Microsoft Azure - Starter Kits for Partners

Statement of Work (Sample)

Enterprise Mobility Suite

Last Update: September 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 SharePoint 2013 in Azure Virtual Machines scenario.

Although this sample aim 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
* 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 SATISFACTIOM

|  |  |
| --- | --- |
| [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 creating an Enterprise Mobility solution utilizing the Enterprise Mobility Suite.

This solution delivers a three-tiered highly available SharePoint 2013 farm running on Microsoft Azure. The solution will include:

LEVERAGE THE DEPLOYMENT OPTIONS TEMPLATES – UPDATE IF ARCHITECTURE CHANGES

[Company Name] Will assist in the design, deployment, and set up of the solution and leads solution walk through with customer staff.

# Scenario Overview

The Microsoft Enterprise Mobility Suite (EMS) was created specifically to help you address today’s move to integrated, mobile, cloud-based services. Its three core components—Microsoft Azure Active Directory Premium, Microsoft Intune, and Microsoft Azure Rights Management—were built from the start as cloud services. They were designed to work together, providing an integrated technology family that’s unlike any other on the market.

CLOUD IDENTITY + ACCESS MANAGEMENT

Give users self-service and single sign-on for any corporate resource to make on-premises and cloud identity management easier.

Microsoft identity and access management solutions help IT protect access to applications and resources across the corporate datacenter and into the cloud, enabling additional levels of validation such as multi-factor authentication and conditional access policies. Monitoring suspicious activity through advanced security reporting, auditing and alerting helps mitigate potential security issues.

MOBILE DEVICE + APPLICATION MANAGEMENT

Manage and protect corporate apps and data on almost any device with Microsoft's mobile device management (MDM) and mobile application management (MAM) solution.

Leveraging Microsoft Intune, you can deliver application and device management completely from the cloud, or on-premises through integration with System Center 2012 Configuration Manager, all via a single management console.

Microsoft has also incorporated manageability and data protection directly into the Intune-managed Office mobile apps to help maximize productivity while providing the flexibility to extend these same management capabilities to your existing line-of-business apps through the Intune App Wrapping Tool.

INFORMATION PROTECTION

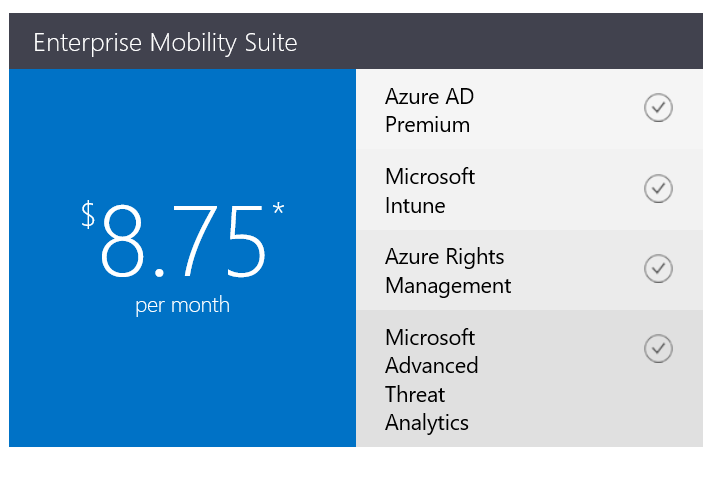
With Microsoft’s information protection solution, you can stay in control of your corporate data even when it’s shared with others, inside or outside of your organization.

With Microsoft’s information protection solution, you can deploy and configure access to corporate resources across your on-premises environment and cloud applications while protecting corporate information. You can also enable safe sharing of corporate data inside and outside of your organization. This allows you to remain in control of your data even when it is shared with others.

# The Proposed Solution

LEVERAGE THE DEPLOYMENT OPTIONS TEMPLATES – UPDATE IF ARCHITECTURE CHANGES

## Estimated Price



# of Users x $8.75 = TOTAL COST

# 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 deploying an Enterprise Mobility solution. This solution delivers:

LEVERAGE THE DEPLOYMENT OPTIONS TEMPLATES – UPDATE IF ARCHITECTURE CHANGES

[Company Name] Will assist in the design, deployment, and set up of the solution and leads solution walk through with customer staff.

# 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:

* Migration of any source system or data not explicitly declared as part of the scope.
* Overall program and project management.
* Management of customer resources.
* Creation of end-user communications, documentation, training, or change management.
* Application co-existence configuration necessary on the application side.
* Technical change management approval process and supporting documentation.
* Microsoft Official Curriculum delivery.

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 for * 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; avg 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; avg. 10 hours |
| 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:

* Provide written diagrams and descriptions of the network topology connecting your datacenter to Azure
* Provide adequate bandwidth to Microsoft Azure
* Make any and all necessary network configuration changes required to facilitate connectivity to Microsoft Azure from your datacenter sites
* 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
* 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.

# Suggested Sections/Topics to be added by the Partner