# 

Statement of Work

**SharePoint Upgrade**

Prepared for

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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-VQ6FKDW7J** and describes the work to be performed (Services) by Microsoft (“us,” “we”) for (“”, “,” “you,” “your”) relating to the SharePoint Upgrade (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

This SoW describes the Microsoft Services to be provided in this engagement. The core of the provided scope uses the SharePoint Product Line Architecture (PLA) and provides a repeatable deployment methodology to assist Capability Acquisition and Sustainment Group () with implementing its on-premises SharePoint Server 2016 environment. This SoW also provides with the Microsoft Services approach to work with in envisioning, designing and assisting in the remediation of its current applications hosted on the SharePoint 2010 environment, and planning the migration activities.

# Project objectives and scope

## Objectives

The objectives of this project are to plan, design and deploy a Microsoft SharePoint Server 2016 Enterprise solution which is security accredited. The project will include the following components.

| ID | Component name |
| --- | --- |
| SPD-01 | SharePoint Server 2016 Deployment. |
| APP-01 | Application envisioning, designing and development planning. |
| APP-02 | Core framework development. |
| APP-03 | Migration planning and execution. |

## Areas in scope

### General project scope

The SharePoint Deployment Foundation project components and scope are specified in the following table.

| Component (ID) | Description | Assumptions |
| --- | --- | --- |
| SharePoint Server 2016 Deployment **(SPD-01)** | * Deploy and configure a single SharePoint Server 2016 farm in each environment with high-availability capabilities that adheres to the SharePoint PLA, and supports collaboration, publishing, search, and app capabilities. * Provision the following service applications to support these capabilities:   + Business data connectivity.   + Managed metadata.   + Search.   + Secure store.   + User profile.   + Visio services.   Deploy a single web application that supports both MySites and other workloads through host-named site collections.  Deploy a second SharePoint farm and configure Microsoft SQL Always On in a secondary data centre or Microsoft Azure region to provide hot standby disaster recovery capabilities for SharePoint.  Complete performance testing of the primary SharePoint farm under various levels of concurrent usage to ascertain the likely performance and throughput of the farm in production.  The farm will be deployed in Dev, Test, Pre-prod, UAT and Production environments.  The farm will be designed to support multi-domain authentication and authorisation with exact requirements determined during the planning phase.  Develop a disaster recovery plan that fits in with existing CIOG disaster recovery procedures and limitations.  Design and deploy the multi-domain model to the JITF pre-production environment including AD design and deployment enough to replicate the DSN/DSE model in production. | * A single (no shared services) SharePoint farm will be deployed to on-premises virtual machines in Dev, Test, Pre-Production, UAT and Production environments. * A single Office Online Server farm will be deployed on-premises. * will provision the on-premises virtual machines requested. will also provide Microsoft with Microsoft Remote Desktop Protocol (RDP) access to these virtual machines with local administrator permissions. * There is a highly consistent intra-farm latency of <1ms one way, 99.9% of the time over a period of 10 minutes (intra-farm latency is commonly defined as the latency between the front-end web servers and the database servers). * The bandwidth speed must be at least 1 gigabit per second. * has a secondary data centre that can be used to host SharePoint and supporting SQL infrastructure for the disaster recovery farm. * The disaster recovery SharePoint farm will be configured identically to the production farm. * Failover of SharePoint from production to disaster recovery can be performed manually once a business decision has been made to invoke disaster recovery. * Performance testing is performed against the primary SharePoint farm and does not include the disaster recovery farm. * A standard predefined list of test cases will be used to undertake performance testing. * A maximum of six (6) days is allocated to the actual performance testing. Once this time has been consumed, the report will be created that summarises the findings. * The intent is to validate that the SharePoint farm can handle the volume of end-user traffic as designed. * Network performance can affect the results of performance testing. * The underlying hardware and platform architecture provided for the project can affect the overall performance of the system. |
| Application envisioning, designing and development planning **(APP-01)** | Microsoft will provide the following Services to support the elaboration of requirements and the planning of the solution:   * Facilitate up to eight (8) elaboration workshops of two (2) to four (4) hours each over a period of four (4) weeks with stakeholders. * Assess the solution scope and requirements, and develop a solution backlog consisting epics, features, user stories, and acceptance criteria. * Develop an initial, high-level solution architecture. * Develop interaction designs and/or wireframes for the solution. * Develop the testing strategy and identify the types of tests required (such as integration, performance, disaster recovery, and scalability) during the subsequent development phase. * Create a high-level project plan that outlines the key development phase milestones and the proposed timeline for implementation. * Document key assumptions. * Create an initial risk list and identify potential risk mitigations. * Microsoft will provide with an application development team staffed as defined in the associated Work Order. The application development team will follow recommended agile practices (described further in the Scrum approach section) that can help to develop the solution in the new farm. * Where possible Microsoft will utilise the tools and documentation provided by for the project and update as appropriate. | * The development will be executed in ’s Dev environment. * will provide access to the relevant tools including DREAMS tokens to access the systems remotely and Team Centre to access relevant project documentation. |
| Core framework development **(APP-02)** | Microsoft will provide the following services to develop the required application components as determined from the envisioning and planning outputs of **APP-01**;   * Conduct sprint planning session for each sprint. * Produce a sprint plan detailing the in-scope items for the sprint, risks, and dependencies. * Plan and review user stories for each sprint. * Update project documentation as each sprint is planned and implemented including risks, assumptions, dependencies, backlogs, and project plans. * Develop and deliver all in scope items for each sprint. * Develop and enable a multi-domain model to match the current SharePoint 2010 authentication and authorisation model. | * will designate and make available a full-time product owner to facilitate smooth communication and decision making between Microsoft and . |
| Migration planning and execution **(APP-03)** | * Microsoft will collaborate with to design and plan the migration of the content in the current SharePoint 2010 farm to the new platform and execute the migration plan by using the agreed approach. * Provide details of an out of scope migration that will required to migrate. | Any migration tools required will be sourced and provided by . |
| Security Accreditation | * Contribute to the documentation required to achieve accreditation and design the solution by following the ISM requirements. | * will be executing the security accreditation process and are responsible for the IRAP assessment. * While delivery of security accreditation is out of scope, Microsoft will develop all deliverables that are in scope with this end goal in mind. * Security accredited resources will be available to assist in design workshops. |

APP-01, APP-02 and APP-03 uses a capacity-based agile development model. The development capacity is limited to the effort and resources described in the timeline in Section 2.5 ie 10 sprints of 3 weeks each. Microsoft will only deliver the number of sprints and scope that can be achieved by these resources within that capacity. Any scope or sprints that cannot be completed within this capacity can be added through the change management process in accordance with [Section 2.7.3](#_Change_management_process).

### Software products and technologies

The products and technology that are listed in the following table are required for project delivery. is responsible for obtaining all identified licenses and products. Microsoft assumes that any product version used during the project is either in mainstream support or is covered by an extended support agreement procured by .

| Component ID | Product and technology item | Version | Ready by |
| --- | --- | --- | --- |
| All | Microsoft SharePoint Server Enterprise | 2016 | Start of project |
| Microsoft Office Online Server | 2016 | Start of project |
| Microsoft SQL Server Enterprise | 2014+ | Start of project |
| Microsoft Windows Server | 2012+ | Start of project |
| APP-01 | Microsoft Visual Studio | Current version | Start of Sprint 1 |
| APP-01 | Team Foundation Server or equivalent | Current version | Start of project |
| APP-01 | Nintex, ArcGIS map part, BA Insights | Supported version for SharePoint 2016 | Start of Sprint 1 |
| All | Team Center access |  | Start of project |
| All | Remote access to systems through DREAMS tokens | Physical or mobile app | Start of project |

### Environments

The following environments will be required to deliver the project.

| Environment | Location | Responsible for configuration | Ready by |
| --- | --- | --- | --- |
| Dev |  | + Microsoft | Before Sprint 1 starts |
| Test |  | + Microsoft | Before Sprint 1 starts |
| Pre-Production |  | + Microsoft | Determine during planning |
| UAT |  | + Microsoft | Determine during planning |
| Production |  |  | Determine during planning |

### Testing and defect remediation

#### Testing

The following testing is included in the scope of the project. If has responsibility for testing, the Microsoft effort to support that activity is identified. If additional time is needed for Microsoft testing support, then it can be requested through the change management process described in this SoW.

| Comp. ID | Test type (environment) | Description | Responsibility | | |
| --- | --- | --- | --- | --- | --- |
| Has responsibility for testing? | Provides data or test cases | Provides guidance and support |
| APP-02 | Unit Tests (Dev) | Test that cover a single component or element of code. | Microsoft | Microsoft | Microsoft |
| Integration Tests (Dev) | Integration tests combine 2 or more components that have been unit tested. | Microsoft | Microsoft | Microsoft |
| System Test (Test) | Testing the solution to verify that it meets the specified functional requirements. Test cases will be based on the user stories and acceptance criteria defined in the solution backlog. |  |  | Microsoft |
| UAT (UAT) | Testing user functionality of key scenarios as defined by the completed user stories and acceptance criteria. UAT is the responsibility of and will be conducted over the course of the project according to the UAT time frames agreed upon during Plan phase. Feedback from UAT (bugs or new user stories) and other backlog items will be prioritised in the solution backlog. Test cases will be based on the user stories and acceptance criteria defined in the solution backlog. |  |  | Microsoft |
| SPD-01 | Validation testing (production) | Test cases will be implemented in the production environment to validate that the implemented solution is functioning as designed. | Microsoft | Microsoft |  |
| Performance testing (production) | Performance testing under various levels of concurrent usage to ascertain the likely performance and throughput of the SharePoint farm in production. | Microsoft | Microsoft |  |

#### Defect remediation

If defects are identified during testing, the priority of the item will be jointly agreed upon by and Microsoft. Defect prioritisation is defined in the following table.

| Priority | Description | Remediation in scope? |
| --- | --- | --- |
| P1 | **Blocking defect**  Development, testing, or production launch cannot proceed until this type of defect is corrected. A defect of this type blocks further progress in this area. | Yes |
| P2 | **Significant defect** This type of defect must be fixed prior to moving to production. Such a defect, however, will not affect test plan implementation. | Yes |
| P3 | **Important defect** It is important to correct this type of defect. However, it is possible to move forward into production through the use of a workaround. | No; the problem will be logged. Remediation will be performed through an agreed-upon change request only. |
| P4 | **Enhancements and low priority defects** P4 defects consist of feature enhancement and cosmetic defects. These include design requests that vary from original concepts. | No; the problem will be logged. Remediation will be performed through an agreed-upon change request only. |

## Areas out of scope

Any area not explicitly included in the Areas in Scope section is out of scope for Microsoft during this project. For further clarity, the items outlined in the table below are Out of Scope for this project.

| **Component ID** | **Area** | **Description** |
| --- | --- | --- |
| SPD-01 | Product licenses | is responsible for acquiring all required product licenses. |
| Hardware | Hardware will not be provided, commissioned, or decommissioned. Assistance with a decommissioning plan will be provided but the physical decommissioning will be the responsibility of . |
| SharePoint features and capabilities | The following SharePoint features and capabilities are out of scope for the SharePoint farm deployment and can be configured by at a later date if needed:   * Access services. * Anonymous access. * Business intelligence. * Content deployment. * Custom managed paths. * InfoPath forms services. * Incoming email. * Machine translation service. * Microsoft Office PerformancePoint Server services. * Microsoft PowerPoint automation. * Remote binary large object storage. * Variations. * Microsoft Word automation. * Workflow manager. |
| Organisational change management | Design or redesign of ’s functional organisation. |
| Identity management | Provisioning or deprovisioning of identity objects as part of the solution. |
| Client deployment | Packaging and deployment of client software to end-user desktops or mobile devices. |
| Decommissioning | Decommissioning of the legacy environment. |
| Reporting and monitoring | Detailed reporting and monitoring system design or implementation is not included. |
| Communications plan or change management plan | Development and implementation of an end-user change management plan including communications, training, sponsorship, coaching, and resistance management. |
| Help desk support | Microsoft resources will not staff the help desk. |
| Formal end-user training or administrator training | Detailed review and training on SharePoint features and capabilities, beyond what is covered in the in-scope modules. |
| Networking | Firewall changes, perimeter network setup, or any other form of networking changes. |
| Other infrastructure | The design for the server host and hypervisor are out of scope including:  Detailed design for SharePoint storage beyond the application requirements.  Design elements that fall outside of the engagement, including but not limited to:   * + Hosting.   + Storage.   + Blade or physical servers.   + Virtualisation.   + Networking hardware.   Changes to SharePoint architecture. |
| Non-Microsoft high-availability or site-resilience solutions | Evaluation, selection, design, and implementation of third-party data replication techniques. |
| Identity providers | Integration into any other identity provider (other than Active Directory) using WS-Federation or SAML 2.0. |
| Operating system installation | Operating system installation and burn-tests or rack mounting of servers in the production and build environments. |
| Content | Content assessment.  Creation and population of new site content. |
| Non-recommended capabilities | Support for any of the capabilities listed as “Excluded” or “Not Supported” in the SharePoint Service description document. |
| SharePoint strategy | Developing ’s overall SharePoint strategy and roadmap. |
| APP-02, App-03 | Third Party solutions | Microsoft will not be responsible for evaluating or procuring any third-party solutions required for the project. |
|  | Third Party migration | Microsoft will not be responsible for migration of content and/or configuration of third-party solutions. |
|  | Migration Tools | Microsoft will not be responsible for the procurement of licences for any migration tools. |
|  | New content creation | Microsoft will not be responsible for the creation of new sites or data within the environment. |
| General | Security Accreditation | Delivery of security accreditation is out of scope, though Microsoft will develop all deliverables that are in scope with this end goal in mind. |

# Project approach, timeline, and deliverable acceptance

## Approach

The scope of this SoW covers the core deployment of the platform along with the development of the components to be hosted by the platform. The project will be structured across three distinct phases: Plan, Develop, and Deploy. Each phase has distinct activities and deliverables that are described in the following sections. While the phases themselves are delivered sequentially, the activities within each phase are time-boxed and are delivered in an iterative manner in a series of sprints.

A screenshot of a cell phone

Description automatically generated

The following sections provide further details on the activities to be performed by Microsoft and , and the deliverables during each of the phases.

As part of this project, various deliverables will be created. If a deliverable requires formal review and acceptance (a process described in the Deliverable acceptance process [Section 2.6),](#_Deliverable_acceptance_process) 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 to agree on an initial project schedule and approach. * Validate access to Team Center and remote access to systems. |
| **activities** The activities to be performed by | * Attend and participate in the preinitiation call. * Compliance to the CEMP and its process. * Compliance to SSMP and is processes. * Team Center access for Microsoft team. * Remote access to systems through DREAMS tokens for Microsoft team. * Assign project initiation and launch prerequisites responsibilities to accountable leadership and establish target completion dates. * Complete the project initiation and launch prerequisites. * Staff the project with the required resources in the time frames that were agreed upon in the preinitiation call. * Provide current state documentation:   + Business requirements documentation.   + Functional requirements documentation.   + Solution architecture documentation.   + Deployment documentation.   + Operations and maintenance documentation. |

## General project activities

The following table describes the general activities for the project, organised by phase. These activities will be combined with the activities defined for in-scope project components to establish the overall project approach.

| Category | Description |
| --- | --- |
| **Microsoft activities** The activities to be performed by Microsoft | **Plan**   * Prepare for, and conduct, the project kick-off meeting. * Document, discuss, and review conditions of satisfaction and define critical success factors of the project. * Create a risk, actions, issues, and decisions (RAID) log and review it with . * Generate a project communication matrix that can be used to identify meeting cadence, key stakeholders, and the general communication strategy. * Plan and implement a communications strategy to facilitate communications between Microsoft, and other 3rd party vendors allowing enough lead time for those vendors to prepare for and deliver dependant systems, process’ and procedures to the project. * Create a preliminary project status report to review with project manager and refine as necessary based on that person’s input. * Deliver workshops and complete other plan phase activities for in-scope components as defined in the Project components and deliverables section. * Produce a preparation checklist that details the tasks that are needed to complete the in-scope develop or deploy phase activities, including the resources that must be procured by . * Produce, design, and plan the project documentation. * Produce a project plan for Microsoft project activities.   Generate a weekly project status report and facilitate project status review meetings with the project team.  Facilitate preparation checklist review meetings with to track activity status, prioritisation, and completion timelines.   * Provide technical guidance and assistance, and answer questions during -led completion of identified preparation tasks. * Provide input on user communications related to the project.   **Develop/Deploy**   * Facilitate project status meetings with the project team to track the activity status, prioritisation, and completion timelines for project work items and active RAID log entries. * Generate a weekly project status report and facilitate weekly project status review meetings with the project team. * Produce test cases to validate the implemented solution functions as designed. * Complete Develop phase activities for in-scope components as defined in the Project components and deliverables section. * Complete in-scope testing for the project. * Produce delivery summary documentation for the project. |
| **activities** The activities to be performed by | **Plan**   * Provide project manager resources to work with the Microsoft project manager and manage resources and assigned project activities. * Manage scheduling and logistics for project workshops. * Provide project resources and subject matter experts to participate in workshops and follow-up meetings. * Make necessary design and planning decisions in a timely manner to facilitate completion of the Assess phase within the timelines documented in Timeline section. * Review the RAID log with the Microsoft project manager and assign appropriate resources to actions, issues, and risks. * Develop a project communication matrix. * Provide templates or review existing templates that will be used for weekly status reports and steering committee reports. * Review all Plan phase deliverables. * Produce and manage the project plan for project activities. * Complete all tasks identified in the preparation checklist and procure all required resources for the project within the timelines established for remediation, as documented in the General project scope section. * Update the project plan with updates to project activities and status received from project team members. * Assist in facilitating weekly project status review meetings. * Prepare user communications for the project.   **Develop/Deploy**   * Provide required production access to Microsoft resources or resources who can work alongside Microsoft to facilitate completion of in-scope implementation tasks. * Update the project plan with the project status received from project team members. * Review test cases and other Develop and deploy phase project deliverables. * Participate in in-scope testing for the project and complete any testing activities assigned to . * Assist in facilitating weekly project status review meetings. * Manage the change management process to facilitate timely completion of production implementation tasks. * Take ownership of the solution for ongoing management and support. * Manage all end-user communications associated with implementation tasks. |
| **Key assumptions** | If the defined duration or effort for remediation is exhausted before the completion of critical path (blocking) remediation and preparation tasks, a change will be submitted following the change management process to adjust project scope, timeline, and cost as necessary.  will make all necessary design and planning decisions during the Assess phase of the project. Acceptance of the design and plan deliverable constitutes finalisation of all options for implementation. Changes to decisions after deliverable acceptance will be subject to a project change request. |

## Project components and deliverables

The following subsections describe the activities for in-scope project components, organised by overall project phase. These activities will be combined with the general project activities to establish the overall project approach. The unique deliverables for each component, and the project deliverables to which each component contributes, are also described.

### SharePoint Server Deployment 2016 (SPD-01)

| Category | Description |
| --- | --- |
| **Microsoft Activities** The activities to be performed by Microsoft | **Plan**  Conduct planning workshops up to a total of eight (8) hours in length, covering the following areas:   * + High-availability design.   + Operations.   + DNS and secure sockets layer certificates. * Prepare a remediation checklist. * Create the design and plan document. * Provide general guidance and answer questions during -led completion of identified preparation tasks up to a maximum of sixteen (16) hours.   **Develop and Deploy**  Refine the design created within the Plan phase and work with to install and configure a SharePoint Server 2016 farm, comprising the following activities:   * + Assistance with SQL base configuration (twenty-four (24) hours).   + Assistance with the configuration of SQL Always On (twenty-four (24) hours).   + SharePoint Server 2016 installation and base configuration (twenty-four (24) hours).   + SharePoint service application configuration (sixteen (16) hours).   + Perform validation testing of the environment and resolve defects (twenty-four (24) hours).   Provide test cases that can be used to validate the solution functions as designed.  Assist with validation.  Provide support to the pilot.  Deploy a second SharePoint farm and configure SQL Always On in a secondary data centre to provide disaster recovery capabilities.  Provide a disaster recovery guide that summarises the configuration of the disaster recovery farm and provides operational guidance on management and failover.  Complete performance testing of the primary SharePoint farm using standard test cases to establish if it can handle the projected volume of end-user traffic.  Provide a summary of the findings of performance testing, along with any recommendations, such as the need for additional hardware to support the projected usage of SharePoint. |
| **activities** The activities to be performed by | **Plan**   * Provide access to Annex C to Microsoft. * Participate in workshops, communicate requirements, provide current environmental information, and make design decisions. * Assign the resources required for the project and complete all identified preparation tasks.   **Develop and Deploy**  Assist Microsoft, as necessary, during production implementation tasks.  Participate in environment validation testing.  Take ownership of the SharePoint farm for ongoing management and support.  Lead pilot deployment.  Oversee the implementation closeout and transition to support.  Provide the infrastructure, software, and licenses to support the creation of a disaster recovery SharePoint farm.  Provision virtual machines in a second data centre or Azure region to support the creation of the disaster recovery farm.  has full responsibility for the configuration or reconfiguration of any network infrastructure (such as load balancers) to support disaster recovery capabilities.  Provide the necessary infrastructure, software, licenses, and information to support performance testing.  Provision virtual machines to run Microsoft Visual Studio Enterprise, test controllers, and test agents, and host the required SQL databases.  Assign appropriate permissions to the accounts that will be used to perform performance testing.  This information includes the anticipated number of end users at go-live and the expected increase in end users over the course of the next two (2) years. |

#### Deliverables

| Name | Description | Phase | Acceptance required? | Responsibility |
| --- | --- | --- | --- | --- |
| Project Plan | A Microsoft Project plan showing key Microsoft activities, milestones, dependencies, and durations. | Plan | Yes | Microsoft |
| Preparation Checklist | A Microsoft Excel spreadsheet that documents the tasks which must be completed by and the resources that must be procured to allow for the completion of in-scope work. | Plan | No | Microsoft |
| Design and Plan Document | A Microsoft Word document of up to fifty (50) pages that captures design decisions made during the workshop, documents the design for the solution, and details the high-level plan for the completion of in-scope work. | Plan | Yes | Microsoft |
| Test Cases Document | A Microsoft Excel workbook with up to fifty (50) test cases which validate that the implemented farm functions as designed. | Develop | Yes | Microsoft |
| Performance Testing Findings Report | A Microsoft Word document with up to ten (10) pages that includes a summary of the outcome of the performance testing that was performed against the SharePoint Server 2016 farm. | Deploy | Yes | Microsoft |
| Disaster Recovery Guide | A Microsoft Word document with up to ten (10) pages that summarises the configuration of the disaster recovery farm and provides operational guidance on management and failover. | Deploy | Yes | Microsoft |

### Envisioning and core framework development and migration (APP-01, APP-02 and APP-03)

#### Plan

During the Plan phase, the Microsoft Service team will work closely with project team to align expectations between business stakeholders and the project team. They will develop the vision for the overall solution through:

* Envisioning workshops, identifying the business scenarios, user groups, and user stories that the solution is intended to address.
* Architecture and technical requirements workshops or meetings, defining the initial solution architecture and the high-level tasks required to implement the initial scope.

These requirements, features, and capabilities will be captured as the initial solution backlog. This solution backlog serves as the foundation upon which and Microsoft Services will estimate the effort required to design, build, and deliver the solution.

| Category | Description |
| --- | --- |
| **Microsoft activities** The activities to be performed by Microsoft | **Project management**  Conduct the project kick-off.  Review project objectives, scope, and the engagement timeline.  Review assumptions.  Develop a high-level project plan.  Create an initial risk list and identify initial risk mitigations.  **Requirements planning**  Review scope, business timelines, existing use cases, scenarios, and actors.  Facilitate the envisioning workshop through a series of meetings with .  Collaborate with to develop the solution backlog, including:   * + Features.   + User stories.   + Acceptance criteria.   Create the solution backlog.  Assist with backlog prioritisation.  Collaborate with on an estimated release plan based on the initial backlog of user stories.  Develop a recommended solution architecture.  Agree on an estimation methodology with .  Re-baseline the estimated effort after detailing user stories through requirements elaboration and backlog grooming.  Identify impediments to efficient development, including areas that require more elaboration such as proofs of concept or other architectural discovery tasks.  Collaborate with to create a definition of done, that is to say, what constitutes completed user stories. That criteria will be used by the team to decide when a story is complete.  Collaborate with to determine how much information needs to be available before the development team can work on user stories.  Define a test strategy and a plan for all in-scope testing defined in [Section](#_Testing_and_defect) 1.2.4. If additional testing is determined to be necessary, it can be added following the change management process described in [Section 2.7.3.](#_Change_management_process)  **Development initiation**  Determine application lifecycle management (ALM) and DevOps processes and tools.  Help prepare the development environment.  Create initial code assets as an implementation of parts of the solution architecture.  Set up ALM and DevOps that include building, releasing, and deploying incremental releases of the solution.  Collaborate with product owner to create a proposed scope for Sprint 1, including a set of user stories that are ready for sizing, design, and development.  Migration planning  Determine appropriate migration phases.  Identify migration blockers and develop a remediation plan for any such blockers.  Help prepare a detailed migration plan including required software, timelines, resources required and technical migration steps for each workload / sprint.  Determine content that cannot be migrated and will need to be re-created in the new environment. |
| **activities** The activities to be performed by | Attend and participate in the workshops and working sessions.  to provide items analysis completed including applications identified that will not be migrated.  to provide RFC278 search removal requirements to Microsoft  to provide Annex A to Microsoft for review.  Identify a product owner who is authorised to make business prioritisation decisions and act as a single point of contact for requirement questions.  Identify team members who will be available for the duration of the project.  Contribute to the definition of user stories and acceptance criteria.  Prioritise the backlog of user stories.  Provide access to domain and subject matter experts (SMEs).  Provide updated background information, documentation, and business requirements.  Review and provide feedback on preliminary artifacts within the requested review time frame.  Review and provide feedback on deliverables.  Clarify the vision and strategy, business processes, and requirements as needed.  Help Microsoft develop the proposed solution architecture.  Provide brand guidelines, logo, and photography (or other imagery) to Microsoft, as appropriate for the solution.  Help Microsoft understand potential dependencies and risks, and provide help removing any impediments.  Clarify requirements as needed.  Include the following development initiation activities in the Plan phase if solution development is included in scope.  Conduct development initiation.  Determine between and Microsoft who is accountable for environment set up.  Help prepare the development and test environments and verify that the Services listed in the solution architecture document are available within each environment.  Provide Microsoft resources who have been assigned to the project with remote access to the development and test environments.  Collaborate with Microsoft to create a proposed scope for the first development sprint.  Collaborate with Microsoft to help plan migrations and take decisions as when migration options are presented.  Migrate third party content and configuration.  uses several third-party solutions to augment the SharePoint capability. Some of these like Nintex workflows, ArcGIS webparts and Search connectors may remain in the upgraded solution. Microsoft will support the integration with these tools, but it will be ’s responsibility to deploy and procure the required and preferred solutions to support the solution. |
| **Key assumptions** | representatives (especially the product owners) will be available throughout the duration of the Plan phase.  Workshops will be conducted at a Microsoft office or location.  Work will be performed at site and remotely. |

**Deliverables**

| Name | Description | Acceptance required? | Responsibility |
| --- | --- | --- | --- |
| Solution Backlog Report | A Microsoft Excel spreadsheet with a prioritised list of features and user stories, as identified during the Plan Phase including the acceptance criteria for each user story. | Yes | Microsoft |
| SharePoint 2016 capability checklist | A Microsoft Excel spreadsheet which will provide mapping of each user story against the following;  can be implemented off the shelf.  requires development effort.  requires 3rd Party off the shelf tools. | Yes | Microsoft |
| Solution Architecture Document | A Microsoft Word document of up to thirty (30) pages with proposed solution architecture, which will contain the following key elements:  High-level solution architecture.  Target platform, tools, and frameworks.  Security design. | Yes | Microsoft |

#### Develop

During the Develop phase, Microsoft will provide the Services described in [Section 1.2.1](#_Areas_in_scope) to develop the solution and deploy it to environment for testing. Refer to the Appendix for the scrum approach.

The following table describes the activities that take place during each development sprint.

| **Category** | **Description** |
| --- | --- |
| **Microsoft activities** The activities to be performed by Microsoft | * Review the user stories assigned to the Sprint. * Conduct a sprint planning meeting with at the beginning of each sprint to plan the sprint from the prioritised backlog. * Work collaboratively to design and plan for the implementation of the user stories assigned to the Sprint. * Conduct and participate in daily scrum meetings. * Design and build the user experience for user stories assigned to the Sprint. * Implement the functional components for user stories assigned to the Sprint. * Assist with the configuration of the 3rd party components. * Validate the completed user stories against the acceptance criteria and the definition of done. * Conduct functional testing of the implemented user stories in the development and test environment. * Write and execute automated tests. * Log and review defects found during testing. * Collaborate with product owner to create a proposed scope for future Sprints, including a set of user stories that are ready for sizing, design, and development. * Identify impediments to development progress. * Continuous refinement of the effort estimate (effort remaining) of user stories based on the progress of the development, dependencies, and architectural constraints/needs. * Explore external dependencies. * Review and refine the risk list. * Continuous collaboration with to reassess the remaining resource capacity considering the progress of development, refined solution backlog and clarity on the requirements.   **Migration**   * Collaborate with to determine the options available to migrate each scenario. * Determine the migration approach needed to migrate the scenario to the SharePoint 2016 farm with one or more of the following options;   + Database attach.   + 3rd party migration tool.   + User self-migration.   + No migration necessary.   + Assisted manual migration. * Support with migration of content to the new platform. |
| **activities** The activities to be performed by | Attend and participate daily scrum meetings.  Help refine user stories and provide timely clarifications.  Provide updated background information, documentation, and business requirements.  Collaborate with Microsoft to create the proposed scope for future Sprints.  Provide help removing any impediments.  Provide realistic business content for testing and demonstration of the solution.  Participate in testing of the solution and the triage and prioritisation of problems.  Attend the Sprint review and Sprint retrospective meetings.  Augment Microsoft Services team to install and integrate with the third-party software such as Nintex.  Procure SharePoint Server 2016 compatible versions of required third party solutions as determined in the Plan phase.  Provide resources to configure third party solutions and migrate configuration and/or content into the new platform.  Take lead on executing migration activities. | |
| **Key Assumptions** | representatives (including the product owner, business decision makers, technical decision makers, user representatives and Project Manager) will be available throughout the duration of the Sprint.  The solution backlog will be continuously refined in each Sprint, which may result in changes to overall scope and changes to required capacity.  Migration of content will be supported where a direct mapping between the old and the new environments is possible e.g. content database attachment. Recreation of content in the new environment is out of scope and will be the responsibility of . | |

**Deliverables**

The following table defines the outputs and deliverables from each development sprint.

| Name | Description | Acceptance required? | Responsibility |
| --- | --- | --- | --- |
| Sprint Completion Report | A Microsoft Excel spreadsheet that lists the in-scope items that have been completed during the sprint, any planned work that was not completed, and any project risks or problems. This report is produced as an output of each sprint. | Yes | Microsoft |

**Backlog item acceptance**

Backlog items (user stories or bugs) do not require formal sign-off or acceptance when they are completed by the development team. Any defects found in a finished backlog item will be added to the solution backlog as a bug and prioritised by product owner with the other backlog items. A finished backlog item may also prompt product owner to add additional backlog items to enhance the software. Defects found in one sprint may be move to a subsequent sprint for action and delivery during the subsequent sprint.

#### Deploy

During the Deploy phase, Microsoft will help deploy the solution to the UAT environment. Microsoft will create automated deployment scripts for the solution components and will be responsible for deploying the solution to the development and test environments. Deployment to production and pre-production environment will be the responsibility .

Microsoft will contribute to the Security accreditation documentation.

**UAT**

Subject to available resources and capacity, Microsoft will also provide assistance while conducts UAT of the solution. Such assistance is limited to four (4) weeks of effort.

The following table describes the activities that take place during the Deploy phase.

| **Category** | **Description** | |
| --- | --- | --- |
| **Microsoft activities** The activities to be performed by Microsoft | Assist during the deployment of the solution to the UAT environments.  Facilitate the triage and prioritisation of problems to be solved.  Fix the highest priority problems found during testing (subject to available development capacity).  Finalise the project documentation, making it ready for handover.  Finalise the post-engagement solution backlog.  Participate in handover and report-out meetings with and their sustainability partner. |
| **activities** The activities to be performed by | Deploy the solution to the UAT.  Participate in the testing of the solution and the triage and prioritisation of problems to be solved.  Conduct UAT of the solution.  Participate in handover and report-out meetings. |

## 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.

A screenshot of a cell phone

Description automatically generated

## 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 ’s review and approval. The acceptance criteria for each deliverable will be mutually agreed by both parties during the planning phase at the commencement of the project, and at the planning stage of the individual sprints.

Within three business days (or a mutually agreed time appropriate to the size of the deliverable and time required to review) of the date of submittal, 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; 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 time frame 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). If required, Microsoft will provide up to two (2) review iterations, 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 2.7.3.

## 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 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).
* **Analyse 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 can 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 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 change is accepted or rejected**: has three business days to confirm the following to Microsoft:
  + Acceptance: must sign and return the change request form.
  + Rejection: if does not want to proceed with the change or does not provide an approval within three (3) 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 | Organisation | |
| --- | --- | --- |
| Project sponsor |  |
| Delivery manager | Microsoft |

### Escalation path

The Microsoft project manager will work closely with project manager, sponsor, and other designees to manage project issues, risks, and change requests as described previously. 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 ).
  + Project manager (Microsoft and ).
  + Microsoft delivery manager.
  + Microsoft and 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 organisation

## Project roles and responsibilities

The key project roles and the responsibilities are as follows.

| Role | Component IDs | Responsibilities |
| --- | --- | --- |
| Project sponsor | All | * Provide the estimated project commitment: Eight (8) hours a week. * Make key project decisions. * Serve as a point of escalation to support clearing project roadblocks. |
| Project manager | All | * Provide the estimated project commitment: Full Time. * Serve as the primary point of contact for the Microsoft team. * Manage the overall project. * Deliver the project on schedule. * Take responsibility for resource allocation, risk management, and project priorities. * Communicate with executive stakeholders. |
| Product owner | All | The product owner is a key member of the project team and provides the business perspective for all decisions about the solutions fitness for purpose. They assume a business visionary role and facilitate the side of any decisions that need to be made in an expedient way. Responsibilities include:   * Shape the Product Backlog in line with the vision for optimal business value. * Bring the appropriate subject matter experts into the project so they can contribute to the solution. * Provide the (business) perspective for day-to-day decisions. * Contribute to all aspects of requirements, design, and review sessions. * Describes business scenarios to help define the test solution. * Provide day to day assurance that the solution is evolving in line with business expectation. * Communicate project progress back to key stakeholders on a day to day basis. * Champion's and represents the project to . |
| SharePoint lead | All | * Provide SharePoint expertise as needed. |
| Active Directory lead | All | * Provide information regarding the Active Directory environment. * Make required changes to Active Directory. |
| Infrastructure lead | All | * Provide the virtual machine server and infrastructure needed to host the SharePoint farms. |
| SQL server lead | All | * Participate in design sessions. * Design the SQL back-end, based on SharePoint requirements. * Provide high-availability and disaster recovery configuration support (Always On and Availability Groups). * Provide support during high-availability and disaster recovery testing. |
| Network lead | All | * Participate in design sessions. * Provide network information. * Perform required network changes (such as DNS, PKI, firewalls, and load balancers). |
| Help desk representative | All | * Provide the first line of SharePoint end-user support and manage all aspects of the rollout support effort. * Train the support staff. * Create resources and procedures as appropriate. * Provide the project team with data that is required as part of the measurement and reporting plan. |
| Operations manager | All | * Bear overall responsibility for all SharePoint operations management activities and help make sure that all day-to-day operational activities are carried out in a timely and effective way. * Monitor performance behaviour. * Run backups. * Perform capacity planning. * Add storage, if needed. * Develop plans to help with prompts from the help desk. |
| Training representative | All | **Note:** A training manager is essential; a small, dedicated training team for handling one-on-one and special-purpose training is highly recommended.   * Create a training plan. * Become familiar with the wide range of SharePoint training materials already available. * Develop customised end-user training materials as appropriate. * Deliver training to end users. |

#### Microsoft

| Role | Component IDs | Responsibilities |
| --- | --- | --- |
| Microsoft delivery manager | All | Manage and coordinate the overall Microsoft project.  Serve as a single point of contact for escalations, billing issues, personnel matters, and contract extensions.  Facilitate project governance activities and lead the executive steering committee. |
| Microsoft project manager | All | 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 resources. |
| Microsoft lead architect | All | Design the overall solution.  Provide guidance based on Microsoft-recommended practices. |
| Microsoft lead Consultant | All | * Lead the workshop and produce document deliverables. * Provide technical support during -led completion of preparation tasks. * Complete all in-scope implementation work. |
| Developer consultants | APP-01, APP-02 | * Complete in-scope development work. * Migration execution. * Assist Lead consultants and architects as required. |
| Identity Consultant | SPD-01 | * Provide technical leadership and design expertise into the development of the multi-domain model implementation. * Assist with completion of in-scope implementation work related to active directory, authentication, and authorisation. |
| SQL Consultant | SPD-01, APP-01, APP-02 | * Provide technical leadership and design expertise into the planning and deployment of all in-scope SQL Server related activities. |

# responsibilities and project assumptions

## responsibilities

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

* **Provide information.** This includes accurate, timely (within three (3) business days or as mutually agreed upon), and complete information.
* **Provide access to people and resources.** This includes access to knowledgeable 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 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.**  will assume responsibility for the management of all personnel and vendors who are not managed by Microsoft.
* **Manage external dependencies.**  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 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 8:30 AM and 5:00 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 may perform Services remotely.
* If the Microsoft project team is required to be present at location on a weekly basis, resources will typically be on site for three nights and four days, arriving on a Monday and leaving on a Thursday.
* **Language:** All project communications and documentation will be in English.
* **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:**  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.

# Appendix 1 – Scrum Approach

## Sprint process

During the Develop phase Microsoft will undertake an iterative development approach that is based on the scrum process (<http://scrumguides.org> ), which is a fixed-duration, variable-scope process. The key tenets are as follows:

* Joint ownership of decisions.
* Short implementation units (sprints).
* Prioritisation of business objectives in a solution backlog.
* Time-bound planning for each sprint.
* Emphasis on remaining work.
* Sprints that produce a functional solution.
* Sprint demonstrations that are time-restricted and have regular checkpoints for each sprint.
* Regular retrospective meetings that can be used for course correction.

A picture containing game, sunglasses, mirror

Description automatically generated

At the end of each sprint Project Manager and Microsoft Project Manager will review the consumption against the total capped capacity to determine if adjustments need to be made through the change request process.

## Development sprints

During the Develop phase, the development process will be initiated through development sprints. Each sprint will last three (3) weeks.

Before sprint planning starts, product owner will collaborate with Microsoft to create a proposed sprint scope. This sprint scope will consist of a set of user stories that Microsoft and the product owner estimate may be completed during the sprint.

The first day of every sprint will be set aside for Sprint Planning for that sprint. (In some exceptional cases, sprint planning may extend past the first day.) The Microsoft team and product owner will attend. The Microsoft team will lead the meeting and the following activities will take place:

* Each user story will be reviewed by the Microsoft development team. The Microsoft development team will determine if there is enough information to begin development. The Microsoft team might seek further clarification from product owner. If there is insufficient information to develop a story and the product owner cannot provide clarification during the meeting, the story might be deferred to a later sprint or the solution backlog by the Microsoft development team.
* The Microsoft development team will determine which user stories can be accomplished during the sprint. If the proposed scope is too large, the team will collaborate with product owner to defer stories to a later sprint or the solution backlog. If the proposed scope is too small, the team will collaborate with product owner to add user stories. The user stories selected for the sprint are solely determined by the Microsoft development team.
* The Microsoft development team will determine the technical feasibility of a user story. If the technical feasibility of a user story requires further investigation, a corresponding backlog item might be added to investigate potential solutions. If the Microsoft development team determines that a user story is not feasible, the story can be removed from the backlog by the Microsoft development team.
* The Microsoft development team will work to decide how the work will be accomplished. This might include design discussions, updates to the architecture, and a breakdown of user stories into tasks.

During the sprint, the development team will build out the solution according to the high-level architecture defined in the solution architecture document. Daily stand-up meetings will be performed by the development team to keep everyone informed and to report any impediments.

During the sprint, if the development team determines that a backlog item cannot be completed within the sprint duration, it will be deferred to a later sprint after consultation with the team and product owner. If the development team has extra capacity in a sprint, the development team will collaborate with the product owner to select backlog items to be added to the sprint scope. The Microsoft Project Manager is the sole decision maker on scope changes during the sprint.

The last day of the sprint is dedicated to demonstrating the functionality that has been achieved in the sprint and to carrying out a retrospective of the sprint. This is conducted in two parts:

* **Sprint review:** a sprint review meeting is held at the end of the sprint to inspect the increment and adapt the solution backlog if needed. The product owner and stakeholders will attend to foster collaboration and provide appropriate feedback.
* **Sprint retrospective:** the sprint retrospective is an opportunity for the scrum team to inspect itself and determine if there are any improvements that need to be enacted during the next sprint.

#### Key sprint focus areas

The following table details some of the key focus areas the sprints will be targeted towards. This list is not exhaustive and more detailed sprint planning will be conducted during the assessment phase **APP-01**.

| Focus area | Description |
| --- | --- |
| Multi-domain model | The current production environment includes a multi-domain authentication model which currently is not present in the lower environments. Work will be needed to replicate this active directory model in the JITF for TST domain. |
| External communications SQL Server database upgrade | External content such as Military messaging and twitter feeds are ingested through a parser into a separate SQL Server and database. This data is then surfaced through SharePoint.  A new SQL 2014 server will need to be deployed and the existing databases migrated to the new server along with integration with SharePoint 2016. |
| Objective integration for search | SharePoint is not used as a document management system, instead all documents are stored in Objective and only surfaced in SharePoint through search. Search in the upgraded solution will need to be able to index, search and display content from Objective.  Analysis of out of the box SharePoint search indexing and search functionality as it relates to Objective integration will be needed. |
| Centralised logging | A solution to enable the extraction of SharePoint logs into the centralised logging system.  Ensure the appropriate logging levels are configured and maintained within SharePoint. |
| Ability to clone the SharePoint environment to multiple new isolated locations | Ensure the provided SharePoint 2016 farm can be cloned using the current process in JCSE and that all components can function post cloning. |

# Appendix 2 - Statement of Requirements alignment

The following table demonstrates alignment between ’s Statement of Requirements (SOR) and this SoW. The columns titled ‘ **SOR ID**’ and ‘ **SOR Description**’ are pasted verbatim from ’s SOR. Where this SoW addresses each of the line items in the SOR, it is identified in the column titled ‘**SoW Section**’.

Only items stated as In Scope in [Section 1.2](#_Toc515009688) are included in the scope of this SoW.

| SOR ID | SOR Description | SoW Section | Microsoft Comments |
| --- | --- | --- | --- |
| **1** | **BACKGROUND** |  |  |
| 1.1 | The JCSE Sustainment Strategy requires a 5 yearly JCSE Infrastructure Refresh (the Infrastructure Refresh) to reduce the risk of obsolescence to an acceptable level. The Infrastructure Refresh was due in FY16/17. The major component of the JCSE Infrastructure platform is SharePoint 2010, which was declared by the Vendor, Microsoft, as End-of-Life in 2015, and is currently under extended support, which is limited to Patching. |  |  |
| 1.2 | The scope of the Infrastructure Refresh is consistent with the JCSE Sustainment Strategy (Reference A). Executive has endorsed the requirement for Infrastructure to be upgraded, and migrated to a SharePoint 2016 platform, in order to treat the risk of obsolescence from lack of supportability and patching of the current SharePoint 2010 infrastructure, and to achieve compliance with the CIOG Single Operating Environment (SOE) which is transitioning under the Centralised Processing Project. |  |  |
| **2** | **DELIVERY TIMEFRAME** |  |  |
| 2.1 | The CoA expects delivery of the SOW to be fully operational, accredited and accepted by Business and and fully completed and closed by 1 October 2020. | 2.5 | Dates have not been agreed at this stage |
| **3** | **SUMMARY SCOPE OF WORK** |  |  |
| 3.1 | By the 1st October 2020 in summary | 2.5 | Dates have not been agreed at this stage |
| 3.1.1 | Is to re-develop JCSE SharePoint 2010, and dependent components (e.g. excludes VIPA, and Thought web) to a SharePoint 2016 platform, and deploy the upgraded JCSE to the DSN Production environment; | [1.2.1](#_General_project_scope) | deployment, security and change control process could get in the way of a production deployment in the short timeframes of this project. |
| 3.1.2 | Carry out Needs/Requirements Definition, Design & Development, Verification and Validation, Deployment, Data Migration, Training, and Decommissioning of Disposal components migration of data; | APP-01,  APP-02,  APP-03 | Support, planning and recommendations will be provided at the start of the project through APP-01.  Supplementary work may be required for data migration.  Physical decommissioning of the existing SharePoint 2010 environment will be the responsibility of . |
| 3.1.3 | To achieve not less than the level of system function and performance specified in the current JCSE FPS, and System Specification (SS), with the exception of Capability Components approved to not be migrated, and is to improve capability in system availability, to within the current FPS & SS | SDP-01,  APP-01,  APP-02,  APP-03 | This item covers the whole lifecycle of the project. Microsoft will work to provide the desired functionality but given the current un-knowns of the project the sprint-based methodology will be used to deliver as many individual functions within the allotted sprints. Additional sprints may be needed, and Microsoft will notify as soon as possible if this is likely. |
| 3.1.4 | To be developed for, and deployed onto, the new CIOG server infrastructure which was deployed to and the JCSE in September August 2017 via CIOG’s Centralised Processing project. This new infrastructure is expected to provide CIOG compliant and managed platforms for production systems, a CIOG compliant User Acceptance Testing environment and Centralised Processing based disaster recovery functionality. | 1.2.1,  2.4.1,  SPD-01,  APP-01 | Disaster recovery scenario will be developed to fit in with the current requirements during the assessment phase and delivered during with SPD-01 and APP-01   Assessment phase will consider factors such as: VMWare, site recovery manager, multi-node SQL, fixed IP or changed IP. Zero down time solution |
| 3.1.5 | Fully designed and approved SharePoint 2016 environments and supporting applications Design | SPD-01 |  |
| 3.1.6 | A detailed list of SharePoint 2016 capability elements that can be implemented “off the shelf” | Envisioning and core framework development and migration **(APP-01)** |  |
| 3.1.7 | A detailed list of SharePoint 2016 capability elements that require development effort | Envisioning and core framework development and migration **(APP-01)** |  |
| 3.1.8 | A detailed list of SharePoint 2016 supporting applications environment list that will be compatible with SharePoint 2016 and a position on SharePoint 2019. | Envisioning and core framework development and migration **(APP-01)** | uses several third-party solutions to augment the SharePoint capability. Some of these like Nintex workflows, ArcGIS webparts and Search connectors may remain in the upgraded solution. Microsoft will support the integration with these tools, but it will be ’s responsibility to deploy and procure the required and preferred solutions to support the solution. |
| 3.1.9 | SharePoint farm, built tested and accepted with including those components identified in 3.1.6 (and supporting Domain and applications) into the JCSE Dev, Test, Pre-Pod, UAT and Prod environments. | SPD-01 | Consideration is needed as to the suitability of the SharePoint 2016 platform to work in conjunction with the existing ecosystem and provide the ability to be cloned as one complete fully fenced environment. |
| 3.1.10 | All requirements/documents/artefacts/approvals necessary for delivery and be accepted into all environments (3.1.5 – 3.1.7) supported and or Integrated into by the CoA’s current vendor(s). | [2.3](#_General_project_activities) | Microsoft will, where possible, work to update existing project documentation rather than creating entirely new documents. |
| **4** | **Post Completion of the SOW the following effort below will be carried out by Leidos** |  |  |
| 4.1 | Item 3.1.7 output will then be prioritized by /CoA and then passed onto Leidos Recurring Services for implementation. | [2.3](#_General_project_activities) |  |
| 5 | **COA – SOW EXPECTATIONS** |  |  |
| 5.1 | CoA is expecting the Vendor to bring its worldwide business experience, applications migration experience, technical; delivery; transition and operational support experience, expertise and practice in governance, applications, stakeholder management, integration, technical and thought leadership in every aspect of this delivery of SOW. |  | Microsoft is a global company and can bring its expertise and experience from many SharePoint migrations and deployments to facilitate delivery. |
| 5.2 | Key escalation points will be the Governance (section 8) mechanics and framework, the PM and any third-party nominees IAW good project governance practice. | [2.7](#_Project_governance) |  |
| 5.3 | Delivery of this work is expected to fast tracked; the contractor has a good supporting understanding of the environment |  |  |
| 5.4 | Where there is not a contractual document, template, instruction, DID etc. available, it is expected The Vendor shall propose an appropriate template/mechanics for CoA approval for use within this project. The Vendor will factor in standard CoA review time for approval, review and discussion. | [2.3](#_General_project_activities) |  |
| 5.5 | Compliance to the CEMP and its process. | 2.2 | Details of this are to be provided to Microsoft |
| 5.6 | Compliance to SSMP and is processes. | 2.2 | Details of this are to be provided to Microsoft. |
| 6 | **DEFINITIONS** |  |  |
| 6.1 | Business services: A singular or set of interconnected applications and hosts, which are configured to provide a value-added process, function or service to the organization. |  |  |
| 7 | **COA Objectives** |  |  |
| 7.1 | Under this SOW the Contractor is required to deliver a multi-varied applications solution that has as its technical underpinnings the delivery of the JCSE SharePoint Infrastructure refresh within Joint Integrated Test facility (JITF). | APP-01,  APP-02,  APP-03 | Agile sprint-based approach to delivery of the solution including multi-domain model at the core. |
| 7.2 | will be a requirement that the Vendor will be required to take a lead role in managing delivery and integration with external independent parties, e.g. CIOG, Dynama, Liedos etc. There will be a requirement for extensive systems integration engagement and management at levels of business process and technical levels. | [2.4.2](#_Envisioning_and_core)  (SPD-01, APP-01, APP-02 and APP-03) |  |
| 7.3 | The Commonwealth requires an upgrade of the JITF DSN JCSE infrastructure from a SP2010 platform to a SharePoint 2016 platform, to align with, and realise JCSE function and performance benefits arising from, the new Chief Information Officer Group (CIOG) Centralised Processing (CP) infrastructure, which completed in September 2017. | SPD-01 |  |
| 7.4 | The JCSE Infrastructure Refresh involves the redevelopment to a SharePoint 2016 platform, of JCSE components, that are dependent on SharePoint with the exception of the components approved as excluded from migration, through business needs analysis Report. | APP-01,  APP-02,  APP-03 | The assessment phase will determine which components are needed, which can be replaced with out of the box components and which need to be re-developed. Sprints will deliver functionality  have to provide items analysis already completed including applications identified that will not be migrated. |
| 7.5 | To this end the CoA requires The Vendor to apply the following principles to delivery namely; a. This is a business applications design and process project and requires I. a business services approach/focus to delivery. II. rather than taking a from pure technologically based solution. b. Provide formal structured delivery model and agile delivery within each stream. c. Parallel delivery and governance of the proposed streams (refer to paragraph 10 following) d. Integration between all defined steams (refer to paragraph 10 following) | APP-01 | to provide details of the applications that do not need to be migrated |
| 7.6 | Noting the expectations in paragraph 2; will be delivered by the following stream components namely: a. Governance setup and operation b. Security Accreditation c. Input Baseline d. Stakeholder Engagement e. Systems Integration Activity f. / Business Verification and Validation g. / Systems Integration. h. Systems and environmental i. / Testing and Acceptance strategy j. is the design , build , set to work ,testing and Verification and Validation of the new build SharePoint 2016 production platform and supporting application; k. Build, test a multi domain model in the JITF (DSN/DSE) l. Transition into Service/Data Management m. Decommissioning and disposal of any redundant applications/data infrastructure/tools. | SPD-01,  APP-01,  APP-02,  APP-03 |  |
| 7.7 | Noting section 4 expectations: If the Vendor can propose a more effective mix/stream makeup, the CoA will entertain that advice. | APP-01 |  |
| 7.8 | The CoA is expecting the contractor to provide a detailed lest of deliverables per milestone and the detailed acceptance of those. The CoA is happy to have a rolling delivery of these IAW agreed proposed plans and timeframes. The Vendor will factor in standard CoA review time for approval, review and discussion. | [2.7](#_Project_governance)  2.4.1 (Deliverables table) |  |
| 7.9 | The CoA again advising the contractor that this is a business services project; that is replacing, upgrading or enhancing existing business services inside . |  |  |
| 8 | **DELIVERY OPERATIONS AND PRINCIPLES** |  |  |
| 8.1 | Noting section 4 the CoA shall adhere to Security Policy standard and operations through the whole SOW and into production. |  | Details to be provided to Microsoft. |
| 8.2 | The start date of delivery (SD) shall be when the formal Approval to Proceed (ATP) is delivered via CoA authorised email to The Vendor. |  |  |
| 8.3 | The Contractor shall use Team Centre; and this shall be the central repository for all delivery of business, application, technical, and governance artefacts of the project. | [1.2.2](#_Software_products_and) | Microsoft to use existing systems within - appropriate access is to be provided to Microsoft |
| 8.4 | The contractor shall use the Team Centre object RFC-298 – SharePoint 2016 upgrade under referenced items tab for delivery of all project artefacts. | [1.2.2](#_Software_products_and) | to provide access to these artifacts |
| 8.5 | Noting section 4. The artefacts proposed with the SOW are not comprehensive and are provided as a guide and do not limit the Vendor. |  |  |
| 8.6 | The CoA expects The Vendor (As well as a detailed schedule) a detailed continuous integrated milestone and artefact delivery schedule for the duration project. The CoA at its ultimate discretion to approve or reject this artefact delivery schedule. a. Where milestones or components thereof are not delivered as agreed, the CoA reserves the right to withhold payment of that milestone. When all milestone components are delivered to CoA satisfaction and accepted the milestone payment will be released. b. In the event of 7.6.a occurring and thence impacting the overall timeline it will be up to the contractor to provide actions to Governance panel to recoup lost time. |  |  |
| 8.7 | Continuous compliance to 3.1.10 | [2.3](#_General_project_activities) |  |
| 8.8 | Where there are relevant DID’s that describes the detail required to be delivered, these shall be used. Noting section 4., where there is not a contractual document, template, instruction, DID etc. available, it is expected The Vendor shall proposed an appropriate template/mechanics/format for CoA approval. A lead-time to incorporate CoA approval times will be factored in, so as to not impact any delivery. | 2.7,  [2.4.1 (SPD-01) (Deliverables table)](#_Toc515009694), APP-01 APP-02 APP-03 | Sprint based approach to delivery of the solution |
| 8.9 | The contactor shall deliver quality artefacts acceptable to the CoA IAW the SSMP Quality Management plan. |  | SSMP to be supplied to Microsoft |
| 8.10 | The CoA has at its ultimate discretion to reject or approve any artefacts proposed, specified or developed for CoA review and acceptance. |  |  |
| 8.11 | The Contractor shall develop and maintain a comprehensive and detailed MS Project schedule (s) and provide reporting ability at agreed routine basis. | [2.7](#_Project_governance) |  |
| 8.12 | The contractor shall provide the CoA a draft detailed project/stream reports for agreement that required Steering committee governed approval to allow progression. | [2.7](#_Project_governance) |  |
| 8.13 | It is understood that the CoA shall be require to review, provide feedback upon or approve/reject relevant documents, document volume shall be managed by the schedule and where excessive workload on CoA is predicted this shall be discussed with all relevant parties and agree way forward with impacts provided to Exec. | [2.7](#_Project_governance) |  |
| 8.14 | With all the artefacts delivered, the CoA is expecting focused and concise content that shall contribute to effectiveness and efficiency of discreet and overall delivery. | [2.7](#_Project_governance) |  |
| **9** | **GOVERNANCE SETUP AND OPERATION** |  |  |
| 9.1 | Noting section 5. |  |  |
| 9.2 | The contractor shall implement a project management governance and reporting mechanism IAW Industry best practice. | [2.7](#_Project_governance) |  |
| 9.3 | The contractor shall set up and manage the Project Steering Committee. | [2.7.4](#_Executive_steering_committee) |  |
| 9.4 | Due to the historical progress of this current piece of work, the CoA is assembling the appropriate , and Capability Executives. a. Note current CoA nominees are I. Josh Ceely D-ICT  II. Major Marcia Bird A/Director Capability III. Mr Bruce Dutton – JCSE |  |  |
| 9.5 | The CoA requests commensurately a proposed senior the Vendor ACT Executive acceptable to the CoA for membership of steering committee | 2.7.4 |  |
| 9.6 | CoA expected deliverables under the Project governance model would be, a. A pragmatic, complete and detailed standalone project management plan that includes all identified the entire dependant sub components, is inclusive of the SP2016 upgrade, and is acceptable to the CoA. b. A pragmatic and fully populated, resourced, baselined and maintained schedule (or multiple integrated schedules) I. Independent from recurring services staff. II. that identifies all of proposed sub streams, detailed tasks within those, III. The detailed integration plan that will integrate all activity between all of sub streams. IV. Proposed key integration milestones V. Proposed tolerance for committee approval. VI. The proposed rolling management decision points where the committee can say go no go to key millstones VII. A central - CIMS DMS - approved changes register to manage approved changes to the project. VIII. A central - CIMS DMS - Issues register populated with identified issues known to date with owners and treatment plans, kept up to date and reported upon to Executive (or interested body) as required. IX. A central - CIMS DMS - risks register populated with identified risks known to date with owners and mitigation strategies, kept up to date and reported upon to Executive (or interested body) as required. X. A central - CIMS DMS - decisions register populated with identified decisions known to date, kept up to date and reported upon to Executive (or interested body) as required. XI. Bring well thought out recommendations and suggestion to expedite delivery of scope of work. | [2.3,](#_General_project_scope) [2.4.1 (deliverables)](#_Toc515009694) 2.7,  [2.7.1](#_Project_communication) |  |
| **10** | **STAKEHOLDER/COMMUNICATION ENGAGEMENT** |  |  |
| 10.1 | Noting section 5. |  |  |
| 10.2 | The contractor shall assemble and provide the CoA a detailed pragmatic / business, technical and process Stakeholder Engagement/communication Plan that shall include as a minimum; a. / Delivery communication plan b. The / business and technical stakeholder identification and their continuing and detailed involvement in overall successful delivery including details on involvement, expectations, times, involvement, testing, acceptance and scheduling. c. The / business and technical stakeholder detailed specific expectations of and the contributions to overall successful delivery d. The / business and technical stakeholder detailed scheduling of effort including lead times required for involvement. e. Day to day implementation of the Business/technical/Third party vendor Stakeholder Engagement Plan to ensure continuous delivery to agreed timeframes. Notes 1) ; if the contractor needs / stakeholder involvement at a specific date as per schedule; it is incumbent on the vendor to engage and manager well in advance of that date of any staff demand ( CIOG, , , Microsoft, Leidos etc.) and allow sufficient lead-time for timely engagement and continuous delivery. 2) This is a living document and CoA expects it will be maintained and kept current f. Any / stakeholder follow up required. | [2.7.1](#_Project_communication) |  |
| **11** | **BUSINESS ANALYSIS - INPUT BASELINE** |  |  |
| 11.1 | Note: The CoA has extensive GFI and local documented information around the current environments and this will be provided to the vendor. |  |  |
| **12** | **/ BUSINESS VERIFICATION AND VALIDATION** |  |  |
| 12.1 | Noting section 5. |  |  |
| 12.2 | The contractor has proposed to the CoA using the SharePoint 2016 Common off the Shelf (COTS) Capability Elements contained within, to replace the current bespoke Capability Elements in the retiring systems. |  |  |
| 12.3 | To this end the CoA requires the contractor to leverage of existing knowledge (section 10) and a. produce a detailed / business verification and validation plan that shall identify and engage the key business users of the current JCSE SharePoint Capability Elements and supporting environments and produce a detailed plan that shall; I. Identify and validate what are all the current business processes (integrated or externally connected) served by extant instance of SP2010 II. identify the full scope of work of the following components a. Implement Centralised Logging IAW the ISM and make redundant RFC214. b. Revalidation of the Search requirement as defined within the FPS. III. Communicating to the users the project expectations IV. The documenting of existing full business requirements and operation V. Data usage and data management, storage etc. VI. Identify and collect the current testing process or in the absence of same, gather testing requirements and develop for future use. VII. Identify and collect the current business acceptance criteria or in the absence of same, gather business acceptance criteria and develop for future use VIII. issue and risks to be tracked IX. provide to the CoA Steering Committee / Business any decisions as required X. Demonstrated compliance with 3.1.10 | APP-01 |  |
| 12.4 | The contractor shall a. Identify and document all of the / existing internal, business and applications functionality provided under SP2010 and table for CoA business owners and stakeholder thence for governance approval. b. Document the complete / business applications functionally for each Capability Elements and table for CoA business owner stakeholder and for governance approval. | APP-01 [2.7](#_Project_governance) | to provide documentation |
| 12.5 | The contractor shall, provide a proposed capability elements mapping document that shall identify and propose the mapping of SP2010 capability elements that shall be replaced by new SP2016 capability elements. a. From the mapping provide the CoA documented direction and guidance on I. Which SP2010 capability element are to be retired? II. Which SP2016 capability elements shall replace SP2010 existing III. From above what SP2016 capability elements have deficiencies from existing and what recommendations are being proposed to manage. IV. From above what SP2016 capability elements have functionality above and beyond current and what recommendations are being proposed to manage V. Recommendations on next steps VI. Documented all VII. Identify and document proposed testing process to facilitate business sign off. VIII. Identify and document proposed complete / acceptance criteria and facilitate CoA business sign off. Table results and business approvals to formal governance forums on moving forward. IX. Production of a / Data Migration Plan on mapping of old functionality data verse new identified functionally that includes; | APP-01 2.1,  [2.7](#_Project_governance) |  |
| 12.6 | The contractor shall produce, table and keep current a detailed integration plan that manages the detailed sequencing off, detailed integration of components with other streams. | [2.7](#_Project_governance) |  |
| **13** | **SYSTEMS INTEGRATION – ACTIVITY** |  |  |
| 13.1 | Noting sections 5 and 6.1 |  |  |
| 13.2 | The contractor shall provide a detailed integrated Business Systems, Applications and Technical plan for CoA approval that outlines a. The identification of the current SP2010 internal and external supporting applications/data flows/supporting technical components e.g. military messaging, Twitter feed, parser underlying Microsoft components (server 2008). b. The Identification of the existing data sources and relevant information, qualification of its efficacy and build upon that data. c. The process of bringing together the SP2016 internal and supporting external business components and sub-systems into one representative production equivalent system and that this plan shall ensure that the SP2016 subsystems function together and shall be fully representative of production. d. The detailed sequencing and integration activity required from each of the identified work streams and all of the activities within, to deliver the SOW within an agreed timeframe. It is expected that the planning will be such that any external dependant activity will be identified and that there will minimal or no time between finish of dependant activity (tasks) and start of new activity (tasks). e. The plan shall provide the CoA a list of initial dependencies (internal and external) and their owners including expected treatment and timeframe for resolution. The contactor shall maintain this list during the SOW and regularly report on to the CoA. f. The Contractor shall provide an integration build schedule to the CoA for approval. g. The Contractor at the completion of the production equal production build shall demonstrate to the CoA the complete system and its integrated components as defined and agreed in a), b), c) and d). h. The plan shall include (but not limited to); detailed activities to correctly replicate Data migration, business applications testing performance testing. i. The plan shall also provide The Vendor’ approach to maintain test environment currency in line with production during the Sow duration. j. The plan shall also provide the Vendor’ approach to capture all lessons learned | SPD-01 APP-01 APP-02 APP-03  [2.7](#_Project_governance)  [Key sprint focus areas](#_Key_sprint_focus) |  |
| **14** | **SYSTEMS AND ENVIRONMENTAL** |  |  |
| 14.1 | Noting section 5. |  |  |
| 14.2 | Within the JRN JITF the contractor shall deliver to JCSE (SSMP and CEMP) standards. |  | Standards to be provided to Microsoft |
| 14.3 | IAW Annex C section 6.2.12.6.1.e paragraph (iv), the CoA requests that this effort be and extension of the virtual baseline update to existing operations artefacts set. |  | Annex C to be provided to Microsoft |
| 14.4 | Multi domain (Production-like) model to extend the TST Virtual Baseline to include a DSE/DSN replica for the build of a second JCSE SharePoint Farm. The multi domain model comes from implementing a production like environment to replicate the DSN/DSE domain configuration and the expected build in the DSE, with user accounts in the DSN. | APP-01  SPD-01  APP-02  [Key sprint focus areas](#_Key_sprint_focus) |  |
| 14.5 | The Contractor shall perform all activities necessary to plan and manage the S&Q Services for Stage 2 in accordance with the Contract, to deliver the following: a. Provide pragmatic detailed schedule that shall incorporate all of the following; i. Production of a detailed documentation map ii. The detailed design and build of a new JCSE incorporating: 1. SP2016 (see applications Migration section for more information) 2. Centralised Logging Solution and 3. Search Requirements outlined under RFC278 for removal); b. Migration of JCSE to the current CIOG CP Platform for Windows 2012 and SQL server 2014; c. Design a revised JCSE search solution to be included in the new JCSE; d. Design a new portal theme/branding, landing page and navigation solution (TopNav replacement) to be included in SharePoint 2016; e. Documentation i. Using the JCSE documentation stack, provide CoA governance on any concerns, guidance missing or inconsistent documentation needs that shall inhibit or delay delivery. ii. progressively update and deliver new design documentation with clear identification whether the documentation relates to new design (e.g. search solution) or primarily document updates to reflect, e.g. changed product versions; f. Security Accreditation g. Schedule i. Integrated with overall Master schedule and integration plan ii. for update or enhance JCSE system documentation, iii. for training material, application and iv. Schedule for security accreditation documentation h. Identification and schedule for new JCSE system documentation required for new environment including, but not limited to, the data items listed in Annex A table A-1, and defined at the Annex A DID’s i. Continual and demonstrated compliance with 3.1.10 j. IAW with master test plan perform the necessary preparation for clean build and formal (dry run) testing in the form of updated test plans and procedures (primarily in HP ALM), automated test procedures, performance and other test scripts as required; k. IAW with agreed and defined acceptance strategy l. Track the progressive delivery of engineering and security artefacts to their approval through Referenced Items Tab on RFC298 in TeamCenter; m. IAW with Leidos proposed master test plan perform the necessary preparation for clean build and formal (dry run) testing in the form of updated test plans and procedures (primarily in HP ALM), automated test procedures, performance and other test scripts as required; n. Track the S&Q Services from commencement via the JCSE IMS Schedule including durations, Commonwealth Reviews/Approvals and proposed payment Milestones; o. Demonstrates progressively to the Commonwealth, the build and integration work performed, gains acceptance that the outstanding work to finalise the baseline build, to be ready for formal testing, is low risk, well defined and can progress to the next phase; p. Update, review and deliver the project plan, risk register and updated schedule for the end to end SP2016 upgrade in an initial delivery for the Services under this S&Q. | APP-01 APP-02  [Key sprint focus areas](#_Key_sprint_focus) | to provide RFC278 search removal requirements to Microsoft   to provide Annex A to Microsoft for review  Integration with the overall Master schedule is out of scope |
| **15** | **TEST MANAGEMENT** |  |  |
| 15.1 | Noting section 5. |  |  |
| 15.2 | The contractor will produce a Master Test Strategy and detailed test plans that will form the basis of the delivery / acceptance criteria. It is critical that the business are involved in the development and accepting of the master test strategy and the discreet SP2016 capability element test strategy. | [1.2.4,](#_Testing_and_defect)  2.3,  2.4.1,  [2.4.2 Envisioning and core framework development and migration (APP-02 and APP-03) - Requirements planning](#_Envisioning_and_core) |  |
| 15.3 | The contractor shall delivery to the CoA a / Master Test Strategy for agreement that outlines in pragmatic detail; a. Build the team that shall implement the Master Test Strategy and Detailed Test Plans b. Demonstrated compliance with 3.1.10 c. Engaged the business applications owners to; I. Identify information and time expectations of each of the business applications owners and document II. Identify, agree and document what functionality shall, be tested in the overall applications and the discreet SP2016 Capability Elements; any dependencies and document III. Identify what environment needs to be in place to test and document IV. Understand how shall the applications Capability Elements be tested; any phasing/dependencies required and document V. Identify what shall be the expected results of testing and document VI. Understand what is success criteria and document VII. Timing VIII. Complete defect management and document IX. Follow on activities and document X. Regular reporting on progress. d. The Master Test Strategy outlining the business and technical principles that shall be used to implement the test component of the work e. Provide the CoA a set of detailed test plans and a strategy for CoA agreement for each work stream (old, new, above and beyond, deficiencies and recommendations) f. Suggested discreet business test process to be used or proposed to be used to test and agree on successful business functionally. g. How defect management shall be implemented h. Ensure detailed Test Plans are delivered for all relevant test phases and test types i. Manage the relationship with all relevant stakeholders including client, internal and external teams j. Communicate the test project status (detailed, and measurable) to the team members, to , and to management k. Identify, manage and resolve any test project issues, risks and dependencies l. Ensure effective test process improvement feedback by providing information back to process improvement groups m. Coordinate and schedule overall testing activities IAW project schedule and track as required n. Verify requirements testability o. Develop relevant Work Products including: I. Test Strategy, Master Test Plan, Interface Test Planning Agreements, and Test Summary Report. II. Review and manage the delivery of the Detailed Test Plan(s) relevant for the project. III. Provide Test related input to other work products or input to other work products as required Ensure work products delivered are within internal and Client Standards IV. Review and signoff of internal and external test work products (as applicable). V. Communications with internal and external and client Project Stakeholders. VI. Co-ordination of day to day test activities associated with the project test phases: Includes some of all of (depending on the project). p. Create and maintain test project schedule covering the relevant test phases. q. Regular Reporting of test progress to relevant internal, external and client stakeholders for the relevant test phase. r. Identify, manage and resolve test related project issues, risks and dependencies for the relevant test phase. s. Defect Tracking and Reporting for the relevant test phase. t. Facilitate Test Status meetings, workshops (including agenda, minutes etc) as required. u. Lessons learned. | APP-01 APP-02 [1.2.4](#_Testing_and_defect)  [2.3 General project activities - Develop / deploy](#_General_project_activities) [2.4.1 SharePoint Server Deployment 2016 (SPD-01) - Develop and deploy](#_SharePoint_Server_Deployment) [2.4.2 Envisioning and core framework development and migration (APP-02 and APP-03) - Requirements planning](#_Envisioning_and_core) |  |
| **16** | **SECURITY ACCREDITATION** |  |  |
| 16.1 | Contractor Requirement |  |  |
| 16.1.1 | The requires all installed business applications installed on the networks (DRN, DSN) to be accredited to the ISM Standard. |  | Security accreditation is currently out of scope |
| 16.1.2 | This is a well-documented and well-understood process that does have strict content and quality requirements in business, process, technical and operations artefacts to be developed to a mature state. |  |  |
| 16.1.3 | These processes do have a substantial lead-time/review times and gates to enter and exit. The Contractor will factor these lead times into delivery of security accreditation artefacts. | 2.7,  2.7.1 |  |
| 16.1.4 | The requisite risk that is acceptable to the accrediting authority head of ICT Operations (HITCO) is “Low”. The contractor solution when delivered and fully accreditation needs to be certified as Low. |  | Security accreditation is currently out of scope |
| 16.2 | **To the security accreditation reviewer** |  |  |
| 16.2.1 | The contractor is required to provide; a. Coordination, production, validation of detailed artefact list to the requisite quality. b. A production system fully functional and representative of the end point production end point solution in operation (Including all supporting systems) c. Manage and deliver the dependencies, outputs and deliverables with each work stream(s). d. Produce the above CoA approved documentation ready for input into Stage 1 and Stage 2 Security accreditation that shall facilitate minimal risk for accreditation. | 2.7,  2.7.1 | Security accreditation is currently out of scope |
| 16.3 | SharePoint 2016 Stage 1 IRAP Assessment. |  | Security accreditation is currently out of scope |
| 16.3.1 | The contractor is advised a key milestone for security accreditation of the system is the delivery (for each environment named in 3.1.9 ) the following documents, a. Updated - System Security Plan b. Updated - Security Risk Management Plan c. Updated - Statement of Applicability d. Updated - System Design e. Updated - System Migration Plan. f. Updated – SOD’s |  | Security accreditation is currently out of scope |
| 16.4 | Full Security Accreditation – SharePoint 2016 Stage 2 |  | Security accreditation is currently out of scope |
| 16.5 | The contractor is advised a further key milestone for security accreditation is the successful completion and approval Stage 2 Assessment by HICTO. |  | Security accreditation is currently out of scope |
| **17** | **TRANSITION INTO SERVICE/DATA MIGRATION** |  |  |
| 17.1 | Noting section 5... |  |  |
| 17.2 | One of the critical components of this SOW is the understanding of how the existing SP2010 production business data shall be, |  |  |
| 17.2.1 | Replicated to the production equal environment with appropriate integrity and security compliance | APP-03 |  |
| 17.2.2 | Replicated data shall then provide a confident basis with which to facilitate testing and acceptance of production equal Business applications functionality and performance in SharePoint 2016 test environment. | APP-02 APP-03 |  |
| 17.2.3 | Confirm business production equal Business applications functionality and performance with external integrated environs with the JITF. |  | Further explanation needed |
| 17.2.4 | To then facilitate the overall business data migration and transition into production service from SP2010 to production SP2016 with confidence of success. |  | Microsoft will assist in delivering a production ready system. Factors including procedures around change control, security accreditation and acceptance into production could mean that a fully deployed production environment may not be possible in the time timeframes of this project. |
| 17.3 | To this end, the contractor shall provide the CoA a pragmatic and detailed / Business Data Migration plan agreeable to the CoA that shall; a. Confirm what the Business owners and application owners what data can be used for testing and conformation of SOW scope delivery. b. Identify and outline any environmental needs required to deliver outcomes c. Outline the detailed process to migrate business SP2010 production data to the production equal environments. d. Design and document the overall detailed data migration strategy for this SOW scope and table for CoA approval. e. Test the specific applications data migration process (and any co dependant requirements, internal or external applications, data feeds etc.), integrity and success (It is recommended that this 100% aligned with the testing activity). Table results for CoA approval. f. Test the overall integrated data migration process (and a co-dependent requirements), integrity and success. Table results for CoA approval. ~~g. Table lessons learned for future CCP3 DSN activity.~~ h. Provide future guidance to CoA for production transition into service activities, needs and dependencies. | APP-03 |  |
| 17.4 | To this end, the contractor shall provide the CoA (/) a pragmatic and detailed Transition into Service plan agreeable to the CoA that shall; a. Provide detailed advice on the End point solution (including all external integrated components) b. The detailed step by step mechanics on how this shall be achieved. c. A detailed scheduled d. Key check points e. CoA involvement and expectations. f. How it shall be Integrated into all the other components (Internal/external) g. What shall be the support requirements required h. What shall be the training requirements required i. What are the operations support process required to be integrated into and the mechanics of those j. Lessons learned | APP-01 APP-03 |  |
| **18** | **DECOMMISSIONING AND DISPOSAL OF ANY REDUNDANT APPLICATIONS/DATA INFRASTRUCTURE/TOOLS.** |  |  |
| 18.1 | Noting section 4. |  |  |
| 18.2 | The Contractor shall provide the CoA (/) approval a detailed SP2010 Decommissioning and Disposal plan outlining |  |  |
| 18.2.1 | The detailed configuration/asset list of what is being of what shall be decommissioned and disposed of and why? | APP-01 APP-02 APP-03 |  |
| 18.2.2 | The sequence of decommissioning and disposal and why. |  | Only assistance with a decommissioning plan will be provided during the deploy phase, but the physical decommissioning will be the responsibility of |
| 18.2.3 | How external integration into SP2010 shall be treated |  |  |
| 18.2.4 | A detailed decommissioning and disposal schedule |  | Only assistance with a decommissioning plan will be provided but the physical decommissioning will be the responsibility of . |
| 18.2.5 | Security compliance requirements/process/plans and how they shall be complied with during the disposal process. |  | Only assistance with a decommissioning plan will be provided but the physical decommissioning will be the responsibility of . |
| 18.2.6 | Lesson Learned report for use with CCP3 DSN implementation. |  |  |