# 

Statement of Work

Active Directory Hardening

Prepared for

Prepared by

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This Statement of Work (SOW) and any exhibits, appendices, schedules, and attachments to it are made pursuant to Work Order OF06201-276546-329233 and describes the work to be performed (Services) by Microsoft (“us,” “we”) for (“Customer,” “you,” “your”) relating to Active Directory Hardening (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

The purpose of this SOW is to provide with a proposal for Microsoft’s Active Directory Hardening (ADH) offering from Microsoft Enterprise Services Delivery. The project explained within this SOW utilizes Microsoft’s unique expertise in Active Directory and cybersecurity, and includes training workshops, discovery and analysis activities, and collaborative assistance to prioritize and strengthen ’s, Active Directory administrative environment.

This SOW details the services Microsoft will provide in meeting the objectives for ’s Active Directory Hardening initiative.

# Project objectives and scope

The scope of this project is to assist with discovering existing privileged access within the production Active Directory Domain Services (AD DS) environment, and to document the results through an exposure report. This information will provide context for establishing a transition plan to enable adoption of Microsoft’s recommended model for administering Active Directory. This is referred to as “Microsoft’s Reference Architecture for Active Directory Administration”.

Microsoft’s Reference Architecture for Active Directory Administration focuses on a tiered model for Active Directory administration. The tiered model for Active Directory administration is as follows:

* Tier 0 – In an enterprise environment, Tier 0 includes all administrators in control of the Active Directory forest, domains, and domain controllers and systems which operate or manage Tier 0 resources (i.e. monitoring, A/V, etc.) In this project, we will focus on the administrative user objects contained within the following Active Directory groups which have the most control over Tier 0 resources; Enterprise Admins, Domain Admins, Schema Admin, BUILTIN\Administrators, Account Operators, Backup Operators, Print Operators, Server Operators, Group Policy Creators Owners, and Cryptographic Operators.
* Tier 1 – In an enterprise environment, Tier 1 includes all administrators who are in control of multiple server operating systems, enterprise application administrators, and administrators of cloud services. These are not in scope for this project.
* Tier 2 – In an enterprise environment, Tier 2 includes administrative roles that have administrative rights to provide user, computer, and device support. These are not in scope for this project.

Given Tier 0 focuses on credentials that, when compromised, may provide an attacker highly privileged access to any resource secured by Active Directory, our focus will be to assist with moving into the recommended model for Active Directory Administration.

## Objectives

The objective of this project is to help improve the security posture of their production .com Active Directory administrative environment by:

* Providing training workshops to share Microsoft recommended practices for administering high-value Active Directory assets.
* Discover, analyze and share ’s existing security exposure for high-value Active Directory assets.
* Facilitate, plan and prepare for deploying a recommended Active Directory administration model.
* Assist with reducing the number of highly privileged Active Directory administrative accounts by implementing, and moving into, a recommended Active Directory administration model.

## Areas in scope

### General project scope

To deliver the Active Directory Hardening solution for , Microsoft will provide the following services:

| Area | Description | Assumptions |
| --- | --- | --- |
| Tier 0 exposure analysis | Discover and analyze Tier 0 privileged credentials within 1 production AD DS domain  Discover and analyze privileged credential exposure on member servers located within the in-scope AD DS domain. Specifically:   * + Service accounts running with elevated privileges   + Elevated privileges within the local administrator group | completes all appropriate change management processes to deploy the data collection component of the analysis tools.  deploys the data collection component of the analysis tools to all appropriate systems (Domain Controllers and Servers) within their environment required to meet the scope of this engagement. |
| Tier 0 transition planning workshops | Conduct 11 transition planning workshops focused on:   * + Group Policy Settings Review and Planning (Default domain and Default domain controllers GPO’s); up to 2 hours   + Transitioning Enterprise Admins, Domain Admins, Schema Admins and Administrators to recommended AD DS admin model groups; up to 8 hours   + Transitioning Group Policy Creator Owners group to recommended AD DS admin model groups; up to 2 hours   + Transitioning Server Operators to recommended AD DS admin model groups; up to 2 hours   + Transitioning Account Operators to recommended AD DS admin model groups; up to 1 hour   + Transitioning Backup Operators to recommended AD DS admin model groups; up to 1 hour   + Transitioning Cryptographic Operators to recommended AD DS admin model groups; up to 1 hour   + Transitioning Virtualization Admins to recommended AD DS admin model groups; up to 1 hour   + Splitting accounts that currently have privileges to multiple tiers; up to 4 hours   + Plan for implementing a group of critical machines that will be used by Tier 0 users; up to 2 hours   + Plan for blocking Tier 0 users from navigating to the internet (Proxy block); up to 2 hours | The Tier 0 Transition Plan document contains the results of the Tier 0 Transition Planning workshops. This document will be used to move users into their new Active Directory administrative group once the recommended Tier 0 configuration is deployed. |
| Implement recommended and preconfigured AD DS administrative model | Deploy recommended AD DS administration model to 1 production AD DS domain including:   * + Organization unit (OU) structure including a new, “Computer Quarantine” OU.   + Group policy objects (GPO’s) with baseline security recommendations   + Administrative groups and associated AD DS delegations   Link and enable new default domain, default domain controllers and computer quarantine GPO’s  Transition and validate AD DS user objects out of default administrative groups into appropriate new tiered model group – up to 30 hours.  Provide post deployment operational assistance for up to 16 hours. | Microsoft will support during the process of implementing the recommended and preconfigured AD DS administrative model into the production AD DS environment |

