# 

Statement of Work

Azure Active Directory (AAD) Planning and Design

Prepared for

Prepared by

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This Statement of Work (SOW) and any exhibits, appendices, schedules, and attachments to it are made pursuant to Work Order **7-VAEN4TJWL** and describes the work to be performed (Services) by Microsoft (“us,” “we”) for (“Customer,” “you,” “your”, “CBA”, “”) relating to the **Azure Active Directory (AAD) Planning and Design** (project).

This SOW and the associated Work Order expire 30 days after their publication date, unless signed by both parties or formally extended in writing by Microsoft.

Introduction

is a wholly owned subsidiary of the (CBA). has been formed to drive new business innovation for CBA through a portfolio of Fintech startups.

requested Microsoft to initially recommend the Azure AD structure for the base team of (less than 10 employees) and how each business will engage (less than 5 current businesses, which total less than an additional 15 employees). is targeting a portfolio of 25 startup businesses.

does not have an on-premises Active Directory and may require access to CBA on-premises systems. X15 does have O365 established. The approach as to how they will structure and manage the use of Azure foundationally for their businesses is still being considered.

Following recommendation on structure, this project will then provide the design for the selected AAD environment to meet ’ business objectives.

# Project objectives and scope

## Objectives

The objective of this project is to undertake the Plan and Design phases for the following implementation of Azure Active Directory for . The purpose of this SOW is to provide with the scope, activities, and timeline necessary to complete this activity.

## Areas in scope

### General project scope

Microsoft will provide Services in support of the following scope.

| Area | Description | Assumptions |
| --- | --- | --- |
| Azure Active Directory Identity Management Planning and Design | * Identity as a Control Plane: Conduct 2 (two) workshops of 2-hours each to help the customer understand the Microsoft Identity vision on the Identity scenarios and help the customer make informed decisions, covering:   + Azure Active Directory – Enterprise Users   + Azure AD Business-to-Business (B2B) Users   + Identity Management   + Identity Governance   + Identity Protection * Conduct 2 (two) x 2 (two) -hours assessment and planning workshop to gather:   + Requirements,   + Current State   + Challenges   + Objectives   + Information about the current environment,   + Partner collaboration scenarios   + Identity options   + Document Customer design decisions.   Planning and Design for Azure Active Directory identity management covering:   * + Azure Active Directory for staff (AAD) and Partners access (B2B)   + Identity Governance (Onboarding and Access Reviews)   + Azure Active Directory self-service password   + Azure Active Directory self-service group management to support management of cloud-based security groups   + Azure Active Directory group-based licensing to assign licenses to users based on Customer-defined licensing profiles (up to three profiles)   + Azure Active Directory Privileged Identity Management (up to five roles)   + Azure Multi-Factor Authentication (MFA) and Azure Active Directory conditional access (up to three policies) | * All the necessary stakeholders are available for the workshops and meeting as required, communicate configuration requirements, provide current environmental information, and make design decisions. * Meetings and Workshops will be organised remotely. * Deployment, Configuration and Testing activities are not in scope. |

### Software products and technologies

Implementation is not in scope.

### Data migration

Data migration is not in scope for this SOW.

### Environments

The design will include the following environments.

| Environment |
| --- |
| Development |
| Test |
| Production |

## Areas out of scope

Any area not explicitly included in the Areas in scope section is out of scope for Microsoft during this project. Areas out of scope for this project are listed in the following table.

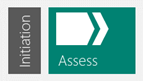
| Area | Description |
| --- | --- |
| AD FS | Design and build and integration of AD FS |
| Deployment, Configuration and Test Activities | Deployment, Configuration and Test Activities is out of scope. |
| Product licenses and subscriptions | Product licenses (Microsoft or non-Microsoft) and cloud service subscriptions are not included. |
| Hardware | Microsoft will not provide hardware for this project. |
| Integration with third-party software | Microsoft will not be responsible for integration with third-party software. |
| Migration | Migration activities are not in scope for this project. |
| Source code review | The Customer will not provide Microsoft with access to non-Microsoft source code or source code information. For any non-Microsoft code, Microsoft Services will be limited to the analysis of binary data, such as a process dump or network monitor trace. |
| Process reengineering | Designing functional business components of the solution is not included. |
| Organizational change management | Designing—or redesigning—the Customer’s functional organization is not included. |

