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Statement of Work

Assistance for Office 365

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 [insert Work Order number] and describes the work to be performed (Services) by Microsoft (“us,” “we”) for (“Customer,” “you,” “your”) relating to Assistance for Office 365 (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 Assistance for Office 365 Offer for the Microsoft Office 365 multitenant service and does not include the purchase or activation of the Office 365 service, which must be purchased by the Customer through a separate order. The Office 365 service is not customizable and cannot be modified beyond what is outlined in the Office 365 Service Descriptions. Prior to signing the Work Order that references this SOW, the Customer will have had an opportunity to review the latest Office 365 Service Descriptions. Microsoft strongly recommends that the Customer review those Service Descriptions with relevant internal stakeholders. The Customer acknowledges that the Service Descriptions meet or exceed the Customer’s minimum requirements for the selected Services.

Microsoft Services will collaborate with the Customer and Microsoft FastTrack and follow the standard Office 365 FastTrack deployment methodology to carry out the Services identified in this SOW.

For additional information on the Microsoft FastTrack Benefit for Office 365, refer to the following article on TechNet: <https://technet.microsoft.com/en-us/library/office-365-onboarding-benefit.aspx>

# Project objectives and scope

## Objectives

The objectives of this project are to provide additional planning, project management, and technical support for onboarding to Office 365 for Customers using the Microsoft FastTrack deployment approach.

The project will include the following components.

| ID | Component name |
| --- | --- |
| AAD-01 | Azure Active Directory integration |
| OPP-01 | Office 365 ProPlus deployment |

## Areas in scope

### General project scope

The Assistance for Office 365 project components and scope are specified in the following table. All activities are to be completed in or between a single on-premises environment and a single Office 365 tenant unless otherwise specified.

If at any time, the Customer would like to add additional Office 365 services to the scope of this project, Microsoft Services will deliver a two-hour session to review the FastTrack benefit for the desired Office 365 service and perform a discovery of services needed for the Customer’s implementation. If the additional Office 365 service is to be added to the scope of this project, the change management process in section 2.4.3 will be followed.

| Component (ID) | Description | Assumptions |
| --- | --- | --- |
| Azure Active Directory integration (AAD-01) | * Installation and configuration of Azure AD Connect synchronization on up to 2 servers (1 primary and 1 staging) that is limited to options that are configurable through the configuration wizard * Configuration of Azure AD authentication for password hash synchronization, pass-through authentication, or federated authentication * Optional enablement of the Azure AD seamless single sign-on feature if the Customer is not using federated authentication * If the Customer is licensed for Azure AD Premium, installation of the Azure AD Connect Health agent and demonstration of the service for the Customer. * Installation of AD FS and Web Application Proxy (WAP) roles on up to 8 servers each in no more than 2 Customer datacenters, and configuration of a new AD FS farm | * Azure AD integration will be established between 1 tenant and 1 Active Directory Domain Services (AD DS) forest (or forests) for synchronization and authentication. * If the Customer elects to use federated authentication, it will make use of Active Directory Federation Services (AD FS) or a third-party federated identity provider that is on the [Azure AD federation compatibility list](https://docs.microsoft.com/en-us/azure/active-directory/connect/active-directory-aadconnect-federation-compatibility). * The AD FS farm will be deployed using Windows Internal Database unless the Customer elects to use Microsoft SQL Server to host the configuration database. In that case, the Customer will design and provide the SQL Server infrastructure that meets the AD FS farm requirements. |
| Office 365 ProPlus deployment  (OPP-01) | * Configuration of up to 5 XML files for an Office 365 ProPlus deployment to Customer specifications using the Office Deployment Tool * Configuration of up to 3 (AD DS) group policy objects (GPOs) that can be used to manage Office 365 ProPlus settings * Preparation of the Office 365 ProPlus deployment packaging solution to make use of rings of validation and perform supported removal of legacy Office clients and components, installation of Office 365 ProPlus, and installation of up to 3 baseline supported language packs * Creation of an Office 365 ProPlus update management packaging strategy that defines package requirements and configuration for each ring of validation * Mapping of channels and update schedules to Customer requirements * Support during an Office 365 ProPlus deployment pilot (up to 2 weeks in total duration) | * The Customer has a software distribution system such as System Center Configuration Manager that is functional and in good health. * The Customer will be responsible for the configuration of their software distribution system, and Microsoft will not provide subject matter expertise for third-party distribution systems. |

### Software products and technologies

The products and technology that are listed in the following table are required for project delivery. The Customer 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 the Customer.

| Component ID | Product and technology item | Version | Ready by |
| --- | --- | --- | --- |
| Not applicable | Office 365 licenses | Any | Start of the Enable phase |

### Environments

The following environments will be required to deliver the project.