### Software products and technologies

#### ADH Tools Machine prerequisites

The ADH Tools utilized to collect and analyze an environment for Tier 0 credential exposure requires a dedicated physical, or virtual, machine. The products and technology that are listed in the following table are required for the ADH Tools Machine. The ADH Tools Machine’s prerequisites are a dependency to the planning, and follow-on, phases. is responsible for obtaining all identified licenses and products.

| Product and technology item | Version | Ready by |
| --- | --- | --- |
| Windows Server (x64)  or  Windows 10 (x64) | Server 2012 or Greater  Build 1607 or Greater | One week prior to the Plan phase |
| ADH Tools Machine System Requirements   * Can be virtual or physical | X64 Processor  32Gb RAM  250Gb Storage | One week prior to the Plan phase |
| .NET Framework | 4.7 or Greater | One week prior to the Plan phase |
| Microsoft Power BI Desktop | Not applicable | One week prior to the Plan phase |
| Microsoft SQL Management Studio | 2017 or Greater | One week prior to the Plan phase |
| Microsoft SQL Server, or SQL Express Server   * Required on the ADH Tools Machine, or remote SQL Server instance that is accessible by the ADH Tools Machine | 2016 or Greater | One week prior to the Plan phase |

Additional Microsoft software packages will be required on the ADH Tools Machine, but are available as Internet downloads at no cost.

#### Data collection prerequisites

The products and technology that are listed in the following table are required for the ADH Tools to collect information on target systems of the Tier 0 credential exposure analysis. Target systems can only be in scope if they meet the prerequisites below prior to initiating the planning phase of the project. is responsible for obtaining all identified licenses and products.

| Product and technology item | Version | Ready by |
| --- | --- | --- |
| Windows Server | 2008 or Greater | One week prior to the Plan phase |
| .NET Framework | 4.5.2 or Greater | One week prior to the Plan phase |
| Network access to ADH Tools Machine’s file share | Not Applicable | One week prior to the Plan phase |

### Environments

The following environments will be required to deliver the project.

| Environment | Location | Responsibility | Ready by |
| --- | --- | --- | --- |
| .com  Production Active Directory Forest | Customer | Customer | Start of engagement |
| .com  Production Active Directory Domain | Customer | Customer | Start of engagement |

### Testing and defect remediation

#### Testing

The following testing is included in the scope of the project. If the Customer 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.

| Test type (environment) | Description | Responsibility | | |
| --- | --- | --- | --- | --- |
| Has responsibility  for testing? | Provides data or test cases | Provides guidance and support |
| System testing | System Testing focuses on system functionality meeting the design. Test cases are based upon the Test Plan document and include functionality tests of the new Tier 0 administrative model and the validation of the pre-configured permissions against the new structure. The Microsoft effort to support this testing is limited to 4 hours. | Customer | Customer | Microsoft |

#### Defect remediation

If defects are identified during testing, the priority of the item will be jointly agreed upon by the Customer and Microsoft. Defect prioritization 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. The solution cannot ship and the project team cannot achieve the next milestone until such a defect is corrected. | Yes; up to 4 hours |
| 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. | No; the problem will be logged. Remediation will be performed through an agreed-upon change request only. |
| 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. |

