Scope of Work – Yolobe, Inc.

Yolobe will be responsible for the following for the Click2Work Social Media software implementation and rollout

a. Develop, update and maintain training and onboarding materials for all participating organizations.
b. Deliver ½ day training as needed prior to Wave 1 launch on April 1, 2018. The tentative training dates are 2/16, 2/23, 3/9, 3/16, and 3/23. Yolobe will also deliver additional ½ day training sessions for Wave 2 participating organizations during the 3rd quarter of 2018 (dates TBD).
c. Migrate all Click2Work current e-mail subscribers to the new platform in early January 2018.
d. Participate in recurring Click2work governance meetings as appropriate throughout 2018 to review overall progress, identify issues and opportunity areas, and generally facilitate the overall management and health of the program.
e. Participate in weekly or bi-weekly meetings with Click2work POC to oversee program rollout and address issues and opportunities as appropriate.
f. Run quarterly retrospectives with participating organizations to ensure we are identifying and resolving issues promptly and most importantly applying continuous improvement.
g. Facilitate program management by Click2Work POC by providing access to timely reporting and metrics so we can gauge progress against our goals.
h. Running and maintaining the technology to support Click2work organizations and users.
i. Be available for customer support and technical support for participating organizations by both phone and e-mail. Issues can be escalated directly through POC to Yolobe for 24 hour response time.
j. Work with Click2work to facilitate linking opportunity databases such as Wisconsin Job Links to drive more opportunity and jobs to Click2work users and participating organizations.
k. Billing participating organizations who opt for premium service and handling all questions in a professional and timely manner.
l. Prioritizing feedback and feature requests from Click2work organizations and users in the ongoing development of our product and product roadmap.
m. Communicating new features, bug fixes and enhancements to Click2work organizations.