

APN Partner Deal Acceleration Program –**Project Plan**

[***Ginger Webs***] – [**MIND**] – [Date]

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|  | **Partner Credentials on AWS**  **Submitted By**  **MothersonSumi INfotech & Designs Ltd. (MIND)**  **MMM-DD-YYYY** |  |

**Revision History**

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| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Changes** |
| **1.0** | **21-12-2020** | **Rajat Dwivedi** | **Initial Draft of SoW** |
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**Disclaimer**

This deck outlines general guidance from AWS on what expectations we have to cover broader base of customer requirements. The intent is to make it easier for APN partners to work on funding requirements and reduce the cycle time. With sample text to refer, this is helpful for partners in building comprehensive SoW (Statement of Work). However, this deck shouldn’t be looked at as an ideal SoW. Sections identified below may not always apply and based on specific customer requirements, the contents of SoW will have to be updated/carved out by the partner team.

Please seek your own legal advice when writing SoW for customers

# Project Overview

## Executive summary

MothersonSumi INfotech & Designs Ltd. (MIND) is a part of Joint venture between **Samvardhana Motherson Group** (SMG) of India and **Sumitomo Wiring Systems** of Japan (SWS).

MIND is a provider of end-to-end software and engineering design solutions to companies around the globe. MIND started as an IT arm of the group in the year 2000 to support the IT needs of Samvardhana Motherson Group and Sumitomo Wiring Systems worldwide. MIND has further ventured into European and American Market to customers who are non-SWS and SMG to expand our services.

MIND's headquarters and development centers are in Noida (near New Delhi), India. MIND is a CMMi Level 5, an ISO 9001:2008 and ISO 27001 certified company. Since its inception in 2000, MIND has emerged as a strong world class IT Company with projects across the globe. MIND has multi-lingual software development capabilities including Japanese and German.

MIND is a Microsoft Gold Certified Partner, AWS, Azure & Google Cloud Service Provider, Oracle GOLD OPN partner and partner with other big IT brands.

MIND has Data Center (Level 3) services, Security Consulting Services Enterprise IT Helpdesk (Multi-lingual), Remote Application Management, Performance Management & Capacity Planning, Network Management Services and Application Hosting. MIND has defined Business Continuity (BC) and Disaster Recovery (DR) plans to mitigate risk of business disruption for its customers.

Ginger Webs is a leading technology company in assessment and testing industry. They are driven by an ideology to make unique, easy to use and futuristic applications. They have a decade of experience in assessment industry, the OMR experience leverage the foundation of online assessment and helped them build a platform that can support large volume online assessment with ease.

Ginger webs wanted to build online proctoring solution for conducting online exams via web & mobile devices. The solution must be able to leverage the high availability and flexibility to concurrently allow 50 thousand users at a time.

## Business Requirement

Intelligent online proctoring solution was needed for conducting online exams via web & mobile devices. This solution should capable of handling the invigilation of 50K students who takes exams at one time simultaneously, with enough intelligence to handle all sorts malpractices and enforcing fair and well proctored examination system, for university and corporate examinations.

Need for such a cutting-edge solution became highly critical especially in times pandemic, which brought huge relief to students and test providers.

Earlier, Ginger was using monitoring of students via screens, which was having issues of manual monitoring.

Customer desires highly robust and cost-effective solution capable of delivering a quality end user experience regardless of the demands on the platform. The platform will use best in breed AWS services in order to achieve this goal.

**Below are the requirements:**

* The solution must be able to handle up to 50 thousand concurrent users at a time
* In cases of discrepancy the solution must inform the stakeholders
* The solution must be platform independent thus it must seamlessly work on any device such as mobile, laptop or tablet

## Pain Points in the current environment

Challenges faced by the customers in the current environment include

* Currently the customers use manual solution for proctoring which is not able to scale well
* Manual solution is susceptible to error and mistakes
* Current solution fails to handle anomaly cases
* Current solution does not have provision for storing anomaly cases for future consideration, learning and decision making.















