
Analysis and Design Phase:

The conversion begins by analyzing the source and target systems through review of available documentation and access to data and applications where available. There are three major subcomponents of analysis and design. These address overall conversion process, the data conversion rules, and the conversion architecture and infrastructure.

- **Conversion Process Analysis:** This entails a holistic view of the conversion project lifecycle and considers how the data conversion will be executed once the requirements are defined and signed off, and the tools built, integrated, and tested. The conversion execution flow considers how source data is provided to the conversion process; points at which data owners have visibility to data quality, when corrections to the data are performed, quality control check points, and how converted data is supplied to the target application.
- **Data Mapping Analysis and Design:** The principal output of data analysis and design is a Table Mapping Document that records data conversion rules and establishes a detailed link between source system(s) and the target system at the table and field level. The conversion rules must be detailed, unambiguous, and executable, and will include a description of any data manipulation, filtering, parsing, formatting, etc. required for a successful data migration. The table mapping document, the fundamental design document for all other aspects of the data conversion project, will also include a code dictionary, default values, and the disposition of data to be archived, converted and/or entered by hand either during data conversion or post-production. Additional profiles and reports indicating source data cleanliness, quality and completeness and are instrumental in the data analysis and design. White Box works very closely with subject matter experts of both the source and target applications and the end customer's business process and data owners in attempt to ensure that the data will be converted successfully.
- **Conversion Framework Analysis:** Considers such issues as data volume, data exchange requirements, security requirements to support conversion and how the conversion tools will be configured to execute these requirements. In addition, resource allocation for the migration process will be estimated, such as number of processing computers, database environments and network infrastructure.

At the completion of the Analysis and Design phase and prior to undertaking major development work, White Box requests that the Table Mapping Document to be reviewed and signed off by the appropriate key stakeholders.

Build Phase:

Following design signoff, White Box's conversion tools are configured to execute the conversion requirements defined in the Table Mapping Document to meet the agreed to project schedule. Quality control tests are developed to assess quantifiable and qualitative parameters to verify that the results of the conversion process were executed per the design. In this phase one or more test conversions are run internally to ensure the conversion engine and processes return the expected results. Any issues are resolved and the test is performed again as required.

Test and Refine Phase:

The prior to the final go-live conversion, it is recommended that the all key stakeholders participate in one or more mock or simulated conversions during which source data is collected and run through the entire process, the target database is loaded and data reports generated as necessary. There are three primary reasons to execute mock conversions: (1) The simulation of the final conversion process from start-to-finish, confirms the amount of time required and to identify and resolve conversion deployment issues in advance of the final conversion (Go-Live). This is most critical on large scale conversions or projects that have tight time constraints on system cutover. (2) The conversion of real data gives the process owners visibility into how the data will appear in the target application so that conversion and source data problems can be identified and resolved. (3) Mock conversion can supply "sample" converted data for the development team to support design and testing of the target application/database. The conversion team refines the conversion tools and process as appropriate based on feedback from the data owner and the target system implementation team. The purpose, number, timing, and input/output content of mock conversions to be done will be determined on a case-by-case basis by the conversion team, the target system implementation team, and key customer stakeholders. However, execution of mock conversion must not put the overall conversion project at risk.

During test and refine phase, the data owners address those data issues that need to be corrected or enhanced in the source application and provide status updates to the conversion team. Data corrections are usually required if the existing source data cannot be loaded, or if once loaded, it will adversely affect the functionality of the target application.

Go-Live Conversion:

The final or Go-Live conversion is defined as the last data extracted from the source systems, which results in the converted data populating the final production version of the target application at the end of the overall project. Once this data is extracted from the legacy source system(s), those system(s) must be frozen to allow for final data assurance validation and to allow data integrity throughout the conversion and verification process. Any changes to the legacy systems after the data is extracted cannot be included in the conversion and will have to be re-entered into the post production application (usually through manual entry).

When applicable, the data conversion team creates final conversion statistical reports and exception reports during and after the conversion process. Statistical reports provide quantitative analysis such as the number of date fields that did not conform to an expected date format. Exception reports provide qualitative analysis such as the records that have incomplete or invalid data. The data conversion team and data owners use such reports and data analysis to validate that data received from each source systems was converted to target system according to the conversion rules defined in the table mapping document.