# Project approach, timeline, and deliverable acceptance

## Approach

The project will be structured following the Microsoft Online Services Lifecycle methodology across one of the possible four distinct phases: Assess, Remediate, Enable, and Migrate (Remediate, Enable and Migrate are not included in this SOW). Each phase has distinct activities and deliverables that are described in the following sections.

If a deliverable requires formal review and acceptance (a process described in the Deliverable acceptance process section), this is indicated in the following sections.



### Engagement initiation

Before beginning the project, the following prerequisites must be completed.

| Category | Description | |
| --- | --- | --- |
| **Microsoft activities** The activities to be performed by Microsoft | Conduct a preinitiation call to initiate team formation and communicate expectations.  Document the project launch prerequisites using input from this SOW.  Track the status of launch prerequisites and adjust the engagement initiation phase start date accordingly.  Conduct a detailed walk-through of the SOW with the Customer to agree on an initial project schedule and approach. |
| **Customer activities** The activities to be performed by the Customer | Attend and participate in the preinitiation call.  Assign project initiation and launch prerequisite responsibilities to accountable Customer leadership and establish target completion dates.  Complete the project initiation and launch prerequisites.  Staff the project with the required Customer resources in the time frames that were agreed upon in the preinitiation call. |

### Assess: Planning and Design

During the Assess phase, Microsoft will conduct a series of workshops to gather design requirements. Microsoft and the Customer will review the results of the planning workshops and jointly determine requirements necessary to support the deployments.

|  | | |
| --- | --- | --- |
| Category | Description | |
| **Microsoft activities** The activities to be performed by Microsoft | * Identity as a Control Plane: Conduct a 2 (two) x 2 (two) -hours workshop to help the customer understand the Microsoft Identity vision on the Identity scenarios and help the customer make informed decisions, covering:   + Azure Active Directory – Enterprise Users   + Azure AD Business-to-Business (B2B) Users   + Identity Management   + Identity Governance   + Identity Protection * Conduct 2 (two) x 2 (two) -hours assessment and planning workshop to gather:   + Requirements,   + Current State   + Challenges   + Objectives   + Information about the current environment,   + Partner collaboration scenarios   + Document Customer design decisions. * Planning and Design for Azure Active Directory identity management covering:   + Azure Active Directory for staff (AAD) and Partners access (B2B)   + Azure Active Directory self-service password   + Azure Active Directory self-service group management to support management of cloud-based security groups   + Azure Active Directory group-based licensing to assign licenses to users based on Customer-defined licensing profiles (up to three profiles)   + Azure Active Directory Privileged Identity Management (up to five roles)   + Azure Multi-Factor Authentication (MFA) and Azure Active Directory conditional access (up to three policies) * Produce a design and plan document that captures design decisions made during the workshop. |
| **Customer activities** The activities to be performed by the Customer | * Participate in the assessment and planning workshop, communicate requirements, provide current environmental information, and make design decisions.   + Provides design options based on requirements in the workshops   + Identifies if any solution would not meet any of the must/should/could requirements gathered   + Explicitly calls out the pros/cons and estimated operational maintenance effort of each identified solution.   + Also calls out a “MS recommended” solution with reasoning behind why   + Documents the design for the solution |
| **Key assumptions** | None |

#### Deliverables

| Name | Description | Acceptance required? | Responsibility |
| --- | --- | --- | --- |
| Design Document | A Word document with up to 25 pages, that captures:   * + Provides design options based on requirements in the workshops   + Identifies if any solution would not meet any of the must/should/could requirements gathered   + Explicitly calls out the pros/cons and estimated operational maintenance effort of each identified solution.   + Also calls out a “MS recommended” solution with reasoning behind why   + Documents the design for the solution | Yes | Microsoft |

## Timeline

During project planning, a detailed timeline will be developed. All dates and durations are relative to the project start date and are estimates only.