## 1.4 Project Success Criteria

* Application performance under test environment will define the success
* The solution allows at least 30 thousand concurrent users.
* Successfully migrating application and database to AWS
* Achieve faster delivery and deployment with AWS services to release to the market.
* Successful completion of cross-platform application with support forlaptop, tablet and mobile devices

## Pre-Requisites

* Architecture diagram, documentation, inventory, and performance details of the existing environment will be made available
* AWS Administrator/necessary access to AWS Partner to start and work on the project
* Customer to provide support on understanding the Stored Procedures and business logic
* Assign an executive to work collaboratively with joint accountability of the program

## Dependencies

* Network bandwidth requirement for end user connectivity to AWS
* Dependencies from on-premises data center on file server, license server and antivirus server

## Assumptions

* Billing of AWS services will be handled by MSIL
* Data to be extracted from 23 tables from MSIL DMS database, it can go up to 50 tables
* Joint effort is required between MIND & MSIL business mapping
* Data from 10 different sources other than DMS, will be copied directly into s3 enabling some quality checks, But API integration with these 10 sources is required is NOT considered in current scope
* Quality Checks are limited to basic checks
* Anything which is not covered as a part of this scope can be taken as a part of data engineer/ ML engineer/ data scientist efforts

## In-scope

Following is the scope of work for the *Partner*:

* Creation of API in AWS API gateway to receive Target Image and Source Image from the user.
* Creation of logic in AWS lambda to spread the requests to AWS Rekognition API between different regions to handle per region TPS limit of Rekognition
* Creation of AWS lambda functions to base64 decode and encode images and access decode faces and compare faces APIs
* Creation of lambda function to handle anomaly cases and to save anomaly images in s3 bucket.

## Out of Scope

* Handling of anomaly cases once they have been saved in the s3 bucket

## Risks and Mitigation

|  |  |
| --- | --- |
| **Risk** | **Mitigation** |
| **AWS Lambda function fails to spread to the Rekognition API requests between multiple regions to overcome per region limit** | Proper testing of the logic written within the lambda function to ensure expected output during solution execution  Consulting AWS CloudWatch logs to check any discrepancy |
| **The user of the solution uploads an invalid image format** | Providing proper and complete instructions to the user before providing them the solution for use. |
| **Anomaly cases not being handled by the proctor** | Ensuring standard and proper handling of anomaly cases such that the anomaly cases are being saved in s3 bucket and the proctor only handles the relevant error cases. |
| **Lack of support from business, existing partner** | Manage project timelines through regular governance agreed mutually by partner and customer at the time of project initiation. Escalate in timely fashion in case of any issues/risks |
| **Lack of testing assets and tools to validate the implementations** | customer to provide the input & output for comparison testing from their existing application |
| **Technical issues implementing the AWS Rekognition** | AWS Business support plan will be purchased |