| Environment | Location | Responsibility | Ready by |
| --- | --- | --- | --- |
| Production | Customer | Customer | Project start |

### 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.

| Component ID | Test type  (environment) | Description | Responsibility | | |
| --- | --- | --- | --- | --- | --- |
| Has responsibility  for testing? | Provides data or test cases | Provides guidance and support |
| All | Validation testing (production) | Test cases will be run in the production environment to validate that the implemented solution is functioning as designed. All testing will occur in the production environment unless otherwise specified. | Microsoft | Microsoft | Customer |

#### 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 |
| 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

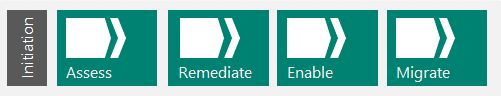
Any area not explicitly included in the Areas in scope section is out of scope for Microsoft during this project. Areas out of scope for this project are listed in the following table.

| Component ID | Area | Description |
| --- | --- | --- |
| All components | 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. |
| Client | Deployment and configuration of client software is out of scope for the project unless explicitly listed as in scope, within the General project scope. |
| Integration with third-party software | Microsoft will not be responsible for integration with third-party software. |
| Product bugs  and upgrades | Product upgrades, bugs, and design change requests for Microsoft products. |
| 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 a 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. |
| End-user communications | Planning or undertaking of end-user communications is not in scope. |
| Lab environment | Creation of a development or testing lab environment is not included. |
| Training | Formal user training or the creation of training materials is not in scope. |
| Custom solution development | Any custom solution development is not in scope. |
| Performance testing | Performance or stress testing for any environment is not included. |
| AAD-01 | AD FS customization, hardening, and application integration | * Customization of AD FS sign-in pages * AD FS integration with applications or services beyond Azure AD * Security hardening |
| OPP-01 | Office add-in or macro remediation | Microsoft will not complete remediation of Office add-ins or macros to support deployment of Office 365 ProPlus. |

# Project approach, timeline, and deliverable acceptance

## Approach

The project will be structured following the Online Solution Lifecyle delivery methodology and will consist of four distinct phases: Assess, Remediate, Enable, and Migrate. Each phase has distinct activities and deliverables that are described in the following sections.



The activities for each in-scope project component will be organized into these phases, and components will generally progress through project phases together. The Assess phase activities for most components, for example, will be completed before the project proceeds to the Remediate phase, and the Remediate phase activities for most components will be completed before the project proceeds to the Enable phase. Microsoft reserves the right to delay the start of individual project components, when necessary, for the purposes of work prioritization or staffing optimization. During the Assess phase, a project plan will be produced that documents the detailed delivery schedule.

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), this is indicated in the following sections.

### Engagement initiation

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

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

### General project activities

The following table describes the general activities for the project, organized by phase. These activities will be combined with the activities defined for in-scope [project components](#_Project_components_and) to establish the overall project approach.

| Category | Description | |
| --- | --- | --- |
| **Microsoft activities** The activities to be performed by Microsoft | **Assess phase**   * Prepare for, and conduct, the project kickoff meeting. * Document, discuss, and review conditions of satisfaction and define critical success factors of the project. * Create a risks, actions, issues, decisions (RAID) log and review it with the Customer. * Generate a project communication matrix that can be used to identify meeting cadence, key stakeholders, and the general communication strategy. * Create a preliminary project status report to review with the Customer Project Manager and refine as necessary based on that person’s input. * Deliver workshops and complete other Assess phase activities for in-scope components as defined in [Project components and deliverables](#_Project_components_and) section. * Produce a preparation checklist that details the tasks that are needed to complete the in-scope Enable phase activities, including the resources that must be procured by the Customer. * Produce, design, and plan the project documentation. * Produce a project plan for Microsoft project activities supporting this engagement.   **Remediate phase**   * Generate a weekly project status report and facilitate project status review meetings with the project team. * Provide technical guidance and assistance, and answer questions during the Customer-led completion of identified preparation tasks. * Provide input on user communications related to the project.   **Enable phase**   * Produce test cases that will be used to validate the implemented Solution functions as designed. * Complete Enable phase activities for in-scope components as defined in [Project components and deliverables](#_Project_components_and) section. * Complete in-scope testing for the project. * Produce delivery summary documentation for the project.   **Migrate phase**   * Complete Migrate phase activities for in-scope components, as defined in [Project components and deliverables](#_Project_components_and) section. |
| **Customer activities** The activities to be performed by the Customer | **Assess phase**   * Provide project manager resources to work with the Microsoft project manager and manage Customer resources and assigned project activities. * Manage scheduling and logistics for project workshops. * Provide project resources and subject matter experts (SMEs) to participate in workshops and follow-up meetings. * Make necessary design and planning decisions in a timely fashion to facilitate completion of the Assess phase within the timelines documented in [Timeline](#_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 Assess phase deliverables. * Produce and manage the project plan for Customer project activities.   **Remediate phase**   * 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 [General project scope](#_General_project_scope) section. * Update the project plan with updates to project activities and status received from Customer project team members. * Assist in facilitating weekly project status review meetings. * Prepare user communications for the project.   **Enable phase**   * 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 status received from Customer project team members. * Review test cases and other Enable phase project deliverables. * Participate in in-scope testing for the project and complete any testing activities assigned to the Customer. * 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.   **Migrate phase**   * Manage scheduling and end-user communications for in-scope Migrate phase activities. |
| **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](#_Change_management_process) in order to adjust project scope, timeline, and cost as necessary. * The Customer will make all necessary design and planning decisions during the Assess phase of the project. Acceptance of the Design and Plan deliverable constitutes finalization of all options for implementation. Changes to Customer decisions after deliverable acceptance will be subject to a project change request. |