## Deliverable acceptance process

During the project, Microsoft will submit certain deliverables (listed in the Approach section as deliverables with “Acceptance required?” equal to “Yes”) for the Customer’s review and approval.

Within three business days of the date of submittal, the Customer is required to:

* **Accept the deliverable** by signing, dating, and returning a service deliverable acceptance form, which can be sent by email, or by using (or partially using) the deliverable

Or

* **Reject the deliverable** by notifying Microsoft in writing; the Customer must include a complete list of reasons for rejection.

Deliverables shall be deemed accepted unless the written rejection notification is received by Microsoft in the timeframe specified.

If a rejection notification is received, Microsoft will correct problems with a deliverable that are in scope for the project (and documented in this SOW), after which the deliverable is deemed accepted.

Problems that are outside the scope of this SOW, and feedback provided after a deliverable has been accepted will be addressed as a change request, managed as described in the Change management process section.

## Project governance

The governance structure and processes the team will adhere to for the project are described in the following sections:

### Project communication

The following will be used to communicate during the project:

* **Communication plan**: this document will describe the frequency, audience, and content of communication with the team and stakeholders. It will be developed by Microsoft and the Customer as part of project planning.
* **Status reports**: the Microsoft team will prepare and issue regular status reports to project stakeholders per the frequency defined in the communication plan.
* **Status meetings**: the Microsoft team will schedule regular status meetings to review the overall project status, the acceptance of deliverables, and review open problems and risks.

### Risk and issue management

The following general procedure will be used to manage active project issues and risks during the project:

* **Identify**: identify and document project issues (current problems) and risks (potential problems that could affect the project).
* **Analyze and prioritise**: assess the potential impact and determine the highest priority risks and problems that will be actively managed.
* **Plan and schedule**: determine the strategy for managing priority risks and issues and identify a resource who can take responsibility for mitigation and remediation.
* **Track and report**: monitor and report the status of risks and problems.
* **Escalate**: escalate to project sponsors the high impact problems and risks that the team is unable to resolve.
* **Control**: review the effectiveness of risk and issue management actions.

Active issues and risks will be regularly monitored during the project.

### Change management process

During the project, either party is able to request modifications to the Services described in this SOW. These changes only take effect when the proposed change is agreed upon by both parties. The change management process steps are:

* **The change is documented**: all change requests will be documented by Microsoft in a Microsoft change request form and submitted to the Customer. The change request form includes:
  + A description of the change.
  + The estimated effect of implementing the change.
* **The change is submitted**: the change request form will be provided to the Customer.
* **The change is accepted or rejected**: The Customer has three business days to confirm the following to Microsoft:
  + Acceptance—the Customer must sign and return change request form.
  + Rejection—if the Customer does not want to proceed with the change or does not provide an approval within three business days, no changes will be performed.

### Executive steering committee

The executive steering committee provides overall senior management oversight and strategic direction for the project. The executive steering committee for the project will meet per the frequency defined in the communication plan and will include the roles listed in the following table. The responsibilities for the committee include:

* Making decisions about project strategic direction.
* Serving as a final arbiter of project issues.
* Approving significant change requests.

| Role | Organization | |
| --- | --- | --- |
| Project sponsor | Customer |
| Delivery manager | Microsoft |

### Escalation path

The Microsoft project manager will work closely with the Customer project manager, sponsor, and other designees to manage project issues, risks, and change requests as described previously. The Customer will provide reasonable access to the sponsor or sponsors in order to expedite resolution. The standard escalation path for review, approval, or dispute resolution is as follows:

* Project team member (Microsoft or the Customer)
* Project manager (Microsoft and the Customer)
* Customer project owner and the Microsoft account delivery executive
* Microsoft and the Customer project sponsor
* Executive steering committee

## Project completion

The project will be considered complete when at least one of the following conditions is met:

* All Microsoft deliverables that require acceptance have been delivered and accepted (or deemed accepted).
* The Work Order has been terminated.

