. will help Arena Services meet the following business objectives:

- Developers will not drive to work in the morning and will not return in the evening. They will receive orders via their work assignment system on their laptop. The developers will also attend a weekly team meeting at the office, including time for upgrading and maintaining their laptop.
- To Track compliance with this process change, Advanced Telecommuting reports will be developed to leverage instant messaging and awareness technology to compare laptop hours with developer output at the beginning and end of each day. The reports will be developed by Arena Services IT organization, but will be designed, tested, and deployed by the Advanced Telecommuting project team.
- Participating developers will need to be trained on this new process, and supervisors will need to be trained on how to set up participating developers and how to monitor process compliance via the Advanced Developer Telecommuting compliance report.
- Deployment will be tracked by the client by counting the training of all supervisors and participating developers.

Description of the Advanced Developer Telecommuting project approach: The project approach will include Consulting, Inc.'s assistance in the design, development, implementation, and deployment of the Advanced Developer Telecommuting Strategy. Consulting, Inc. will assist in deployment by planning and implementing a pilot deployment in one location. The project is anticipated to span a five-month time period beginning April 1 and ending August 31. The Advanced Developer Telecommuting Strategy was jointly developed by Arena Services and Consulting, Inc. as a result of an initial business case analysis. The project is a large, highly integrated workforce transformation project which will involve the Massively Multi User Game Developers of Arena Services and Asteroids Games. The transformation effort is a Business Integration project, which will involve process, technology and organizational changes, and include over 500 Arena Services/Asteroids Games developers.

Description of Key Tasks

For this work order, Consulting, Inc. will perform the following tasks:

1. Initiate project
2. Establish Program Management Office
3. Finalize project plans
4. Project oversight assistance
5. Project management assistance
6. Design and development
7. Technical support and application domain knowledge

Any other work associated with the Advanced Developer Telecommuting project not specified in this Work Order may be performed under the terms of a separate work order as mutually agreed to by the parties, and neither party will be obligated to perform any such other work until a work order has been fully executed.

2 Job Roles and Titles

Arena Services and Consulting, Inc. plans to assign the following roles/titles to work on the Advanced Developer Telecommuting project.

Consulting, Inc.	Arena Services
1 Project Manager	1 Project Manager
1 Analyst	2 Field Managers (Application Domain Expert)
1 Consultant	1 Legal Manager (Application Domain Expert)
	1 Labor Relations Manager (Application Domain Expert)
	1 Arena Services Deployment Manager
	1 Asteroids Games Deployment Manager

3 Estimated Schedule for Commencement and Completion of Services

Deliverables are shown only where Consulting, Inc. provides design or development assistance to complete deliverables. Advanced Developer Telecommuting Project will commence on April 1, and complete design and build by August 31. Consulting, Inc. will also assist with a pilot deployment in a single location by August 31. Overall, Advanced Developer Telecommuting deployment will last through mid-December, but at that time it will be the sole responsibility of the Arena Services members of the project team. Overall work days is approximately 748.

Deliverable	Completion Date (Estimated)
1. Labor Relations Overview Materials	April 30
2. Developer Task Assignment/Work product delivery current assessment	April 15
3. Compliance Report Requirements	April 30

4. Validation (Testing) of Compliance Reports)	July 15
5. Methods & Procedures Detailed Design	May 15
6. Customized Methods and Procedures	June 15
7. Training Detailed Design	June 30
8. Training Materials	July 31
9. Developer Telecommuting Maintenance Support Plan	July 31
10. Developer Telecommuting Rollout Approach	July 31
11. Developer Telecommuting Pilot	August 31

4 Deliverables to be provided by Consulting, Inc. and Arena Services project team and estimated schedule

All deliverables will be deemed accepted - based on the requirements described herein - upon the earlier to occur of sign-off by Arena Services, based upon agreed to acceptance criteria, or ten business days after submission. If acceptance criteria are not agreed to by the time of delivery, the deliverable will be accepted upon delivery.

