

Non-Technical Terms

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The table below offers definitions for the most common Non-Technical Terms used throughout the SOW document:

Terms	Definitions
API (Application Programming Interface) Task	An API task is a unit of work that occurs every time a recipe (business process automation) performs an action provided by a connector (e.g., Workato® tools, etc.) that requires computing resources (e.g., looking up table variables, etc.).
Full Administrative Training	The training includes full end-to-end training on the Resolver® platform (e.g., creating applications, etc.).
Historical Data	Historical Data is data entered into a third-party system that you would like to import into the Resolver platform (e.g., Incidents by Location, Risk Assessments, etc.).
Involvement Records	Involvement records support incidents or activity records (e.g., involved locations, involved items, involved narratives, etc.).
Library Data	A standard reference list (e.g., Incident Types, Risk Categories, etc.) is used to map either Incident or Risk data and to categorize data for reporting purposes.
Post-Go-Live Support	Support starts after go-live has ended and is designed for further platform clarification and advanced concepts to meet business needs.
Prod (Production Org)	- A site instance on an environment that is live when implementation is complete. - Sandbox Orgs. are moved to Production Orgs when the Customer is ready to go live. - Product Org configurations use .JSON file format for importing/exporting data.

Terms	Definitions
SB (Sandbox Org)	• A site instance on an environment used for configuration, testing, and training. • Implementations start on a Sandbox Org. • Sandbox Org configurations use .JSON file format for importing/exporting data.
SOW (Statement of Work)	• An SOW document is a contractual document outlining an implementation project, including scope of work, professional services estimate, project roles, implementation methodology, and change order requests.
System Maintenance Training	• The training includes user management (creating/disabling users, roles, impersonating users, etc.) and field maintenance (select lists and renaming fields, etc.) on the Resolver platform.
User Acceptance Testing	• A testing stage requiring Customer data validation (before Go-Live) and executing everyday business scenarios.