# 

Statement of Work

Per-Production Television Collaboration Environment

**Prepared for**

**Prepared by**

Date: June 22, 2020

Version: 3.3

Table of contents

[Introduction 1](#_Toc37766846)

[1. Project objectives and scope 1](#_Toc37766847)

[1.1. Objectives 1](#_Toc37766848)

[1.2. Areas in scope 2](#_Toc37766849)

[1.3. Areas out of scope 11](#_Toc37766850)

[2. Project approach, timeline, and deliverable acceptance 15](#_Toc37766851)

[2.1. Approach 15](#_Toc37766852)

[2.2. Timeline 38](#_Toc37766853)

[2.3. Deliverable acceptance process 39](#_Toc37766854)

[2.4. Project governance 39](#_Toc37766855)

[2.5. Project completion 41](#_Toc37766856)

[3. Project organization 41](#_Toc37766857)

[3.1. Project roles and responsibilities 41](#_Toc37766858)

[4. Customer responsibilities and project assumptions 44](#_Toc37766859)

[4.1. Customer responsibilities 44](#_Toc37766860)

[4.2. Project assumptions 45](#_Toc37766861)

[5. Exhibits 46](#_Toc37766862)

[5.1. Exhibit 1. Provisioning Low Code/No Code Approach 46](#_Toc37766863)

[5.2. Exhibit 2. Network Connectivity Assumptions & Customer Responsibilities 46](#_Toc37766864)

This Statement of Work (SOW) and any exhibits, appendices, schedules, and attachments to it are made pursuant to Work Order [0R021911-265853-315121] and describes the work to be performed (Services) by Microsoft (“us,” “we”) for (“Customer,” “you,” “your”) **relating to the Per-Production Television Collaboration Environment** (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

() has asked Microsoft services to assist in the establishment of a Per-Production Television Collaboration Environment. This environment will be used for TV production communications supporting the ability for TV production team members to securely logon and communicate with one another.

The Microsoft solution described in this SOW is in support of implementation activities and does not include the purchase or activation of the Office 365 service, which must be purchased by the Customer through a separate contract. 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 planning, project management, and technical support for establishing the Per-Production Television Collaboration Environment using Office 365 and leveraging the Microsoft FastTrack deployment approach. has indicated that they desire the structure of the new environment to not be radically different from the current legacy environment in order to facilitate easier future data migrations.

The project will include the following components.

| ID | Component name |
| --- | --- |
| ENV-01 | Envisioning Workshop |
| IDF-01 | Identity Foundation with Azure Active Directory and Azure Active Directory Domain Services |
| TPC-01 | Office 365 tenant planning and configuration |
| EXO-01 | Exchange Online enablement |
| SPO-01 | SharePoint Online and OneDrive for Business enablement |
| TMS-01 | Microsoft Teams enablement |
| MIP-01 | Microsoft Intune Pilot |
| PRV-01 | Per-Production Television Collaboration Environment Provisioning |
| MSM-01 | Modern Service Management Operations Readiness Governance |

## Areas in scope

### General project scope

The 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 |
| --- | --- | --- |
| Envisioning Workshop (ENV-01) | * Facilitation of an envisioning workshop focused on the collection and elaboration of key requirements for the overall Per-Production Television Collaboration Environment solution. | * Up to two (2) workshop sessions of up to four (4) hours each. * will share documentation with Microsoft that pertain to the operating environment, related existing systems, and pertinent business and technical constraints ahead of the workshop sessions. * Key decision makers and subject matter experts will attend and participate in the workshops. |
| Identity Foundation (IDF-01) | **Plan and Design:**   * Creation of a new, basic Azure Active Directory tenant plan, including integration with a matching, new Azure IaaS-resident Windows Server Active Directory domain services single forest/domain environment with LDAP support.   **Core Azure and Azure Active Directory Setup:**   * Create new Azure AD tenant and Azure subscription * Prepare an Azure VPN connection point in the Azure subscription to support a VPN connection with the customer’s VPN infrastructure. * Create up to two Azure virtual networks to support Azure VPN gateways and other resources (Azure ADDS or Windows Server VMs) within the Azure subscription. * Create and configure Azure AD groups for Office 365 licensing   **Prepare Azure-resident Active Directory Domain Services:**   * Implement an Azure IaaS-based instance (forest and domain) of Windows Server Active Directory Domain Services with Azure AD Connect for synchronization with Azure Active Directory.   + