



CUSTOMER READINESS APPENDIX A

ROLES AND RESPONSIBILITIES WORKSHEET

This worksheet identifies the team members we recommend for the implementation of your Spok® solution. Identifying these individuals will provide clarity on who does what for everyone involved, both from the “customer” (you) and “vendor” (Spok) side of the project.

Please complete each of the sections below. Once all sections are complete, you can return this worksheet to spokservices@spok.com.

EXECUTIVE AND CLINICAL SPONSOR(S)			
Spok	<ul style="list-style-type: none"> • Provide Spok resources. • Ensure project goals and objectives are supported. 		
Customer	<ul style="list-style-type: none"> • Provide customer resources. • Promote process change. • Participate fully throughout project. 		
	<i>Name</i>	<i>Phone</i>	<i>Email</i>

TRAINER			
Spok	Responsible for training customer-designated trainers and end users.		
Customer	Responsible for training administrators and end users.		
	<i>Name</i>	<i>Phone</i>	<i>Email</i>
Primary			
Secondary			

PROJECT MANAGER

Spok	<p>Oversees Spok resources, schedules, and deliverables.</p> <p><i>Clinical Project Manager</i></p> <ul style="list-style-type: none"> • Liaise with customer's clinical or operations project manager or other clinical lead. • Liaise internally with Spok's IT project manager. • Coordinate with customer's clinical and business leaders to drive clinical project goals. • Attend all key project meetings. • Lead regular project status meetings. • Manage changes to project scope. • Serve as primary point of contact for day-to-day project operations. • Provide guidance and assistance for managing project risks and issues. <p><i>Technical Project Manager</i></p> <ul style="list-style-type: none"> • Liaise with customer's IT project manager. • Liaise internally with Spok's clinical project manager. • Lead project management of technical install, testing, and training. • Attend all key project meetings. • Lead regular project status meetings. • Manage changes to project scope. • Serve as point of contact for day-to-day project technical operations. • Provide guidance and assistance for managing project risks and issues. 		
Customer	<p>Oversees customer resources, schedules, and deliverables.</p> <ul style="list-style-type: none"> • Liaise with Spok's clinical project manager. • Liaise internally with customer's IT project manager or lead. • Represent customer's clinical and business leaders to drive clinical project goals. • Attend all key project meetings. • Serve as primary point of contact for day-to-day project operations. • Serve as gatekeeper for managing project risks and issues. • Participate in regular project status meetings. 		
	<i>Name</i>	<i>Phone</i>	<i>Email</i>
Primary			
Secondary			

TELEPHONY ENGINEER

Spok	<p>Provide expertise, advice, and guidance regarding telephone configuration (this role is NOT responsible for programming customer PBX).</p>		
Customer	<p>Responsible for planning, installing, configuring, and troubleshooting telephone interface with Spok software.</p>		
	<i>Name</i>	<i>Phone</i>	<i>Email</i>
Primary			
Secondary			

CONSULTANT(S) AND BUSINESS PROCESS OWNER(S)

Spok	Responsible for providing leadership and guidance on the overall design and configuration of business workflows. <ul style="list-style-type: none"> • Serve as point of contact for all day-to-day configuration sessions. • Define overall system design to support defined requirements. • Guide definition and creation of customer-specific configuration. • Provide detailed technical and application expertise. • Provide installation and configuration of Spok products within customer environment. • Optimize use of Spok products. 		
Customer	Responsible for design and acceptance of business workflows. <ul style="list-style-type: none"> • Attend project meetings related to area of ownership. • Assist in the definition and configuration of processes and workflows. • Participate in user acceptance testing activities. • Optimize use of Spok products. 		
	<i>Name</i>	<i>Phone</i>	<i>Email</i>

DATABASE ANALYST

Spok	Responsible for performing Spok data migration tasks to align customer data within Spok database schema.		
Customer	Responsible for providing data to Spok in approved file format to align customer data with Spok database schema (required for configuring and testing data interface feeds).		
	<i>Name</i>	<i>Phone</i>	<i>Email</i>
Primary			
Secondary			

SYSTEM OWNER

Customer	Responsible for the overall system after it has transitioned to support.		
	<i>Name</i>	<i>Phone</i>	<i>Email</i>
Primary			
Secondary			

ADMINISTRATOR

Customer	Responsible for all configuration tasks and ongoing service administration.		
	<i>Name</i>	<i>Phone</i>	<i>Email</i>
Primary			
Secondary			

TECHNICAL PROCESS LEAD AND SUPPORT STAFF

Spok	As needed, provide Spok resources to support the project. For example: <ul style="list-style-type: none"> • Subject matter experts. • Technical and/or educational resources. 			
Customer	Provide additional customer resources as needed to support the project. For example: <ul style="list-style-type: none"> • Network Technician. • Desktop Support Technician. 			
	<i>Name</i>	<i>Phone</i>	<i>Email</i>	<i>Technical Role</i>



ABOUT SPOK, INC.

Spok, Inc., a wholly owned subsidiary of Spok Holdings, Inc. (NASDAQ: SPOK), headquartered in Springfield, Virginia, is proud to be the global leader in healthcare communications. We deliver clinical information to care teams when and where it matters most to improve patient outcomes. Top hospitals rely on the Spok Care Connect® platform to enhance workflows for clinicians, support administrative compliance, and provide a better experience for patients. Our customers send over 100 million messages each month through their Spok® solutions. When seconds count, count on Spok.

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