# Project organization

## Project roles and responsibilities

The key project roles and the responsibilities are as follows.

#### Customer

| Role | Responsibilities |
| --- | --- |
| Project sponsor | * Provide the estimated project commitment: 2–4 hours a week * Make key project decisions. * Serve as a point of escalation to support clearing project roadblocks. |
| Project owner | Delegated responsibilities from the Project sponsor  Has more time allocated to managing the governance of the project than the Project sponsor |
| Project manager | Provide the estimated project commitment: 20 hours a week  Serve as primary point of contact for the Microsoft team.  Manage the overall project.  Deliver the project on schedule.  Take responsibility for Customer resource allocation, risk management, and project priorities.  Communicate with executive stakeholders. |
| Active Directory lead and identity lead (or leads) | Take responsibility for Azure Active Directory and an integrated on-premises AD DS forest (or forests).  Take responsibility for the Azure Active Directory identity management solution going forward. |

#### Microsoft

| Role | Responsibilities | |
| --- | --- | --- |
| Account delivery executive | Manage and coordinate the overall Microsoft project.  Serve as a single point of contact for escalations, billing issues, personnel matters, and contract extensions. |
| Microsoft project manager | Manage and coordinate Microsoft project delivery.  Take responsibility for issue and risk management, change management, project priorities, status communications, and status meetings.  Coordinate Microsoft and Microsoft subcontractor resources but not Customer resources. |
| Microsoft lead architect | Design the overall solution.  Provide guidance based on Microsoft-recommended practices. |
| Microsoft consultant | Lead workshop and produces document deliverables.  Provide technical support during Customer-led completion of preparation tasks.  Complete all in-scope implementation work. |

# Customer responsibilities and project assumptions

## Customer responsibilities

In addition to Customer activities defined in the Approach section, the Customer is also required to:

* Provide information:
  + This includes accurate, timely (within three business days or as mutually agreed upon), and complete information.
* Provide access to people and resources.
  + This includes access to knowledgeable Customer personnel, including business user representatives, and access to funding if additional budget is needed to deliver project scope.
* Provide access to systems.
  + This includes access to all necessary Customer work locations, networks, systems, and applications (remote and onsite).
* Provide a work environment.
  + This consists of suitable workspaces, including desks, chairs, and Internet access.
* Manage non-Microsoft resources.
  + The Customer will assume responsibility for the management of all Customer personnel and vendors who are not managed by Microsoft.
* Manage external dependencies.
  + The Customer will facilitate any interactions with related projects or programs in order to manage external project dependencies.

## Project assumptions

The project scope, Services, fees, timeline, and our detailed solution are based on the information provided by the Customer to date. During the project, the information and assumptions in this SOW will be validated, and if a material difference is present, this could result in Microsoft initiating a change request to cover additional work or extend the project duration. In addition, the following assumptions have been made:

* Workday:
  + The standard workday for the Microsoft project team is between 8 AM and 5 PM, Monday through Friday.
* Standard holidays:
  + Observance of consultants’ country-of-residence holidays is assumed and has been factored into the project timeline.
* Remote working:
  + The Microsoft project team will perform Services remotely.
  + Delivery of the Services described in this Statement of Work may be impacted by the effects of the COVID-19 pandemic, such as but not limited to travel restrictions, quarantine and self-isolation orders, and reduced travel services, and any delays that arise from these effects are outside of Microsoft’s control.  In the event that delays of this nature impact the delivery of this project, Microsoft will work with to try to find a workable solution which may include Microsoft resources working remotely or pausing the execution of the project temporarily.
* Language:
  + All project communications and documentation will be in English. Local language support and translations will be provided by the Customer.
* Staffing:
  + If necessary, Microsoft will make staffing changes. These can include, but are not limited to, the number of resources, individuals, and project roles.
* Informal knowledge transfer:
  + Customer staff members who work alongside Microsoft staff will be provided with information knowledge transfer throughout the project. No formal training materials will be developed or delivered as part of this informal knowledge transfer.

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