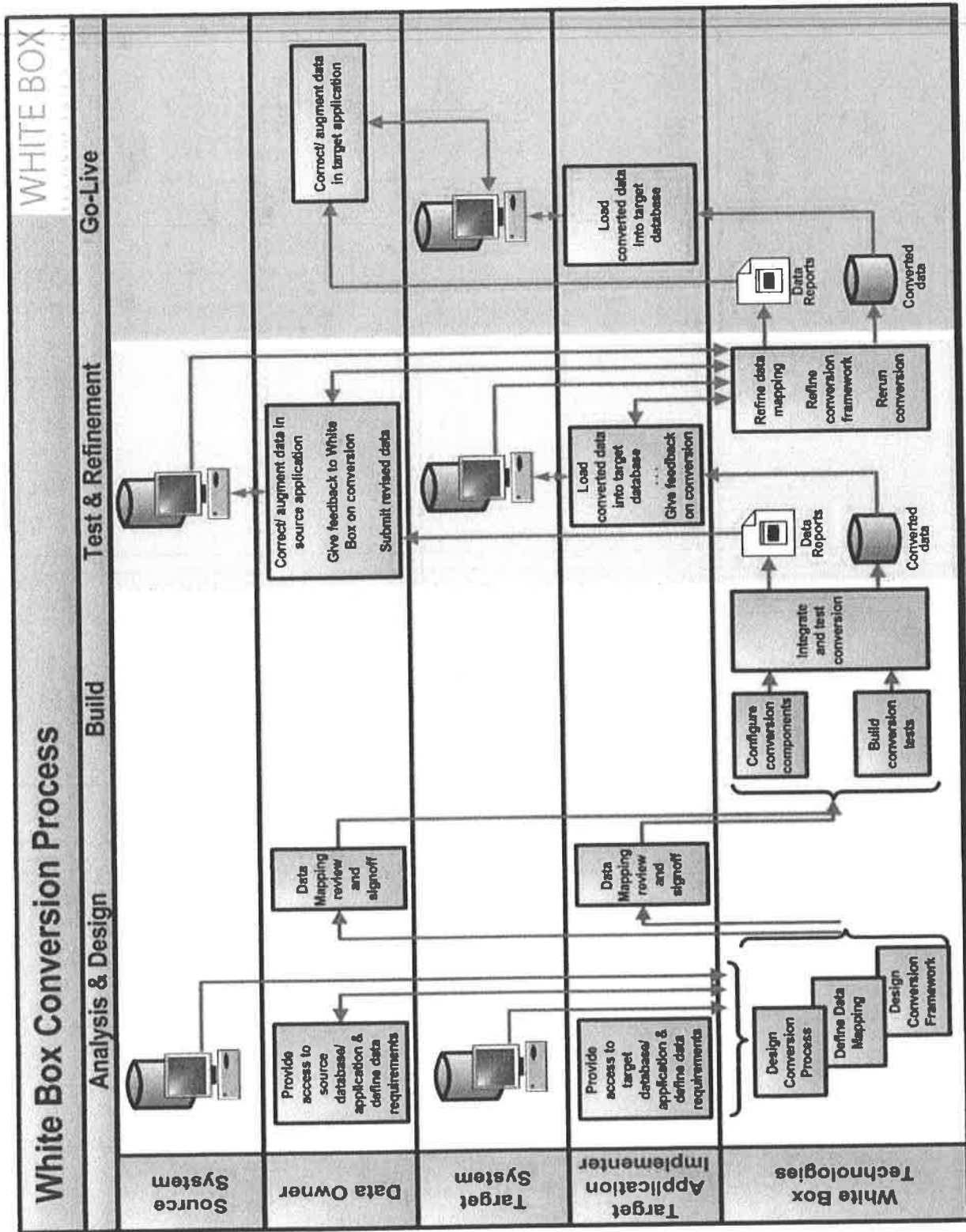


Figure 1 White Box Conversion Process

Description of Conversion Deliverables, Services and Options:

The scope of a conversion will vary on contract and customer requirements. However, the following are examples of what may be considered to be included in the general scope of the baseline and optional conversion services. Baseline conversion services include the scope of tasks required to successfully process and load legacy data from one database structure into a target database of a different structure. Optional conversion services include the scope of tasks that may be requested by a customer to enhance and augment the legacy data and to repeat the conversion process in order to reduce risk.

The table below lists all the various services that White Box can provide when doing conversions.