#### General project component deliverables:

Microsoft will produce the following project deliverables that include content from in-scope project components in the phases shown. Not all components will be covered in all deliverables, and [Project components](#_Project_components_and) section documents how each component will be covered in these project deliverables. Deliverables will either be prepared as combined documents with content for all in-scope components, or multiple component-specific instances of these deliverables will be produced. During the Assess phase of the project, Microsoft and the Customer will mutually agree on a consolidated or per-component deliverable structure and then use that structure for all deliverable acceptance.

Additional component-specific deliverables may be produced for the project and any such deliverables are described in section [Project components and deliverables.](#_Project_components_and)

| Name | Description | Phase | Acceptance required? | Responsibility |
| --- | --- | --- | --- | --- |
| Project plan | Key Microsoft activities, milestones, dependencies, and durations | Assess | No | Microsoft |
| Preparation checklist | An Excel spreadsheet that documents the tasks that must be completed by the Customer and the resources that must be procured in order to complete the in-scope work | Assess | Yes | Microsoft |
| Design and plan | A Word document that captures design decisions made during the workshop, documents the design for the solution, and details the high-level plan for completion of the in-scope work | Assess | Yes | Microsoft |
| Test cases | An Excel spreadsheet that documents the test cases that will be used to validate that the implemented solution functions as designed | Enable | Yes | Microsoft |
| Delivery summary | A Word document that summarizes the work completed, provides any relevant operational guidance, and documents any recommended next steps | Enable | No | Microsoft |

### Project components and deliverables

The following subsections describe the activities for in-scope project components, organized by overall project phase. These activities will be combined with the [general project activities](#_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 below.

#### Azure Active Directory integration (AAD-01)

| **Category** | **Description** | |
| --- | --- | --- |
| **Microsoft activities** The activities to be performed by Microsoft | **Assess phase**   * Conduct an assessment and planning workshop to gather requirements, information about the current environment, and Customer design decisions for Azure AD integration. * Assist the Customer with the running of the Office 365 IdFix tool to identify conflicts and formatting errors in AD DS that need to be remediated prior to directory synchronization.   **Enable phase**   * Install and configure Azure Active Directory Connect, including Azure Active Directory authentication agents if the Customer chooses pass-through authentication. * Complete initial synchronization to Azure AD and enable ongoing regular synchronization. * Configure the Azure AD seamless single sign-on feature if the Customer elects to use it and is not using federated authentication. * Install Active Directory Federation Services (AD FS) and WAP and configure the farm. * Provide AD FS product knowledge during the Customer-led configuration of load balancers and other networking equipment. * Configure authentication for Customer domains in Azure AD. * Configure and demonstrate Azure AD Connect Health if the Customer is licensed for Azure AD Premium. * Configure and demonstrate Azure AD B2B. |
| **Customer activities** The activities to be performed by the Customer | **Assess phase**   * Participate in the assessment and planning workshop, communicate requirements, provide current environmental information, and make design decisions. * Run the Office 365 IdFix tool in each in-scope AD DS forest and provide the results to Microsoft for evaluation. The tool requires read-only permissions in AD DS.   **Remediate phase**   * Complete IdFix error remediation in the on-premises AD DS forest and user principal name (UPN) changes, if necessary.   **Enable phase**   * Assist Microsoft, as necessary, during production implementation tasks. * If the Customer elects to use a third-party federated identity provider, provide subject matter expertise for that identity provider and implement the configuration required to provide federated authentication with Azure AD. Engage the product vendor, as necessary. * Configure load balancers and other networking equipment to establish high-availability for AD FS on the private and perimeter network and publish AD FS to the public Internet * Customize AD FS sign-in pages, as desired, to apply organizational branding. |
| **Key assumptions** | None |
| **Project deliverables** Content for this project component will be included in these project deliverables | * Preparation checklist * Design and plan * Test cases * Delivery summary |