5 High-level Work Segments

- Perform Developer Telecommuting Current Assessment
- Determine Developer Telecommuting Compliance Report Requirements
- Design and build activities for the Compliance Reports (outsourced to Arena Services IT, per client request)
- Test Developer Telecommuting Compliance Report
- Create Developer Telecommuting Methods and Procedures (Document general operating process and protocols for developers in the following areas: manage telecommuting environment; laptop usage; meetings and general communication, laptop upgrade and maintenance; task assignment and work product delivery)
- Create Developer Telecommuting Training Program (Create deliverables to train developers on processes and compliance reporting.)
- Create Developer Telecommuting Maintenance and Support Plan
- Deployment
- Project Management

Dependencies

- A current assessment must occur prior to the full start of the project, in order to validate the assumptions in the business case.
- Design of Methods & Procedures and Training should not begin prior to the completion of defining requirements for Compliance Reporting.
- The Program Lead and Client Sponsors have requested that the project conduct a pilot rollout in one game project within Arena Services / Asteroids Games. It should be a full pilot, encompassing training, process, and system changes.
- Arena Services IT has estimated that it will take them four weeks to build each Compliance Report, starting at the time they receive complete requirements

documentation. Testing cannot begin until Arena Services IT releases the reports as complete.

- The dial in technology must be rolled out prior to the deployment of Advanced Developer Telecommuting processes.

6 Assumptions

The following are key assumptions are included as part of this project:

1. The Developer Telecommuting Methods & Procedures and training materials will need to pass review and approval by the project team subject matter experts as well as client legal personnel and labor relations.
2. The Arena Services resources defined in the work plans are available at the requested dates and dedicated full time to the projects.
3. Field personnel will be provided the time to take required training.
4. Arena Services IT will assume responsibility for building the Developer Telecommuting Compliance Reports, based on requirements provided by the project team.
5. Arena Services IT will complete the build for the Developer Telecommuting Compliance Reports on schedule, so that the project team can initiate testing on schedule as defined in Number 3.
6. The Advanced Developer Telecommuting project team will test the completed Compliance Reports; however, Arena Services IT will be available to assist with issue resolutions during testing.

General assumptions

1. Arena Services will commit the necessary resources and management involvement to support the project, perform the approval procedures in a timely manner, and perform its other obligations as described in this Work Order in order to accomplish the objectives of the project.
2. Consulting, Inc. will have no responsibility for the performance of other contractors or vendors that may be engaged by Arena Services in connection with the Advanced Developer Telecommuting project, even if Consulting Inc. has been involved in recommending or selecting such contractors or vendors, or in the monitoring of their work.
3. Arena Services understands and agrees that Arena Services will be responsible for determining whether the services and deliverables provided by Consulting, Inc. hereunder, including any revised business processes implemented pursuant to this Work Order, (i) meet the business requirements of Arena Services, (ii) comply with all federal, state, and local laws, ordinances, codes, regulations and policies, and (iii) comply with Arena Services's applicable internal guidelines, long-term goals and any related agreements.
4. Arena Services will be responsible for obtaining all third party consents and cooperation necessary for performance of this project.

7 Project Budget

The cost (consulting fees) for the Advanced Developer Telecommuting Project is a fixed fee price of \$1,291,000. This cost is based upon the scope of work indicated above and the work plan for Consulting, Inc. assistance with the completion of the deliverables described in this Work Order.

Expenses, which will be paid in addition to the fixed fee, are to be billed at cost and include, but are not limited to, airfare, hotels, ground transportation, meals, production, and misc. Expenses shall not exceed \$151,500 per month. Out-of-pocket expenses will vary with the amount of travel required within the Arena Services locations to conduct project activities. Should expenses near the defined limit, additional funding will be requested in advance and must be approved by the Arena Services project management before being incurred. The fixed fee also does not include taxes, if applicable, which will also be paid by Arena Services.

8 Invoices and Billing Information

Billing will be conducted on a monthly basis. At the end of each month an invoice indicating the consulting fees and expenses charged will be presented for Arena Services. Payments are expected upon receipt.