

Agriculture grade 5 user manual

## **Opening the application**

Open the index.html file from there follow the instructions in the book

## **Service and maintenance**

The games and the book will be receiving regular updates

### Warranty Services for Mountain Top

#### Introduction

Mountain Top shall commit to provide full support during the three year warranty period for the MTP Agriculture Grade 5 Interactive Book and Games. The warranty period shall commence from the date of acceptance of the project by the client. Mountain Top shall be responsible for ensuring the quality, performance, and functionality of the project during the warranty period.

#### Schedule of Services

Mountain Top shall provide the following services during the warranty period:

Regular maintenance and update of the interactive book and games content and software. Mountain Top shall ensure that the content and software are accurate, relevant, and up-to-date with the latest curriculum and standards. Mountain Top shall also fix any bugs, errors, or glitches that may occur in the interactive book and games.

Technical support and assistance for the client and the users of the interactive book and games. Mountain Top shall provide a 24/7 online help desk and a toll-free phone number for the client and the users to contact in case of any issues, questions, or feedback regarding the interactive book and games. Mountain Top shall also provide online tutorials, manuals, and FAQs for the interactive book and games on their website.

Replacement or repair of any defective or damaged hardware or equipment related to the interactive book and games. Mountain Top shall provide free replacement or repair of any hardware or equipment that is found to be defective or damaged due to manufacturing faults or normal wear and tear during the warranty period. Mountain Top shall also cover the shipping costs for sending and receiving the hardware or equipment.

#### Scope of Services

The warranty services provided by Mountain Top shall cover the following aspects of the project:

The interactive book and games content and software, including all text, images, audio, video, animations, quizzes, puzzles, games, and other features.

The hardware and equipment related to the interactive book and games, including tablets, headphones, speakers, chargers, cables, cases, stands, and other accessories.

The installation, configuration, integration, testing, training, and deployment of the interactive book and games on the client's premises.

The warranty services provided by Mountain Top shall not cover the following aspects of the project:

Any damage or loss caused by misuse, abuse, negligence, accident, vandalism, theft, fire, water, power surge, lightning strike

### **work plan**

Project Title: Interactive Agriculture Grade 5 Book and Games Development

Delivery of content will be 1 week from the time contract signed

Project Objectives:

Develop an interactive agriculture textbook for grade 5 students.

Create engaging and educational games to supplement the textbook.

Ensure alignment with grade 5 curriculum standards.

Phase 1: Planning (Weeks 1-2)

Project Kickoff Meeting (Week 1)

Gather the project team.

Discuss objectives and expectations.

Assign roles and responsibilities.

Curriculum Research (Week 1-2)

Review grade 5 agriculture curriculum standards.

Identify key topics and learning objectives.

Market Research (Week 1-2)

Analyze competitors' products.

Identify unique selling points (USPs).

Budget and Resource Allocation (Week 2)

Determine the project budget.

Allocate resources (e.g., budget for illustrations, game development tools).

Phase 2: Content Creation (Weeks 3-12)

Content Outline and Structure (Week 3)

Create an outline for the textbook.

Define the structure of the interactive content.

Textbook Content Development (Weeks 4-8)

Assign content experts to write chapters.

Review and edit content for accuracy and clarity.

Game Concept Development (Weeks 6-8)

Brainstorm game concepts related to agriculture.

Create game design documents.

Illustrations and Graphics (Weeks 9-10)

Hire illustrators and graphic designers.

Develop visuals for the textbook and games.

Phase 3: Development (Weeks 13-26)

Interactive Book Development (Weeks 13-20)

Collaborate with developers to create the interactive textbook.

Incorporate multimedia elements (videos, animations).

Game Development (Weeks 16-26)

Start game development based on approved concepts.

Regularly test and iterate on game mechanics.

Phase 4: Quality Assurance (Weeks 27-30)

Textbook and Game Testing (Weeks 27-29)

Conduct usability testing with target audience.

Fix any bugs and issues.

User Experience Testing (Week 30)

Ensure a seamless user experience across all platforms.

Phase 5: Finalization (Weeks 31-34)

Publishing and Distribution (Week 31)

Prepare the interactive book for various formats (web, mobile).

Publish the textbook and games on appropriate platforms.

Marketing and Promotion (Weeks 32-34)

Develop a marketing strategy.

Create promotional materials.

Reach out to schools and educators.

Phase 6: Evaluation and Maintenance (Ongoing)

User Feedback and Updates

Collect feedback from users and educators.

Regularly update the content and games as needed.

Project Closure (Week 35)

Project Evaluation and Documentation

Evaluate the project's success against objectives.

Document lessons learned for future projects.

Project Deliverables:

Interactive Agriculture Grade 5 Textbook

Educational Games (as specified)

Marketing materials

Project Milestones:

Content Development Completion (Week 10)

Interactive Book and Game Development Completion (Week 26)

Project Launch (Week 31)

Post-Launch Evaluation (Ongoing)

Budget Allocation:

Content Development:

Game Development:

Illustrations/Graphics:

Marketing and Promotion:

Risk Management:

Identify potential risks (e.g., delays, budget constraints).

Develop mitigation plans.

Project Reporting:

Regular progress reports to stakeholders.

## Service Level Agreement (SLA) for Interactive Agriculture Grade 5 Book and Games

### 1. Service Provision

Mountain Top Publishers, hereinafter referred to as "the Bidder," responsible for the development and maintenance of the interactive agriculture grade 5 book and games, shall provide regular updates and maintenance services throughout the duration of the project. Updates shall include bug fixes, content enhancements, and performance optimizations.

### 2. Response Times

The Bidder commits to responding promptly to all inquiries, issues, and support requests within the following response times:

**Acknowledgment:** The Bidder will acknowledge all inquiries, issues, and support requests within 2 hours during business hours.

**Resolution:** The Bidder will provide a resolution for the reported issues within 2 hours during business hours.

### 3. User Support

The Bidder will provide user support through a variety of channels during business hours. These support channels include:

**Email:** Users can reach out to [info@mountainpublishers.com](mailto:info@mountainpublishers.com) for email support.

**Phone:** Users can contact our support hotline at 0705295242 during business hours.

**Chat:** Users can utilize our live chat support available on our website during business hours.

### 4. Escalation Procedures

In the event that issues reported by users are not resolved within the stipulated response times or require further escalation, the Bidder shall follow the following escalation procedure:

**Tier 1 Support:** Initial inquiries and issues will be handled by our Tier 1 support team. If a resolution is not reached within the defined response times, the issue will be escalated as follows:

Tier 2 Support: Issues escalated to Tier 2 support will be handled by specialized support personnel with advanced expertise. They will work to resolve the issue promptly.

Management Escalation: If an issue remains unresolved or requires further escalation beyond Tier 2 support, it will be escalated to the management team for immediate attention and resolution.

This Service Level Agreement (SLA) outlines the commitment of Mountain Top Publishers to provide timely and effective support and maintenance for the interactive agriculture grade 5 book and games project. We aim to ensure a high-quality user experience and address any issues promptly.