Microsoft Azure - Starter Kits for Partners

Statement of Work (Sample)

Azure Site Recovery Scenario

Last Update: August 2015





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# Overview

The purpose of this document is to provide Microsoft Partners with a **sample** Statement of Work (SOW) that they can use as a reference to propose to their customers an engagement for deploying an Azure Site Recovery Scenario.

Although this sample aims at facilitating and accelerating your engagements, Microsoft makes no warranty that using this template will result in a successful project, you are responsible for defining the conditions of satisfaction with your customer and delivering the proposed scenario.

In this document, we cover the following topics:

* SOW CONTRACT TEMPLATE
* SCENARIO OVERVIEW
* THE PROPOSED SOLUTION
* FEE SCHEDULE
* SCOPE OF WORK
* AREAS OUT OF SCOPE
* PERIOD OF PERFORMANCE
* ENGAGEMENT RESOURCES
* DELIVERY METHODOLOGY
* DELIVERABLE MATERIALS
* GENERAL CUSTOMER RESPONSIBILITIES AND PROJECT ASSUMPTIONS
* CONDITIONS OF SATISFACTION

|  |  |
| --- | --- |
| [Company Name]  [Company Address] [City, ST ZIP Code] | Logo |

SOW [000] for Agreement to Perform Consulting Services to [Client Name]

Statement of Work

|  |  |  |
| --- | --- | --- |
| Date | Services Performed By: | Services Performed For: |
| [Date] | [Company Name]  [Company Address] [City, ST ZIP Code] | [Client Name]  [Client Address] [City, ST ZIP Code] |

|  |  |
| --- | --- |
|  | Placeholders for your content that appear in the paragraph text are shown in red and will change to the default text color when you add your content. Information that repeats in the document (such as client name) will be updated in all locations when you add or edit it once.  The text provided is sample SOW text that you can edit as applicable for your business.  Note: to delete any tip, such as this one, just click the tip text and then press the spacebar. |

This Statement of Work (SOW) is issued pursuant to the Consultant Services Master Agreement between [Client Name] (“Client”) and [Company Name] (“Contractor”), effective [Click to select date] (the “Agreement”). This SOW is subject to the terms and conditions contained in the Agreement between the parties and is made a part thereof. Any term not otherwise defined herein shall have the meaning specified in the Agreement. In the event of any conflict or inconsistency between the terms of this SOW and the terms of this Agreement, the terms of this SOW shall govern and prevail.

This SOW # [000] (hereinafter called the “SOW”), effective as of [Click to select date], is entered into by and between Contractor and Client, and is subject to the terms and conditions specified below. The Exhibit(s) to this SOW, if any, shall be deemed to be a part hereof. In the event of any inconsistencies between the terms of the body of this SOW and the terms of the Exhibit(s) hereto, the terms of the body of this SOW shall prevail.

In this project, [Company Name] (“Contractor”) will assist you with building Disaster Recovery Environment in Microsoft Azure.

This solution delivers a Disaster Recovery Environment running in Microsoft Azure. [Company Name] Will assist in the design, deployment, and integration of the solution and leads solution walk through with customer staff.

# Scenario Overview

## The Disaster Recovery Problem

As an IT Administrator, you need to assure the continuity of the operations on the company and prepare a **Disaster Recovery Plan in case of an emergency**. An information technology disaster recovery plan (IT DRP) should be developed in conjunction with the business continuity plan. Priorities and recovery time objectives for information technology should be developed during the business impact analysis. Technology recovery strategies should be developed to restore hardware, applications and data in time to meet the needs of the business recovery.

The recovery time for an IT resource should match the **recovery time objective** for the business function or process that depends on the IT resource.

Information technology systems require hardware, software, data and connectivity. Without one component of the “system,” the system may not run. Therefore, recovery strategies should be developed to anticipate the loss of one or more of the following system components:

* Computer room environment (secure computer room with climate control, conditioned and backup power supply, etc.)
* Hardware (networks, servers, desktop and laptop computers, wireless devices and peripherals)
* Connectivity to a service provider (fiber, cable, wireless, etc.)
* Software applications (electronic data interchange, electronic mail, enterprise resource management, office productivity, etc.)
* Data and restoration

Some business applications cannot tolerate any downtime. They utilize dual data centers capable of handling all data processing needs, which run in parallel with data mirrored or synchronized between the two centers. This is a very expensive solution that only larger companies can afford. However, there are other solutions available for small to medium sized businesses with critical business applications and data to protect.

Disaster recovery is based on replication, a technology with a rich history. Replication mirrors data across a network, either in real time (continuous replication) or at intervals (snapshot-based replication). The technology is typically used to move data from a local source location to one or more remote target locations.

Replication and DR have their origins in maintaining data integrity and availability of storage-based data. However, in the virtualized environments of today, the distinctions between protecting a VM (or a group of VMs on a given server) and replicating one or more VMs to recover the data a VM contains in case of a disaster are becoming blurry.

