

Section 1.0, 13.0 Scenario for Transition

One of the benefits of contracting with Attenti is over twenty-seven years of experience implementing, transitioning, and supporting electronic monitoring programs. Through the years, we have gained extensive experience transitioning contracts on tight timelines and this experience will be utilized to the fullest in transitioning each Participating Entity program to our system. We have an infrastructure of experienced support personnel built from years of servicing contracts.

Our proposed Transition Plan is based on experience and best practices for a comprehensive and efficient implementation. Because NASPO Participating Entities can range in size, needs, and requirements, our Transition Plan is broad. This allows for Attenti and each Participating Entity to work together closely to establish the most effective and efficient transition for the Agency.

Our plan includes discussions and decisions with each Participating Entity to determine their individualized key milestones, user acceptance testing, and staffing strategies. This includes the transition of incumbent contractor data and the transition of equipment.

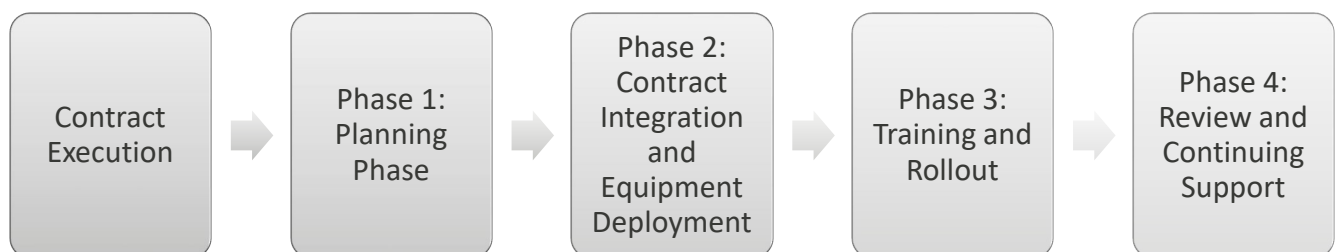
Once we have discussed their goals and requirements, Attenti will submit a complete Transition Plan to the Agency for approval. Any plan can be revised throughout the transition period to ensure customer satisfaction.

The four phases of our transition process include key implementation steps.

Approach

Our goal is to deliver a smooth and seamless transition for the Participating Entity and our approach to contract transition takes a number of factors into consideration, including the number of staff to be trained and the number of devices to be installed.

The best way to execute the transition of a program to our system is to employ four phases, based on best practices for a smooth transition of contracts. The phases are broadly framed and flexible enough to be adjusted based on new information.



Methodology

Phase 1: Planning

This phase involves planning via on-site, online, and/or teleconference discussions with program management. The Project Management team will coordinate with the Participating

Entity to schedule meetings and teleconferences with the program manager(s) or designee(s) and selected staff. Training agendas will be tailored to the program's needs and the training dates will be established for each location by agreement. During this phase, the planning discussions will entail a thorough overview of the transition and implementation process.

During the initial meeting, we will work with the Participating Entity to establish a transition and roll-out process, as well as a timeline for the implementation initiative; however, our objective is to meet the needs of each customer and the timelines can be adjusted according to program preferences. Our Project Team will learn how the Agency would like to be set up in our EM Manager software and will review the customizable options. We will also review any features or areas that need special permission for access and define which users should have access to these areas.

Phase 2: Contract Integration and Deployment

Most of this phase is handled by the designated Attenti Account Manager or account management team. They implement the decisions made during planning and finalize all equipment and training schedules.

1. Contract information is entered into the Attenti database.
2. Equipment orders are placed.
3. User Access Forms will be submitted to the Participating Entity's program manager(s) for distribution to all authorized users of our software. These forms will need to be completed and returned before training begins so that we can cover the initial officer set up and login procedure during training.
 - Note: After the initial contract set-up, the Participating Entity can choose to control User Access through one or more users with Supervisory Permissions to Attenti's EM Manager software.
4. As soon after Contract execution as the agreed-upon transition schedule indicates, we will begin shipping equipment to the program locations specified and our Project Team will ensure that an adequate number of hardware kits are shipped to the designated locations.
5. The contracted equipment will arrive in advance of our trainers because we use the actual equipment for training officers and staff.

Phase 3: Training and Roll-out

Best Practice: In our experience, best practice for success is to deliver training in conjunction with installing and activating participants. Installations are scheduled to take place for supervising officer caseloads during the initial training, while our trainers are present during the installation procedure to provide assistance and support.

Training will address the equipment and software provided under the Contract. The actual contracted equipment will be used in the training sessions and provided for trainees to wear as part of the training.

1. Ideally, we train where there are facilities that can accommodate classes of 20-40 with Internet access and a computer for each trainee.
2. Our training will include assistance with the installation of equipment. As part of the training, Agency staff are first instructed on the proper installation of our devices and then assisted with installing Attenti equipment on enrolled participants.
3. We often receive requests to include agency-specific training as part of our training classes and we do our best to accommodate these requests. The earlier such requests are made, the easier we can accommodate them.
4. Our instruction can include how your electronic program administrators and supervisors want your officers to handle the following: participant enrollments; rules; contacts; notifications and methods; device installation and activation; review of points; and reports.
5. Please note that we are willing to include anyone the Participating Entity would like to have trained, including officers, clerical staff, administrators, officer supervisors, and program managers.

Phase 4: Review and Continuing Support

Review. During this phase we will review our progress toward completion in the previous three phases, with particular attention to identifying the need for any remedial training, troubleshooting, or support. Your Project Manager will be in communication with the Participating Entity's Contract Manager to review the transition status and any identified needs.

Continuing Support. Attenti equipment comes with our expertise, experience, and track record of customer support. It is our goal to provide attentive customer service in a manner that exceeds the expectations of our customers and we work as a team with Participating Entities. We provide continuing, knowledgeable account management support from day one and this commitment to our customers is evidenced by our contracts, our references, and our reputation.

Outcomes

The advantages of this approach are that the training and device swap out will be smooth, with minimal disruption to the Participating Entity's program operations. It also allows for all staff members to receive protocol-specific training and for all devices to be installed in an organized manner. As stated previously, our goal is to deliver a smooth transition for every customer and this plan can be adjusted based on new information and discussions with each Participating Entity's program managers.