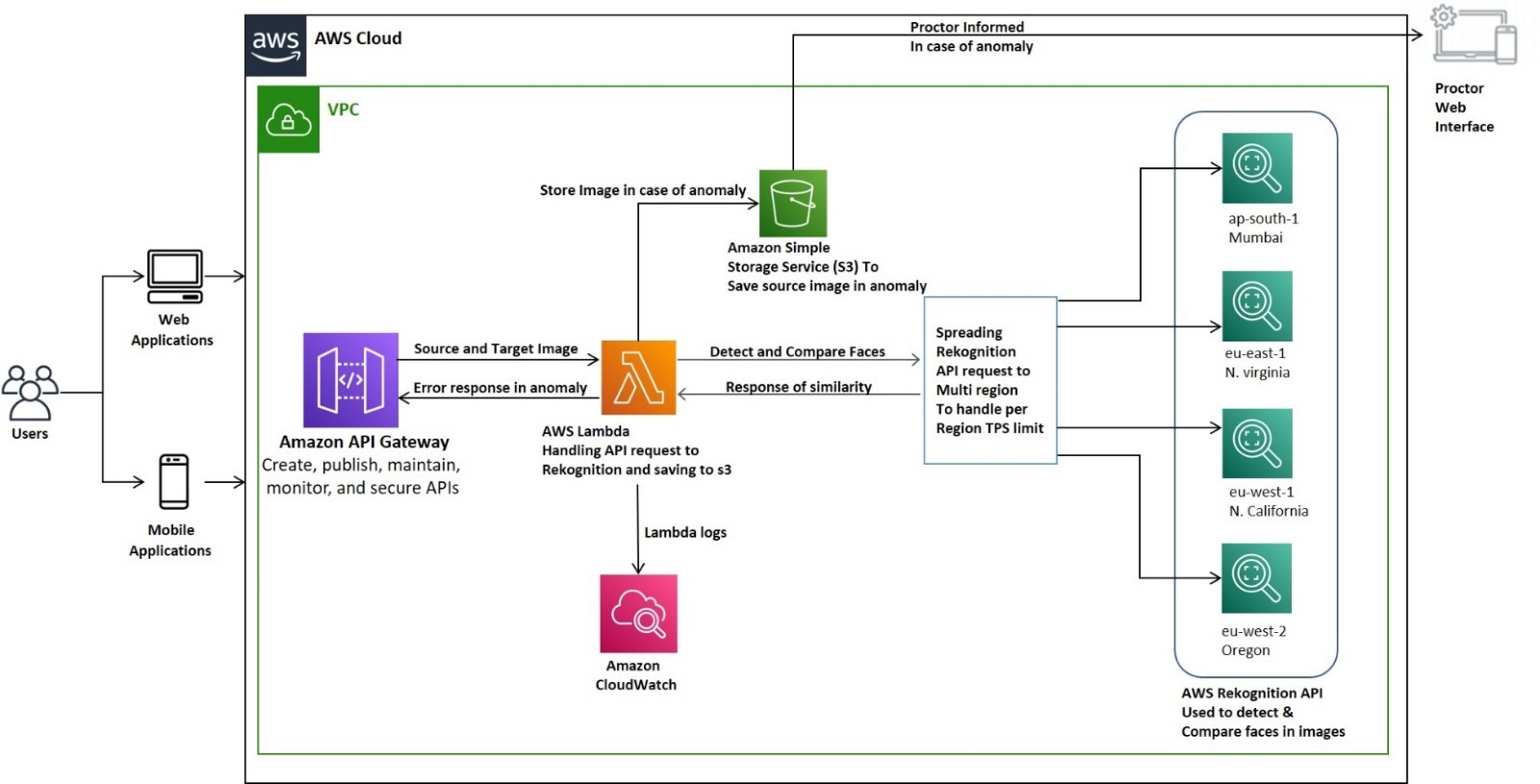
## Raci Matrix

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Tasks/Activities** | **Responsible** | **Accountable** | **Consulted** | **Informed** |
| Project initiation & Kick-off | MIND | GINGER | AWS | GINGER |
| Infra setup and configuration - Foundation | MIND | GINGER | AWS | GINGER |
| Discovery | MIND | GINGER | AWS/ GINGER | AWS/ GINGER |
| Design | MIND | MIND | AWS/ GINGER | AWS/ GINGER |
| Implementation | MIND | MIND | AWS/ GINGER | AWS/ GINGER |
| Code Build | MIND | MIND | AWS/ GINGER | AWS/ GINGER |
| Code Review | GINGER | GINGER | AWS | AWS |
| Validation | MIND | GINGER | MIND | AWS |
| Sign-off | GINGER | GINGER | AWS/ MIND | AWS/ MIND |



# Solution Architecture Diagram

## Architecture on AWS

**

## Overview of the Architecture

* AWS API gateway to create, publish, monitor, maintain and secure APIs
* AWS lambda function that receives source and target images from the users via the API gateway. The lambda handles the API requests to the rekognition service and saves the results to s3
* AWS S3 bucket to store the images in case on any anomaly
* Amazon CloudWatch where we can see the logs of lambda. This helps in maintenance and debugging.

# Project Execution / summary of milestones & deliverables

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Activity** | **Wk1** | **Wk2** | **Wk3** | **Wk4** |
| Ceration of authenticated API to receive images from API gateway |  |  |  |  |
| Creation of AWS lambda logic to spread the rekognition request to multiple regions |  |  |  |  |
| Creating functions in lambda to base64 decode images and access detect\_faces & compare\_faces API |  |  |  |  |
| Creation of lambda function to handle error cases and save error images to s3 bucket |  |  |  |  |
| Monitoring & Governance Activities |  |  |  |  |

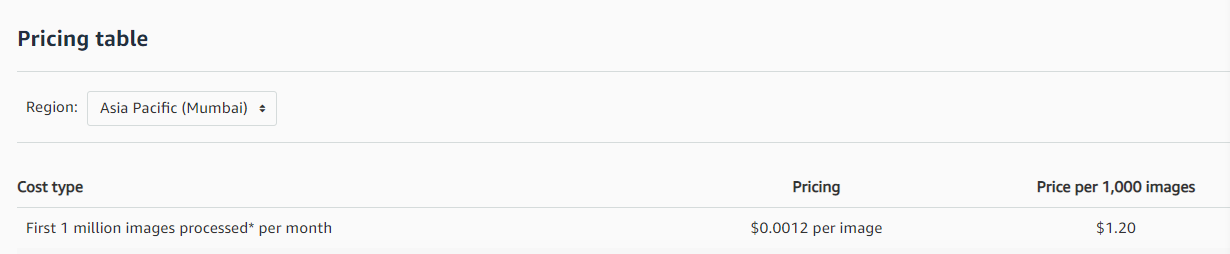
Wk- Week

## Expected AWS Cost Breakdown by Services

The monthly estimate for this project can be reviewed by following the below link:

<https://calculator.s3.amazonaws.com/index.html>

<https://calculator.aws/#/estimate?id=e5e9c0fd9c42e21a46223d96bd6d008505872063> = $1.71



AWS Rekognition API cost for 30000 images = $36

Total Cost for every month = $37.71

## Acceptance

*[To conclude a project, define acceptance process here. For example:*

*Upon completion of a Phase, PROVIDER will submit the associated tangible Deliverables, to CUSTOMER accompanied by an Acceptance Form in the form set forth in Appendix B to this SOW. Upon such submission, CUSTOMER will review, evaluate and/or test, as the case may be, the applicable Deliverable(s) within eight (8) business days (the “Acceptance Period”) to determine whether or not each Deliverable(s) satisfies the acceptance criteria for the particular Deliverable in all material respects. If the Deliverable satisfies its acceptance criteria in all material respects, CUSTOMER will furnish a written acceptance confirmation to PROVIDER via the Acceptance Form prior to the end of the Acceptance Period. For a Deliverable that is not accepted due to a non-conformity or defect, CUSTOMER will indicate the detailed reasons for such rejection on the Acceptance Form and return the Acceptance Form together with the associated tangible rejected Deliverables, if any, to PROVIDER (a “Rejection Notice”) within the Acceptance Period. Upon receipt of a Rejection Notice, PROVIDER will promptly correct any defects or non-conformities to the extent required so that each Deliverable satisfies the requirements of this SOW and its acceptance criteria in all material respects. Thereafter, PROVIDER will resubmit a modified Deliverable to CUSTOMER , accompanied by the Acceptance Form and the process set forth above will be repeated. However, CUSTOMER will limit its review, evaluation and/or test of each resubmitted Deliverable to determining whether or not PROVIDER has corrected the defects or non-conformities identified in the Rejection Notice and to the effects or impact which PROVIDER’s corrections or modifications have on other Deliverables or other portions of the same Deliverable. If CUSTOMER fails to provide PROVIDER with the above described Rejection Notice prior to the end of the applicable Acceptance Period, then the corresponding Deliverable(s) are deemed accepted.]*

Typical deliverables at the end of the engagement are Standard Operating Procedures, Build document. However, what the customer desires for acceptance needs to be discussed and agreed upon before beginning of the engagement

# Resources & Cost Estimates

*[List all billable and non-billable resources involved in the project]*

*APN partner are required to ensure Project Plan and the Work Break Down list is comprehensively charted out. Each task should be broken down in to as much details as possible and efforts listed down should be justifiable*

Partner Technical Team

1. Title - Name
2. Title - Name

|  |  |
| --- | --- |
| Resource | Rate (USD) / Hour |
| Solution Architects |  |
| Engineers |  |
| Other (Please specify) |  |

|  |  |  |
| --- | --- | --- |
| Project Plan and Work Break Down List | | |
| Infrastructure Creation and Implementation | | |
| Common Infrastructure & Activities | | |
| Roles | **Sub task** | **Effort required (person days)** |
| Technical Architect | Discuss the Application and Infrastructure Architecture. Understand Dependencies and Integration points |  |
| Create Document, Reviews from Customer, Corrections and Document sign off |
| Sr. Cloud Engineer | AWS Account Creation / Setup or Gain access if existing A/c and IAM (Roles, Policies, Groups and Users) Access Setup |  |
| Setup of Cloud Trail & Billing with their S3 Buckets |
| Setup Network components like VPC, OpenVPN, Subnets, Routing Tables, NAT, Bastion/RDP GW etc. as per the architecture |
| Setup of NACL's & Security Groups and configuration of security rules as per the document. |
| Setup of S3 Buckets |
| Setup of Base AMI's (App / Layer wise) with latest OS patches & software's required by the applications. |  |
|  | **Total** |  |
| Kubernetes Architecture | | |
| Roles | **Sub task** | **Effort required (person days)** |
| Sr. Cloud Engineer | Setup and configuration of the Kubernetes cluster |  |
| Sr. Cloud Engineer | Setup and configuration of the Worker Nodes |  |
| Sr. Cloud Engineer | Configuration of AutoScaler on Kubernetes cluster |  |
| Sr. Cloud Engineer | Setup and configuration of Load Balancer Ingress Controller |  |
| Sr. Cloud Engineer | Setup of Cluster Level monitoring using Open Source tools |  |
| Sr. Cloud Engineer | Setup of ElasticCache service |  |
| Sr. Cloud Engineer | Setup Client Build Environment with Fileshare |  |
| Sr. Cloud Engineer | Setup HashiCorp Vault and configure KMS |  |
| Sr. Cloud Engineer | Setup ALB and WAF then configure it to route requests to servers |  |
| Sr. Cloud Engineer | Setup RDS with MySQL |  |

