



Purpose

This generic implementation plan is designed for use before the customer has confirmed device count, selected modules or required features. It should be tailored after discovery.

Phase	Activities	Outputs
1. Discovery	Confirm customer goals, sites/affiliates, selected modules, device/user count, integrations, stakeholders, success criteria and constraints.	Completed discovery checklist and Order Form scope.
2. Commercial confirmation	Confirm licensed capacity, subscription term, pricing, billing details and any reseller involvement.	Accepted Order Form or SOW.
3. Technical readiness	Confirm network, identity, device, OS/browser, firewall/proxy and deployment prerequisites.	Technical readiness checklist.
4. Tenant provisioning	Create/provision tenancy and initial admin access.	Customer tenant and admin access issued.
5. Deployment planning	Agree rollout approach, pilot group, deployment method, timelines and fallback plan.	Deployment plan and pilot scope.
6. Configuration	Configure roles, groups, policies, alerting, filtering/monitoring settings and integrations as applicable.	Configured production/pilot environment.
7. Training	Provide agreed admin/user training and documentation.	Trained customer admins and support contacts.
8. Pilot / validation	Validate devices, policies, alerts, integrations and reporting.	Pilot sign-off and remediation list.
9. Go-live	Deploy to agreed population and monitor early issues.	Go-live confirmation.
10. Handover	Confirm support routes, escalation matrix, review cadence and ongoing responsibilities.	Operational handover complete.

Unknowns to complete

- Selected Senso Offering(s) and features.
- Number of managed devices/users/admin users.

- Customer sites, affiliates, schools or departments covered.
- Required integrations and third-party approvals.
- Any regional hosting/data residency requirements.
- Training needs and go-live timeline.

Source basis

- Senso Terms of Service and End User Licence Agreement, Revised Oct 2023 V7, <https://senso.cloud/eula/>
- Support Service SLA, revised 7 April 2020