Microsoft Azure - Starter Kits for Partners

Statement of Work - SOW (Sample)

(SOW focused on application back end)

Mobile Application Scenario

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 creating a Cross Platform Application **back end with Microsoft Azure**.

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
* 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 building the infrastructure for an application back end solution in Microsoft Azure.

This solution delivers a Mobile Application back end in Microsoft Azure created with Visual Studio Tools for Cordova, [Company Name] will assist in the design, deployment, and integration of the solution and leads solution walk through with customer staff.

# Scenario Overview

## Why Mobile Applications with Microsoft Azure?

**Azure Mobile Services** makes it fast and easy to build mobile apps that scale. With Mobile Services, you store data in the cloud, authenticate users, send push notifications, and add custom server-side code. Mobile Services fully supports native Windows Store, Windows Phone, Android, iOS, and HTML5 development. The core Mobile Services functionality is also exposed through a powerful and flexible REST API so that you can build connected cross-platform apps and reach every user on every device. Scale your app to millions of customers across multiple geographies, key benefits:

* **Secure** and **store data** in the cloud from your **mobile app** on **any device**
* Deliver a **global mobile app with high availability and low latency**
* Engage your customers with **push notifications**
* Expand your **web presence** with mobile apps
* Build your mobile app to **enterprise** **line-of-business** systems

**Store Your Data**

* Simple storage provisioning is one of the core tenets of Mobile Services. Each Mobile Services subscription has ready access to a free 20 MB SQL database, which makes it easy to store relational data.
* Set individual permissions on insert, read, update, and delete operations for each table.
* Server-side code gives you the option of connecting to additional data stores—in Windows Azure, from 3rd parties, and on-premises.

**Authenticate Your Users**

* Mobile Services eliminates the need to write, configure, and test custom authentication systems. Register your application with Facebook, Twitter, Microsoft, or Google and then safely store your credentials in your Mobile Service. After your users log in, Mobile
* Services will verify their credentials on the server.
* Want to keep things “in-house”? Use server-side extensibility to integrate with Windows Azure Active Directory or your own custom identity system.
* No matter which authentication route you choose, you can restrict and manage access to all your Mobile Services resources.

**Push Notifications to Every Device, Every User**

* Mobile Services integrates with each platform’s push notification systems—MPNS for Windows Phone, WNS for Windows Store, GCM for Android, and APNS for iOS. To send push notifications, just upload your credentials, code push.apns.send, and then specify the device token and payload.
* Mobile Services integrates with Notification Hubs to provide the ability to broadcast push notifications to millions of devices.

**Connected Services**

* Server-side code allows you to enhance your data operations with custom logic. You can also send push notifications, SMS, and email or connect to other Windows Azure services and utilize add-ons from the Windows Azure Store.
* Any 3rd party service with an exposed API can also easily integrate with your Mobile Services powered application. That means services from companies like New Relic, Pusher, SendGrid, and Twilio work seamlessly with your app.
* You can connect your mobile app to on-premises systems by using Service Bus Relay with Mobile Services.

**Run Code on Demand**

* Mobile Services allows you to run your server-side code when you want to—whether that’s once or on a fixed schedule. This allows you to periodically purge old or duplicate data from tables, process and resize user submitted images, as well as query aggregate data from an external web service.
* Not only can you run your code when you want to, you can expose that code to external services making REST calls.

Additionally, Microsoft Azure enables you to provision Applications Servers faster, at reduced cost, and with the flexibility to deploy in the cloud or on-premises.

**Scale your Application as your business Grows**

One of the key benefits that the Microsoft Azure technology platform delivers is the ability to rapidly scale your application in the cloud in response to changes in demand.

**Scalability is a key feature of Azure:** When you deploy an application to Microsoft Azure, you deploy roles: web roles for the externally facing portions of your application and worker roles to handle back-end processing. When you run your application in Microsoft Azure, your roles run as role instances (you can think of role instances as virtual machines). You can specify how many role instances you want for each of your roles; the more instances you have, the more computing power you have available for that role.

**Don`t be limited to your Data center capacity to run LOB Applications**

One of the core benefits of the Microsoft Azure Platform is its ability to utilize the dynamic environment of the cloud to increase data infrastructure capacity, while reducing operational costs. The value of this benefit is it allows an organization to extend data center services out into the cloud environment, utilizing the scalable computing and storage resources that it offers.

**Respond quickly to changing business needs**

As organizations move applications into the cloud, the application architecture will help to decide how best cloud services can be used to support it. An entire application and supporting data may be moved into the cloud, depending on its sensitivity, individual process of an application may be moved into the cloud while leaving the secure data back on premises or an extension of services to augment an existing on-premises line of business application to the cloud.

**Leverage existing skills on your team**

Azure provides a familiar development framework, based on .NET and supportive of other popular programming languages, allowing for developers to easily be able to create new applications.