|  |  |  |
| --- | --- | --- |
| Sr. Cloud Engineer | Support to customer on application setup.  (Deployment server in case of Web/App/Api) |  |
|  | **Total** |  |
|  | **Data Migration (for all 7 customers)** |  |
| Roles | **Sub task** | **Effort required (person days)** |
| Sr. Cloud Engineer | Migrate Data from Cloud SQL to RDS |  |
| Sr. Cloud Engineer | Migrate Data from Cloud storage to S3 |  |
|  | **Total** |  |
|  | **CI/ CD** |  |
| Roles | **Sub task** | **Effort required (person days)** |
| Sr. Cloud Engineer | Setup and configure Jenkins server for the application deployment |  |
| Sr. Cloud Engineer | Setup Jobs for various services |  |
| Sr. Cloud Engineer | Take care of roll back in case of failures |  |
| Sr. Cloud Engineer | Test the entire solution end to end |  |
| Sr. Cloud Engineer | Walk through of the entire branching and workflow of DevOps setup |  |
| Sr. Cloud Engineer | Corrections on feedback |  |
|  | **Total** |  |
|  |  |  |
|  | **For v5/6 Architecture (For all 7 customers)** |  |
| Roles | **Sub task** | **Effort required (person days)** |
| Sr. Cloud Engineer | Setup of EC2 instances according to architecture |  |
| Sr. Cloud Engineer | Setup ALB and configure it to route requests to servers |  |
| Sr. Cloud Engineer | Setup RDS with MySQL |  |
| Sr. Cloud Engineer | Support to customer on application setup. (Deployment server in case of Web/App/Api) |  |
| Sr. Cloud Engineer | Cloud Watch Alerts and Setup of Standard / Custom Metrics - ASG Metrics |  |
| Cloud Watch Dashboards Setup |
| Sr. Cloud Engineer | Configure GuardDuty and AWS Config |  |
| Sr. Cloud Engineer | Handover & Documentation. |  |
|  | **Total** |  |

|  |  |  |
| --- | --- | --- |
|  |  |  |
|  | **Data Migration (For all 7 customers)** |  |
| Roles | **Sub task** | **Effort required (person days)** |
| Sr. Cloud Engineer | Migrate Data from Onpremise/Cloud to RDS |  |
| Sr. Cloud Engineer | Migrate Data from Onpremise/Cloud storage to S3 |  |
|  | **Total** |  |
| Project Management | | |
| Roles | **Sub task** | **Effort required (person days)** |
| Project Management | Project will conduct governance with Technical Team and Customer Stakeholders |  |
|  | **Total** |  |



Cost Contribution distribution between Partner, *CUSTOMER*, AWS:

|  |  |  |
| --- | --- | --- |
| Party | Contribution (USD) | % Contribution of Total |
| *CUSTOMER* |  |  |
| Partner |  |  |
| AWS |  |  |

## 

*CUSTOMER*

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# Appendix A – technical project plan for migration project

Migration Project Plan must demonstrate a consistent methodology and process applied through multiple migration phases as exemplified below. Though specific details may vary from project to project, a solid migration framework with major phases and work areas must be clearly identified and exercised consistently across all the projects.

The migration work scope and deliverables below are for guidance and demonstration purposes. Refer to AWS [Migration Consulting Competency Checklist](https://partnercentral.awspartner.com/sfc/#version?selectedDocumentId=0690h000003pc7y) for details. Actual project details may include other work items not limited to the following areas.