# The Proposed Solution

In response to many customer requests for DR on Microsoft Azure, Microsoft developed Azure Site Recovery (ASR), which enables the failover of Hyper-V and VMware VMs, as well as physical instances that are running on-premises to Microsoft Azure. Azure Site Recovery protects mission-critical applications with automated replication-based DR of physical and virtual machines. Servers can be protected to targets that are on-premises, at a hosting service provider, or on the Azure cloud. Microsoft is essentially entering the DRaaS market with ASR by enabling failover of a VM or physical machine to Azure, providing customers — SMBs, enterprises, and HSPs — with the ability to achieve DR without needing to invest in a costly duplicate infrastructure.

## How ASR Works

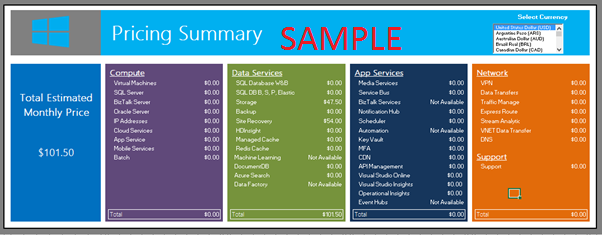
The ASR tool itself resides on Microsoft Azure and remotely monitors VMs in a customer's datacenter on an ongoing basis. Recovery Plans, which contain IT recovery instructions in case of an outage, such as which server and service to bring back first and how fast, are kept in the Azure Management Portal. IT has the ability to design very simple recovery plans or highly customized scenarios using PowerShell scripts.

Unlike in traditional DR environments, IT can use ASR to test recovery plans as often as desirable without causing disruptions in the operational infrastructure. The testing is noninvasive and can be done without the cost, complexity, and downtime of a traditional DR test.

ASR comes with encryption capabilities. Replicating to Azure requires a Site Recovery Vault on Azure; however, no live VMs are needed, as a failover automatically spins up the required VMs. This is a cost benefit to customers, not only because they do not need to pay for running the VMs in Azure but also because they save on licensing fees for Microsoft workloads through DR benefits covered under Microsoft's Software Assurance (SA). For each licensed instance customers run, the SA allows them to run one instance of the software on a backup server for disaster recovery.

## Azure Infrastructure Estimated Price

If your company owns a MSDN subscription, you can enjoy up to $150 in credits on Azure with reduced Windows Server rates and use your MSDN software such as SQL Server for no **additional licensing fee**.



# Fee Schedule

This engagement will be conducted on a Time & Materials basis. The total value for the Services pursuant to this SOW shall not exceed [$000] unless otherwise agreed to by both parties via the project change control procedure, as outlined within. A PCR will be issued specifying the amended value.

# Scope of Work

In this project, [Company Name] (“Contractor”) will assist you with building a Disaster Recovery Environment in Microsoft Azure. This solution delivers a Site Recovery Environment running in Microsoft Azure. [Company Name] Will assist in the design, deployment, and integration of the solution and leads solution walk through with customer staff.

**Note:** You can leverage Azure as the infrastructure of your Disaster Recovery Solution. For this engagement, we are covering a Site Recovery for on-premises workloads.

|  |  |
| --- | --- |
| Work Item | Scope |
| General technical deployment guidance provided by [Company Name] | |
| Activities/Tasks | 1. Envision    * Pre-project preparation    * Project kickoff    * Microsoft Partner Technical Consultant Check-in 2. Plan    * Infrastructure design    * Review of existing infrastructure deployment    * Identify file data dependencies (applications, devices, standard drive mappings and automation dependencies)    * Update current Disaster Recovery strategy and routine according new approach    * Update architectural design templates according proposed Cloud Solution    * Document high-level Disaster Recovery plan    * Func spec dev 3. Build    * Validate customer Azure account availability    * Enable and Configure Azure Connectivity, Storage Account and Site Recovery Vaults    * Deploy and Configure Microsoft Azure Site Recovery    * Create admin and co-admins    * Create a Site Recovery Vault    * Create a Hyper-V site    * Download and install Provider Agent    * Create Azure resources (Storage account)    * Create and Configure protection Groups    * Enable Virtual Machine protection    * Create a Recovery plan.    * Test the deployment 4. Stabilize    * Validate Azure Site Recovery Vault    * Validate data storage and accessibility in Microsoft Azure Storage    * Validate Recovery plans    * Validate basic operations configuration    * Knowledge Transfer / Demos to customer 5. Deploy    * Hand off to Operations    * Complete operational transition (Test Failover and Planned failovers if apply)    * Turnover operational documentation to customer    * Project close out meeting |

# Areas Out of Scope

Any area that is not explicitly listed in section “Scope of Work” is out of scope for this engagement. The areas that are out of scope for this engagement include, but are not limited to, the following:

* Overall program and project management.
* Management of customer resources.
* Creation of end-user communications, documentation, training, or change management.
* Support or assistance for implementing changes to customer identity provisioning processes.
* Technical change management approval process and supporting documentation.
* Microsoft Official Curriculum delivery.
* Configuration and deployment of the Site to Site VPN in the on premises datacenter.

INCLUDE MORE

# Period of Performance

The Services shall commence on [Click to select date], and shall continue through [Click to select date].