### Training

The following training will be delivered during the project.

| Type | Description (including location) | Quantity and duration |
| --- | --- | --- |
| Instructor-led | **Description:** Microsoft secure modern enterprise foundations  **Location:** Delivered remotely  **Materials:** PowerPoint presentation  **Project phase:** Envision | **Number of sessions:** 1 **Duration:** 1 hour  **Number of participants:** up to 30 |
| Instructor-led | **Description:** Understanding credential theft  **Location:** Delivered remotely  **Materials:** PowerPoint presentation  **Project phase:** Envision | **Number of sessions:** 1  **Duration:** 2 hours  **Number of participants:** up to 30 |
| Instructor-led | **Description:** Overview of Microsoft’s Tiered Administration Model  **Location:** Delivered remotely  **Materials:** PowerPoint presentation  **Project phase:** Envision | **Number of sessions:** 1 **Duration:** 3 hours  **Number of participants:** up to 30 |
| Instructor-led | **Description:** Overview of the Tier 0 Configuration Model – Administration and Delegation Model Overview  **Location:** Delivered remotely  **Materials:** PowerPoint presentation  **Project phase:** Envision | **Number of sessions:** 1 **Duration:** 4 hours  **Number of participants:** up to 30 |
| Instructor-led | **Description:** Overview of the Design and Implement Active Directory Configuration Model – Secure Group Policies Overview  **Location:** Delivered remotely  **Materials:** PowerPoint presentation  **Project phase:** Envision | **Number of sessions:** 1 **Duration:** 2 hours  **Number of participants:** up to 30 |
| Instructor-led | **Description:** Active Directory Hardening Discovery Tools Overview Workshop  **Location:** Delivered remotely  **Materials:** PowerPoint presentation  **Project phase:** Envision | **Number of sessions:** 1 **Duration:** 2 hours  **Number of participants:** up to 30 |

## Areas out of scope

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

| Area | Description | |
| --- | --- | --- |
| Product licenses and subscriptions | Product licenses (Microsoft or non-Microsoft) and cloud service subscriptions are not included. |
| Hardware | Microsoft will not provide hardware for this project. |
| Integration with third-party software | Microsoft will not be responsible for integration with third-party software. |
| Data migration | Data migration activities are not in scope for this project. |
| Product bugs  and upgrades | Product upgrades, bugs, and design change requests for Microsoft products are not in scope for this project. |
| Source code review | The Customer will not provide Microsoft with access to non-Microsoft source code or source code information. For any non-Microsoft code, Microsoft Services will be limited to the analysis of binary data, such as a process dump or network monitor trace. |
| Process reengineering | Designing functional business components of the solution is not included. |
| Organizational change management | Designing—or redesigning—the Customer’s functional organization is not included. |
| Physical server setup, management, and maintenance | Physical server setup, installation, and networking interfaces or evaluation of new hardware or software.  Ongoing production operational support. |
| Role definition | Custom definition of roles and the creation of new accounts or roles (such as groups). This project will utilize a predetermined administrative model as provided by recommended AD DS administration model. |
| Operations | Operational assessments, improvement plans, or designs for new operational processes or procedures beyond the documented guidance as delivered within the operations guide. |
| Current production environment | Any changes to the current environment that are not related to the defined scope of this project. |
| Test Environment | Building of a test environment.  Duplication of customer’s existing Windows corporate domain environment within a test lab or the creation of test domains to simulate production domains. |
| Support | Post-deployment support. Additional support can be purchased separately. |

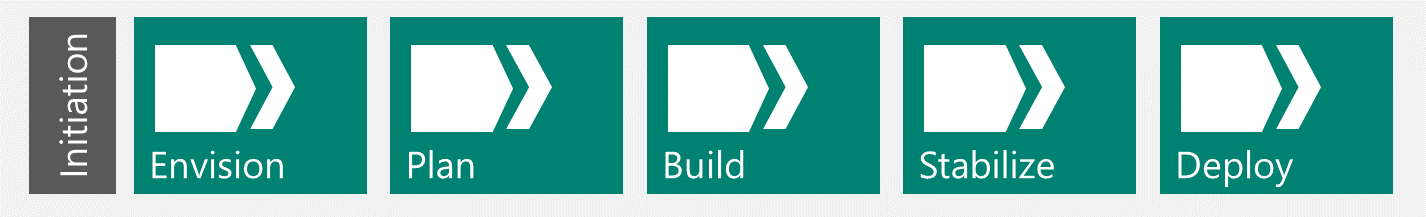
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# Project approach, timeline, and deliverable acceptance

## Approach

The project will be structured following the Microsoft solution delivery methodology across five distinct phases; Envision, Plan, Build, Stabilize, and Deploy. Each phase has distinct activities and deliverables that are described in the following sections.

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



### Engagement initiation

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

| Category | Description | |
| --- | --- | --- |
| **Microsoft activities** The activities to be performed by Microsoft | Conduct a preinitiation call to  Initiate team formation and communicate expectations.  Discuss change management for ADH tool deployment  Discuss change management for transitioning users into new groups  Schedule of kick-off and training workshops  Document the project launch prerequisites using input from this SOW.  Track the status of launch prerequisites and adjust the engagement initiation phase start date accordingly.  Conduct a detailed walk-through of the SOW with the customer to agree on an initial project schedule and approach. |
| **Customer activities** The activities to be performed by the Customer | Attend and participate in the preinitiation call.  Complete the project initiation and launch prerequisites.  Staff the project with the required customer resources in the time frames that were agreed upon in the preinitiation call. |

### Envision

During the Envision phase, the team will identify and define the requirements for the overall solution, gain an understanding of the environment, design a high-level solution strategy that meets the requirements of the solution, define the roles and responsibilities of the project team, and create a Vision and Scope Document identifying what will be accomplished.

Additionally, Microsoft will provide with a series of training workshops to help prepare for reviewing the Tier 0 Exposure report, planning administrative user transitions and completing Tier 0 administrative user object movement into the recommended Tier 0 configuration model.

|  | | |
| --- | --- | --- |
| Category | Description | |
| **Microsoft activities** The activities to be performed by Microsoft | Conduct project kick-off meeting  Lead 1 requirements gathering workshops lasting no more than 1 hour in total  Develop vision and scope document  Conduct training as defined in the Training section of this SOW |
| **Customer activities** The activities to be performed by the Customer | Participate in project kick-off meeting and workshops  Participate in requirement gathering workshops  Provide requested information and documentation  Review, accept and approve the vision and scope document  Identify appropriate personnel to attend training workshops  Attend training workshops |

#### Deliverables

| Name | Description | Acceptance required? | Responsibility |
| --- | --- | --- | --- |
| Vision/Scope document | The Vision Scope documents the agreement on the desired solution and overall project direction between the team and the customer. | Yes | Microsoft |

### Plan

During the Plan phase, Microsoft will work with to use the analysis tools to begin gathering information about Tier 0 resources. Using this information, Microsoft will lead and conduct sessions to review data that has been collected with and will produce a Tier 0 Exposure Report highlighting areas should consider further investigating.

The activities within this phase are to prepare for the deployment of the new Tier 0 administration model and the transition of existing administrative accounts into this model.

|  | |
| --- | --- |
| Category | Description |
| **Microsoft activities** The activities to be performed by Microsoft | Assist with ADH tools deployment; up to 12 hours  Assist with the remediation of data collection issues; up to 4 hours  Process collected data  Perform Tier 0 analysis and information preparation  Create the Tier 0 exposure report  Conduct Tier 0 exposure review meeting with Customer  Conduct Tier 0 transition planning workshops with Customer  Document Tier 0 Transition Plan  Conduct Tier 0 Transition Plan review meeting with Customer |
| **Customer activities** The activities to be performed by the Customer | Provide requested information and documentation  Participate in Tier 0 transition planning workshops  Review, acceptance and approval of the Tier 0 Exposure Report  Review, acceptance and approval of the Tier 0 Transition Plan document  Initiate change control procedures to allow for timely approval of modifications to be made to the production environment |

#### Deliverables

| Name | Description | Acceptance required? | Responsibility |
| --- | --- | --- | --- |
| Tier 0 Exposure Report | A set of files containing information collected using the ADH tools during the discovery and analysis phase. | Yes | Microsoft |
| Tier 0 Transition Plan | Microsoft Word document describing the results of the Tier 0 Transition Planning workshops. This document will be used to move users into their new Active Directory administrative group once the recommended Tier 0 configuration is deployed. | Yes | Microsoft |

### Build

The Build phase focuses on the deployment of the recommended Active Directory administration model into ’s production Active Directory using automation scripts provided by Microsoft. This includes the deployment of:

* Group Policy Objects – the deployment of the new group policy objects does not include linking them to an organizational unit (OU). This process will occur during the deploy phase.
* Tier 0 Organizational Units (OU’s) – these will be newly created OU’s that will be placed into ’s production Active Directory environment. Movement of objects into the new OU structure will occur during the Deploy phase.
* Tier 0 Administrative Groups – the deployment of the recommended Tier 0 administrative groups. The movement of users into these groups will follow information documented in the Tier 0 Transition Plan and will occur during the deploy phase.
* Tier 0 Administrative Delegations – using the new Tier 0 Administrative groups and OU’s, delegations will be completed applying recommended permissions to both the Tier 0 administrative groups and the appropriate Tier 0 OU.

While this configuration will be deployed during this phase, activation of the configuration does not occur until the Deploy phase after ’s with the assistance of Microsoft, tests and validates the configuration during the Stabilize phase.

|  | | |
| --- | --- | --- |
| Category | Description | |
| **Microsoft activities** The activities to be performed by Microsoft | Microsoft will assist Customer with implementing the recommended AD DS administration model into production AD DS domain |
| **Customer activities** The activities to be performed by the Customer | Implement the recommended AD DS administration model into the production AD DS environment |

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### Stabilize

During the Stabilize phase, testing of the recommended Tier 0 configuration will be completed. The intention of this phase is to test, and validate, the recommended Tier 0 configuration functions as designed and that test users, who have been granted access in the new Tier 0 configuration, have appropriate permissions as designed.

|  | | |
| --- | --- | --- |
| Category | Description | |
| **Microsoft activities** The activities to be performed by Microsoft | Assist with System testing  Update test plan with testing results  Lead a meeting to review test results with Customer |
| **Customer activities** The activities to be performed by the Customer | Perform System testing  Attend the test results review meeting   * Review, acceptance and approval of the test plan document |

#### Deliverables

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Description | Acceptance required? | Responsibility |
| Test Plan | A Microsoft Word document that includes test results and notes about implementing the defined test cases in the document. | Yes | Microsoft |

### Deploy

The Deploy phase consists of transitioning existing privileged accounts to the new Tier 0 configuration.

The transition of existing resources to the new Tier 0 configuration consists of the following:

* Enablement and linking of Group Policy Objects to the domain and domain controllers OU’s
* Moving users out of the default AD DS administrative groups into the appropriate group within the new recommended AD DS administrative model following the Tier 0 Transition Plan document.

|  | | |
| --- | --- | --- |
| Category | Description | |
| **Microsoft activities** The activities to be performed by Microsoft | Microsoft will assist with the following activities:   * Link and enable new default domain, default domain controllers and computer quarantine GPO’s * Transition and validate AD DS user objects out of default administrative groups into appropriate new tiered model group. * Provide operational assistance as defined by the scope of this project * Conduct project closeout |
| **Customer activities** The activities to be performed by the Customer | * Confirm, coordinate, and validate change control approvals are in place in advance of production modifications * Link and enable new default domain, default domain controllers and computer quarantine GPO’s * Transition and validate AD DS user objects out of default administrative groups into appropriate new tiered model group. * Participate in project closeout |

## Timeline

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

## Deliverable acceptance process

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

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

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

Or

* **Reject the deliverable** by notifying Microsoft in writing; the customer must include a complete list of reasons for rejection.
* **Review and acceptance** of the solution or custom source code is based on completion and acceptance of UAT as described in the Testing and defect remediation section.

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

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

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

## Project governance

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

### Project communication

The following will be used to communicate during the project:

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

### Risk and issue management

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

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

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

### Change management process

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

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

### Escalation path

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

* Project team member (Microsoft or the Customer)
* Project manager (Microsoft and the Customer)
* Microsoft and the Customer project sponsor

## Project completion

Microsoft will provide Services defined in this SOW to the extent of the fees available and the term specified in the Work Order. If additional services are required, the Change management process will be followed and the contract modified. The project will be considered complete when at least one of the following conditions has been met:

* All fees available have been utilized for Services delivered and expenses incurred.
* The term of the project has expired.
* All Microsoft activities and in-scope items have been completed.
* The Work Order has been terminated.

# Project organization

## Project roles and responsibilities

The key project roles and the responsibilities are as follows.

#### Customer

| Role | Responsibilities |
| --- | --- |
| Project sponsor | * Part-time, 2–4 hours a week * Make key project decisions. * Serve as a point of escalation to support clearing project roadblocks. |
| Project manager | Full time  Serve as primary point of contact for the Microsoft team  Manage the overall project.  Deliver the project on schedule.  Take responsibility for customer resource allocation, risk management, and project priorities.  Communicate with executive stakeholders. |
| Active Directory Technical lead | Full time throughout project  Serve as primary technical point of contact.  Take ownership of technical architecture and code deliverables. |
| AD DS SMEs | Full Time  Primary functional point of contact for the team who is responsible for administration of Active Directory and infrastructure  Is responsible for running data collection utilities and making changes to Active Directory  Attends and provides input into the Analysis phase workshops |
| Test Lead | Full time during Stabilize phase  Part time during Deploy phase  Responsible for test plans and guides and coordinating testing resources for acceptance tests |

#### Microsoft

| Role | Responsibilities | |
| --- | --- | --- |
| Microsoft Project Manager | Part time  Manage and coordinate Microsoft project delivery.  Take responsibility for issue and risk management, change management, project priorities, status communications, and status meetings.  Coordinate Microsoft and Microsoft subcontractor resources but not customer resources. |
| Microsoft Consultant | * Full time * Deliver workshops and sessions * Responsible for development of technical deliverables |
| Microsoft Architect | Part time  Provide technical design leadership and oversight  Provide guidance based on Microsoft-recommended practices. |

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# Customer responsibilities and project assumptions

## Customer responsibilities

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

* Provide information:
  + This includes accurate, timely (within three business days or as mutually agreed-upon), and complete information.
* Provide access to people and resources.
  + This includes access to knowledgeable customer personnel, including business user representatives, and access to funding if additional budget is needed to deliver project scope.
* Provide access to systems.
  + This includes access to all necessary customer work locations, networks, systems, and applications (remote and onsite).
* Provide a work environment.
  + This consists of suitable work spaces, including desks, chairs, and Internet access.
* Provide a meeting room to facilitate training and planning workshops.
  + This consists of a suitable room which is equipped with a projector that accommodates participants for both training and planning workshop sessions.
* Manage non-Microsoft resources.
  + The customer will assume responsibility for the management of all customer personnel and vendors who are not managed by Microsoft.
* Manage external dependencies.
  + The customer will facilitate any interactions with related projects or programs in order to manage external project dependencies.
* Other general responsibilities.
  + Customer will follow all appropriate change management processes and obtain approval in time for the deployment of the solution per this projects schedule
  + is responsible to deploy the data collection component of the analysis tools to all appropriate systems (Domain Controllers and Servers) within their environment required to meet the scope of this engagement.
  + is responsible for moving the users from their current group memberships into the destination group as defined by the Transition Plan workshop and documented within the Transition Plan document.
  + is responsible for providing a machine, physical or virtual, to perform data collection and analysis of for the ADH Tool.

## Project assumptions

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

* Work day:
  + The standard work day for the Microsoft project team is between 8 AM and 5 PM, Monday through Friday.
* Standard holidays:
  + Observance of consultants’ country-of-residence holidays is assumed and has been factored into the project timeline.
* Remote working:
  + The Microsoft project team may perform services remotely.
  + If the Microsoft project team is required to be present at the customer location on a weekly basis, resources will typically be on site for three nights and four days, arriving on a Mondays and leaving on a Thursday.
* Language:
  + All project communications and documentation will be in English. Local language support and translations will be provided by the Customer.
* Staffing:
  + If necessary, Microsoft will make staffing changes. These can include, but are not limited to, the number of resources, individuals, and project roles.
* Informal knowledge transfer:
  + Customer staff members who work alongside Microsoft staff will be provided with information knowledge transfer throughout the project. No formal training materials will be developed or delivered as part of this informal knowledge transfer.
* Technical Assumptions:
  + Managed Servers are Active Directory domain joined.
  + Only Windows Server operating systems in main or extended lifecycle support are in scope (Windows Server 2008 and above). Windows Server operating systems or versions under custom agreements will not be supported. Only systems with a supported version of the .NET Framework equal to 4.5.2, or greater, installed are in scope.
  + Microsoft assumes that all machines have the default admin shares turned on.
  + Data collection is limited to systems that can be reached by collection tools. Network segmentation may result in suboptimal coverage of data collection.