|  |  |
| --- | --- |
| Phase | Work Area and Deliverables |
| Assess | Migration Readiness Assessment (MRA) -  MRA determines *CUSTOMER* ’s readiness based on [AWS Cloud Adoption Framework](https://aws.amazon.com/professional-services/CAF/) comprised of Business, People, Governance, Platform, Security, and Operations perspectives.  Deliverables should include an assessment report with suggested actions and Statement of Work for executing the Mobilize phase next.  Total Cost of Ownership (TCO)–  The purpose of TCO analysis at assess phase is to perform rapid discovery and create TCO report.  Deliverables should include a detailed business case with focus on TCO modelling, business value assessment and detailed migration cost. |
| Mobilize | The purpose of Mobilize phase is to validate foundational migration capability and business case and plan migration project next. Mobilize may consist of the following work streams:   * Mobilize phase execution and migration planning * Portfolio discovery and analysis * Operations model assessment and design * Landing Zone design * Initial implementation Security specification * Migration pilot implementation as per [Appendix B](#_Appendix_B_–) * Migration team/organization establishment, Team RACI, training plan, and training activities * Detailed Business Case justification supported by Total Cost of Ownership (TCO) calculations   Deliverables should reflect the results of each of the work streams. |
| Migrate & Modernize | Migrate -  The migration project may consist of the following work areas on a per application basis:   * Design: migration pattern, application architecture, operations, cutover plan and process, reusable templates, migration tooling, and validation test plan * Migration: servers, databases, data, infrastructure services, followed by basic validation test * Integration: connectivity, application interfaces, operations (backup/restore, ...) * Validation: functional, performance, reliability, security, compliance * Cutover: meeting RTO and RPO with rollback plan   Modernize –  Modernization may be performed as part of migration work or post migration. The modernization project may consist of following areas on a per application basis:   * Assessment:Figure out motivation driver to modernize an application. Assess the amount of effort, time and cost to modernize. Assess the cost savings with modernization options (replatform, refactor, repurchase etc.) * Design: Migration pattern, target application architecture and AWS Services, operations, cutover plan and process, migration tooling and validation test plan. * Development: Develop or modify application to use AWS managed platform. * Validation: functional, performance, reliability, security, compliance * Cutover: meeting RTO and RPO with rollback plan   Optimize -  It may involve one or more of the following work areas.   * Cost optimization (e.g., right-sizing services, resource reservation, leveraging spot instance, monitoring and analyzing service usage and cost) * Application optimization (e.g., performance, functional, design) * Process optimization (e.g., development process automation) * Operational optimization (e.g., operations support systems, infrastructure as code))   Deliverables should reflect the results of each of the work areas. |
| Completion | Reach the project closure with the *CUSTOMER*.  Deliverables should include *CUSTOMER* ’s acceptance letter and training materials. |

# Appendix B – Pilot Migrations in Mobilize phase

The Application Migrations work stream defines an agile approach to migrate applications to AWS during the Mobilize Phase. This work stream helps *CUSTOMER* s get hands-on experience in migrating different types of applications to AWS using standard migration tools and process, working together with AWS and/or Partner migration experts. It also helps bring some of the outputs from other work streams, such as Security, Risk & Compliance, Operational Integration, and Landing Zone together through live-migrations.Although the number of applications migrated in this work stream is normally no more than 10, it is largely indicative of how the majority of applications can be migrated as detailed discovery and analysis is completed for the rest of the portfolio.

**General Guidelines for selecting applications for Pilot**

Applications that are web-based (accessed via web browsers), 2 or 3tiered (web-app-database); running a supported operating systemon virtual or physical hardware; have no dependency (or are loosely coupled) on other applications in data center/on-prem; have little (less than 1 Mbps) connectivity needs back to data center or *CUSTOMER* has Direct Connect; no shared data storage (SAN/NAS) with other applications; runs on AWS RDS supported databases ; Database size less than 20GB; not to exceed 20 server instances; preferably, stateless-architecture (can be deployed in a clustered mode using load balancer); preferably, at least 50% test automation for expedited testing/certification; preferably, well understood and documented architecture; acceptable (less than 2 hours) downtime.

In addition to above guidelines, there are other factors to be considered based on *CUSTOMER* ’s process, application criticality, commitment, SME availability.

General Examples of applications preferred for Pilot Migrations:

Online properties/Marketing sites

Intranet applications built on n-tiered architecture

Content Management Systems

Web Applications

Marketing, Sales and Service applications

General Examples of applications not recommended for Pilot Migrations:

ERPs and CRMs– SAP, PeopleSoft, Oracle ERP, Microsoft Dynamics, Seibel

Financial Reporting Systems

Data Warehouse

Information Lifecycle Management, ETL, B2B data exchanges,

EAI and middleware

Citrix-based workloads

**Outcome**

*CUSTOMER* resources trained in migration tools, AWS services, monitoring, and best-practices

*CUSTOMER* ramped-up on scalable migration factory framework