**Other Benefits:**

* Reduces waste of over capacity
* Ensures you can always provision enough capacity for peak periods
* Can reduce capacity if demand decreases
* Move existing applications to Microsoft Azure VMs, without code changes
* Expose On-Premises Apps using Microsoft Azure: Application Extension refers to the ability for our customers to run applications both on premise and in the cloud.
* Lowers capex through not having to pay for hardware
* Extend On-Premises Apps with new Web Apps
* Provide seamless connectivity with on-premises data and applications
* Single pane of glass for management with System Center
* Common identity services with Active Directory

# The Proposed Solution

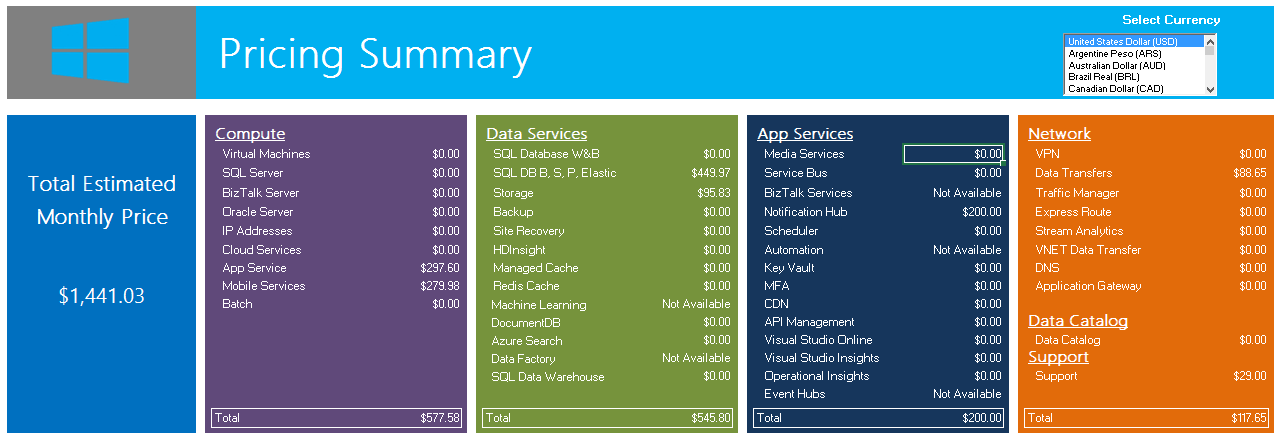
You can leverage **Azure Mobile Apps / Mobile Services** quickly adds login, push, and data sync to your **iOS, Android, or Windows** app. Connect **your app to enterprise systems and on-premises resources**. Scale your app to millions of customers across multiple geographies.

EXTRACTED FROM ARCHITECTURE VISIO DOCUMENT– UPDATE IF ARCHITECTURE CHANGES



## Azure Infrastructure Estimated Price

EXTRACTED FROM COST ESTIMATOR DOCUMENT– UPDATE IF ARCHITECTURE CHANGES



Contact your local distributor to check final prices, and include your margins as necessary.

# 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 **Mobile Application Back end infrastructure** by leveraging Microsoft Azure [Company Name] Will assist in the design, deployment, and integration of the solution and leads solution walk through with customer staff.

**Note:**

|  |  |
| --- | --- |
| Work Item | Scope |
| General technical deployment guidance provided by [Company Name] | |
| Activities/Tasks | 1. Assessment Phase    * Review technical requirements for the project and perform assessment and remediation tasks accordingly 2. Configure Microsoft Azure    * Create Microsoft Azure Tenant (if needed)    * Create admin and co-admins    * Create Virtual Network (if needed)    * Create Azure Storage Account 3. Configure Mobile App Back End Infrastructure    * Create Azure Mobile Services    * Create Azure App Services    * Configure Notification Hubs 4. Configure Azure SQL Database    * Create Service    * Define and Implement Data Partitioning Strategy 5. Configure Azure Active Directory    * Create Service    * Synchronize Local Domain Controller with Azure Active Directory 6. Integrate Azure Mobile Services into Application    * Integrate in Cordova App    * Adjust iOS specific configuration    * Adjust Android specific configuration    * Adjust Windows Phone specific configuration 7. Configure Deployment Strategy    * Configure Web Deploy / Visual Studio Online Build    * Configure PowerShell 8. Test Application    * Test access to application Web Services in different Devices    * Test Load balancing requirement    * Test Deployment process through PowerShell/Visual Studio Online |
|  |  |

# 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:

* This engagement is mainly focused on defining the architecture and back end of Mobile Application in Microsoft Azure. Therefore, any aspect of the Mobile App, such as defining the user interface and business logic is out of the scope.
* 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.
* 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 | 4 hours / week |
| Mobile Developer Consultant | * Responsible for planning and execution of solution | 40 hours / week |
| Back End Developer Consultant | * Responsible for planning and execution of solution | 40 hours / week |
| DBA Consultant | * Responsible for planning and execution of the database related configurations | 5 hours / week |
| IT Consultant | * Responsible for planning the Infra structure requirement of the solution | 4 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. 5 hours |
| Application Owner | * Primary functional point of contact for the team that is responsible for functional use cases and operation of the solution * Responsible for approving application changes to support the new infrastructure | Full time during planning; 20 hours |
| DBA Lead | * Responsible for planning and execution of the database related configurations | Full time during planning; avg. 5 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 Mobile App Back End infrastructure use cases and scenarios
* Provide written diagrams and descriptions of the network topology connecting your datacenter to Azure
* Provide VMs and images for upload into the solution, including any necessary licensing; upload all images prior to the beginning of the planning phase
* Provide adequate bandwidth to Microsoft Azure and a Microsoft Azure supported VPN device if VPN connectivity is to be used; you are responsible for configuration of any on-premises VPN device used to connect to Microsoft Azure
* 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.

* Mobile Client Application is available for Global Users in average 99.95%
* Internal team is able to continue development activities without changing their current process
* Infrastructure Provisioning time for new application features is decreased **by 50%**

# Suggested Sections/Topics to be added by the Partner

* Change Management Criteria