The total work, including, hands-on activities, technical meetings and answer to e-mails, is limited to a maximum of XXXX hours delivered remotely or on site during the course of the project

# Engagement Resources

### [Company Name] Project Roles and Responsibilities

|  |  |  |
| --- | --- | --- |
| Role | Responsibilities | Project Commitment |
| Engagement Manager | * Responsible for deliverable quality and Customer’s overall satisfaction * Single point of contact for billing issues, personnel matters, contract extensions, and project status * Stakeholder communication issue resolution and escalation | 2 hours / week |
| IT Consultant | * Responsible for planning and execution of solution | 40 hours / week |

### Customer Project Roles and Responsibilities

|  |  |  |
| --- | --- | --- |
| Role | Responsibilities | Typical Time Commitment |
| Customer Project Sponsor | * Makes key project decisions, assists in escalating unresolved issues, and clears project roadblocks | 2 hours / week throughout |
| Customer Project Manager | * Primary point of contact * Responsible for managing and coordinating the overall project * Responsible for resource allocation, risk management, project priorities, and communication to executive management * Manages day-to-day activities of the project * Coordinates the activities of the team to deliver deliverables according to the project schedule | Full time during planning; approx. 10 hours |
| Infrastructure Lead | * Primary technical point of contact for the team that is responsible for technical architecture and code deliverables | Full time during planning; approx.. 28 hours  Part time during stabilize and deploy phases: approx. 12  4 hours during the Build phase |
| Lab Ops Lead | * Primary functional point of contact for the team that is responsible for functional use cases and operation of the solution | Full time during planning; 10 hours |

|  |  |
| --- | --- |
|  | List names of resources and any key information about each. |

# Delivery Methodology

Add here your delivery and project management methodology. Examples of engagement methodologies.

* Scrum
* Microsoft Solution Framework

Explain how you will divide the activities based on your methodology.

# Deliverable Materials

Include any deliverable you may leave behind after the deployment is completed. E.g.

* Documentation for Environment Configuration
* Architecture and Topology Documents
* PowerShell Scripts

|  |  |
| --- | --- |
|  | If this is an SOW for deliverable work product, describe deliverables here. If this is an SOW for services that do not include specific deliverables, you might want to include a statement such as “There are no formal deliverables or work products defined in association with these services.” |

# General Customer Responsibilities and Project Assumptions

## General Customer Responsibilities

Delivery of scoped items depends upon, among other things, the following:

* Customer’s involvement in all aspects of the services
* Customer’s ability to provide accurate and complete information, as needed
* Customer’s timely and effective completion of the responsibilities, as identified herein
* The accuracy and completeness of the Assumptions, identified below
* Timely decisions and approvals by Customer’s management
* Customer’s completion of site readiness activities (if applicable)

In addition to any Customer activities identified elsewhere in this SOW, Customer will perform or provide the following:

* Procure and provide access to required Azure subscriptions and capacity
* Provide written descriptions of lab use cases and scenarios
* Provide written diagrams and descriptions of the network topology connecting your datacenter to Azure
* Provide adequate bandwidth to Microsoft Azure and a Microsoft Azure supported to the replication jobs.
* Make any and all necessary network configuration changes required to facilitate connectivity to Microsoft Azure from your datacenter and the locations from which the lab users will be accessing it
* In performing services under this SOW and the applicable Work Order, Contractor will rely upon any instructions, authorizations, approvals, or other information provided by Customer’s Project Manager or personnel duly designated by Customer’s Project Manager.

## Project Assumptions

The Services, fees, and delivery schedule for this project are based on the following assumptions:

* Any and all hardware and software components utilized on-premises are Certified for Windows Server
* All software used in the lab solution is supported for usage in Microsoft Azure by Microsoft and the respective vendor (if produced by a 3rd party)
* Your lab workload performance, capacity, and density patterns follow commonly encountered industry trends or capacity estimates and designs are adjusted to accommodate them
* You own or procure all required software licenses and Azure subscriptions
* Throughout the project, Contractor will submit requests for decisions or feedback for Customer to complete. Decisions are assigned due dates, and it is assumed that Customer will provide the required feedback or make decisions on either the due date agreed upon or (3) business days from the date of submittal. If a decision or feedback is not provided within the due date or (3) business days, it will be addressed as a potential change of scope pursuant to the Change Management process outlined in this SOW.

|  |  |
| --- | --- |
|  | Define client responsibilities. |

Completion Criteria

The project will be considered complete when any of the following conditions are met:

1. All In Scope tasks are completed; or
2. All funding has been utilized for hours of services delivered and expenses incurred; or
3. The period of performance has expired; or
4. The Work Order is terminated pursuant to the provisions of the agreement.

# Conditions of Satisfaction

Add here the criteria that define the success of this engagement. E.g.

* Business is able to continue normal operations without changing their current process after ASR is implemented
* In case of an incident, Customer is able to failover to the Cloud in **XXX (RTO) Minutes** and continue normal business operation, without impacting their operation
* Infrastructure Provisioning time for testing new application features is decreased **by X%**

# Suggested Sections/Topics to be added by the Partner

* Change Management Criteria