Service	Description
Accelerated Schedule	Schedule reduced to less than 10 week minimum
Additional Mock Conversions	Additional pull of source data, reprocessing and deliver with reports and release notes beyond one mock and one go-live
Address Standardization	Validates and standardizes address against USPS database
Custom Report	Report to indicate data that meets a certain criteria provided by Partner/Agency
Data Augmentation	Adding new or derived data necessary or desired in the target system but not available in the source. (Also called data enrichment). This includes changing the intent of the source data
Data Cleansing	Amending, correcting, removing, or defaulting inaccurate, incomplete, duplicated, or improperly formatted source data beyond that which is required to load the data properly in the target application
Data Collection	Retrieving and importing source data from data owner into White Box
Table Mapping Document	A document which details an unambiguous and executable set of rules that include a description of any data manipulation, filtering, parsing, formatting, etc. required for a successful data migration from the source to the target application. The Table Mapping Document is the fundamental design specification for all other aspects of the data conversion project.
Data Profile Report	Report that provides quantitative and qualitative analysis of the source data. (For example, date fields that did not conform to an expected date format, or the total number of records that meet specified criteria)
Data Standardization	Converting accepted (this does not include misspellings) data values that represent the same information into a single unified, recognized, and accepted structure as required by the target system. For example, standardization of all source SSN data to the target format of xxx-xx-xxx or changing "new york", "New York", "NY", and "ny" to "NY", but not "new yurk", or "n. york". Data Standardization is the process of bringing data into compliance with a customer or industry defined standard of some type.
Image Conversion	Converting digital images that were used in one application, for use in another software application. May also require changing the format of the images so that they function in the new application, includes; photos, mug shots, scanned documents etc.
Source Data Archival	In addition to the converted data loads, all source data provided for final conversion may be converted to .csv files or an Access database to provide to customer
Standardize to 3 rd -Party Data	Review and correction of legacy data through use of third party commercially available reference applications to provide assurance that data is adequate for its intended use

Convert Data to Readable format	Convert the data into an Industry Standard database which may or may not be loaded into the target system.
Financial Conversion	Converting financial data from the source system to the target system that could include; <i>Totals Only</i> (for reference or historical purpose), <i>Non-Collectibles</i> (involves determining how the current balance for a case is calculated and adding the balance as a single obligation on a case) and <i>Full Financials</i> (converting most/all possible financial information, resulting in a functional, usable financial state for each case as though the financial information had been entered into the system by a user over time instead of through conversion)

Baseline services

The following is a description of the inclusions of White Box’s baseline service. These services and deliverables would be included when White Box does the entire conversion component of a project.

Standard Deliverables with Entire Conversion:

- Source Data Profile Report
- Table Mapping Document
- Converted Data
- Standard Reports
 - Exceptions (records failed to load)
 - Matched Names (records that met all criteria for name merge)
 - Possible Names Matched (records that meet some, but not all criteria for name merging)

Assumptions/Constraints:

- Data must be provided in a usable format with corresponding column headers
- White Box will standardize and default data to the extent required to load in the target application
- White Box will receive source data and deliver converted data twice (one mock and one go-live)

STAND ALONE SERVICES

If the entire conversion project is NOT completely accomplished by White Box then several stand-alone services can be provided on a one off basis. Depending on the requirements of the end client and the partner White Box can provide the following:

Source Data Extraction: White Box typically does not get into extracting data from a legacy system primarily for liability issues. However, oftentimes the agency is unfamiliar with the system and knowing how to either do a data dump into CSV or flat file is beyond their scope. We can assist in figuring it out for them if needed. Also, we have several tools that will allow us to automatically get the data out of the system into a readable format.

Profile the data: Report that provides statistical information about their data.

Provide Table Mapping Document: White Box can do the analysis of the data, provide the blue print for conversion, with the actual migration done by the client or the partner.

Convert Data to Readable Format into a standard database: E.g. SQL format for conversion into any system. This could be used for those clients that do not want to convert their old data and import that into the new system, but would like to at least get it into a readable format and/or an industry standard database for queries and archival purposes.

Convert data from user generated Table Mapping Document: If the partner or agency wants to provide the table mapping document, White Box can convert the data exactly as shown from the document.

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Exhibit E

Data Conversion – Scope of Work

CAD Data Conversion
Persons, Business and Alias Information
Scars, Marks and Tattoos
CAD Call Records and Notes
Radio Logs
Vehicles
Property & Property Comments

Concept of Operations For Data Conversion Projects

This document provides an overview of White Box’s data conversion process for conversion projects and the value we bring to our customers.

White Box business philosophy

White Box Technologies Inc.; the leading independent source of data management solutions providing world-class expertise in data migration, conversion and integration. These solutions are made possible through a mix of proprietary, cutting-edge migration tools, methodologies, and capabilities that enables partners and clients to simplify their data management efforts, reduce costs and substantially increase the quality of their data. White Box is privately held and is located in Salt Lake City, UT.