#### Office 365 ProPlus deployment (OPP-01)

| **Category** | **Description** | |
| --- | --- | --- |
| **Microsoft activities** The activities to be performed by Microsoft | **Assess phase**  Conduct a 2-hour assessment and planning workshop to gather requirements, information about the current environment, Customer design decisions, and pilot success criteria.  **Remediate phase**   * Provide recommended practices guidance for managing client machines using the documented rings of validation for Office ProPlus.   **Enable phase**   * Configure XML files for Office 365 ProPlus deployment. * Configure group policies to manage Office 365 ProPlus settings. * Prepare the deployment packaging solution to make use of rings of validation and remove legacy Office clients and components, installation of Office 365 ProPlus, and installation of language packs. * Create the Office 365 ProPlus update management packaging strategy. * Map channels and update schedules to Customer requirements.   **Migrate phase**  Provide support during the Office 365 deployment pilot that is limited to the duration specified in in the [General project scope](#_General_project_scope) section. |
| **Customer activities** The activities to be performed by the Customer | **Enable phase**   * Identify pilot deployment users. * Work with Microsoft to create the production pilot strategy for client distribution, including mapping users to monthly, semi-annual targeted, and semi-annual channels. * Complete the production rollout strategy for the organization.   **Migrate phase**  Manage all end-user communications associated with the Office 365 ProPlus deployment. |
| **Key assumptions** | None |
| **Project deliverables** Content for this project component will be included in these project deliverables | * Preparation checklist * Design and plan * Test cases * Delivery summary | |

## Timeline

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

## Deliverable acceptance process

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

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

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

Or

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

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

### Executive steering committee

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

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

| Role | Organization | |
| --- | --- | --- |
| Project Sponsor | Customer |
| Delivery Manager | Microsoft |

### Escalation path

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

* Project team member (Microsoft or the Customer)
* Project Manager (Microsoft and the Customer)
* Microsoft Delivery Manager
* Microsoft and the Customer project sponsor
* Executive steering committee

## 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 | Component ID(s) | Responsibilities |
| --- | --- | --- |
| Project sponsor | All | Estimated project commitment: [enter hours per week, hour range per week, or full-time].  Make key project decisions.  Serve as a point of escalation to support clearing project roadblocks. |
| Project Manager | All | Estimated project commitment: [enter hours per week, hour range per week, or 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. |
| Client Infrastructure Lead | All | * Participate in workshop discussions and drive activities that address client configuration for online service consumption. * Help the Microsoft team complete the client infrastructure implementation activities. |
| Communications and Training Lead | All | * Take responsibility for Customer communications related to the project. * Identify and plan for Customer training requirements related to the project. |
| Active Directory and Identity Lead | AAD-01 | * Take responsibility for the on-premises AD DS forest (or forests). * Take responsibility for any on-premises identity provider that will be used for Azure Active Directory authentication. * Take responsibility for the Azure Active Directory integration solution going forward. |
| Operations Lead | All | Provide daily support that is related to ongoing system management and recovery.  Take responsibility for creating policies and operational models for the new architecture.  Create operational guides for the new environment. |
| Service Desk Lead | All | Take responsibility for problem resolution and first-level incident management when the system is in production. |

#### Microsoft

| Role | Component ID(s) | 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 Customer resources. |
| Microsoft Lead Architect | All | Design the overall solution.  Provide guidance based on Microsoft-recommended practices. |
| Microsoft Consultant (or Consultants) | All | Deliver assessment and planning workshops  Produce project deliverables  Provide technical assistance during the completion of Customer preparation tasks  Act as primary technical subject matter expert from Microsoft during the project  Complete in-scope implementation and migration activities |
| Microsoft FastTrack Manager | Not applicable | Serve as primary point of contact for FastTrack activities  Remotely participate in the project kickoff  Contribute to project management plans, project status reports, and project performance reports  Take responsibility for FastTrack resource allocation, risk management, and project priorities |
| Microsoft FastTrack Engineer | Not applicable | Provide remote technical guidance regarding Office 365 remediation and service implementation activities that are provided by FastTrack  Assess migration readiness and participate in planning workshops. |

# Customer responsibilities and project assumptions

## Customer responsibilities

In addition to the 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.
* Manage non-Microsoft resources.
  + The Customer will assume responsibility for the management of all Customer personnel and vendors who are not managed by Microsoft.
* Manage external dependencies.
  + The Customer will facilitate any interactions with related projects or programs in order to manage external project dependencies.

## Project assumptions

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

* 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 Monday 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.