White Box philosophy is to establish strong partnerships with all parties involved in a conversion project enabling our partners and their clients to benefit from our tools and experience and ultimately to make the conversion a success. Our skilled project operations team works to ensure that the expectations and deliverables are managed properly throughout the process. We’re not successful unless you’re successful.

White Box’s Conversion Process

Analysis and Design Phase:

The conversion begins by analyzing the source and target systems through review of available documentation and access to data and applications where available. There are three major subcomponents of analysis and design. These address overall conversion process, the data conversion rules, and the conversion architecture and infrastructure.

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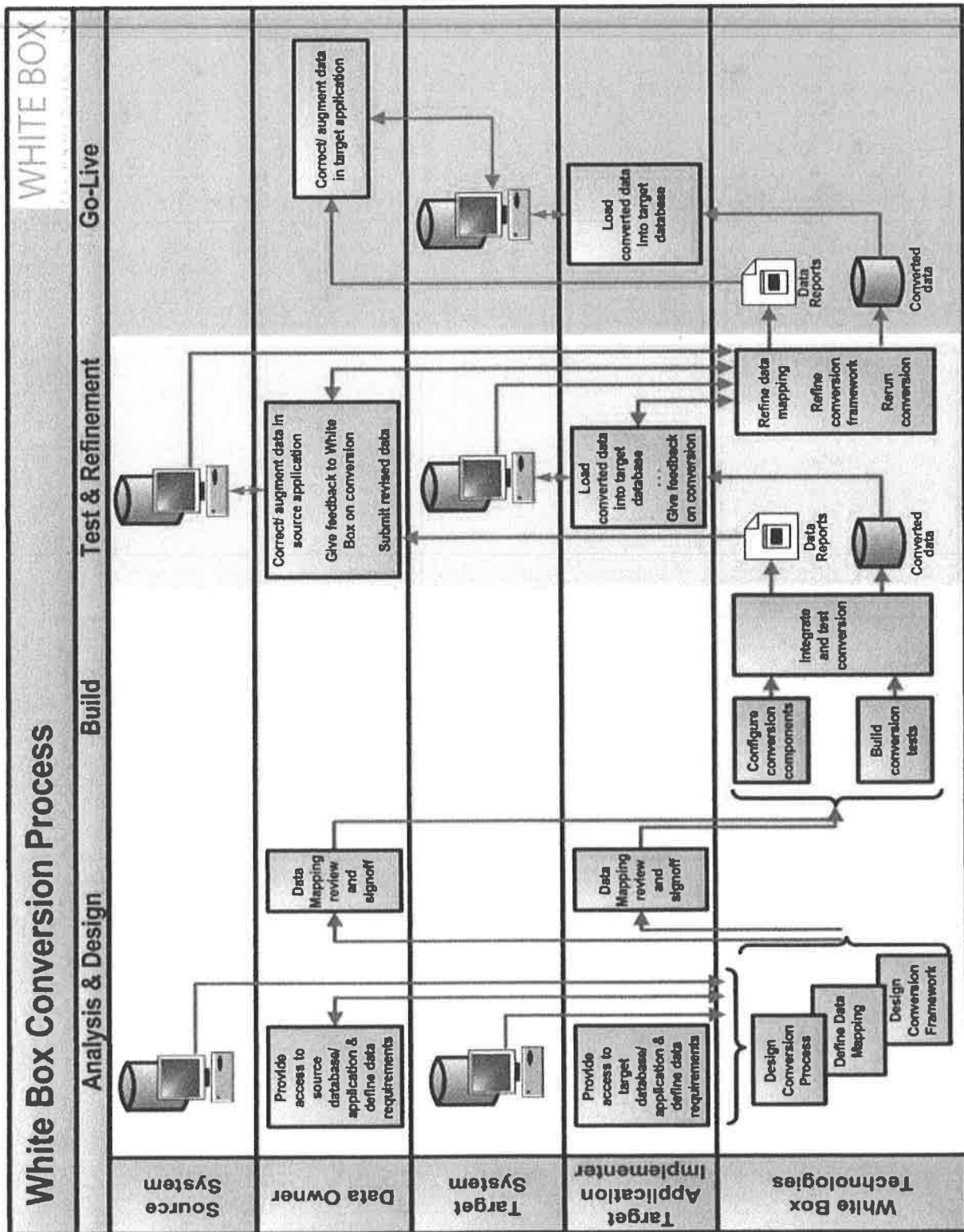


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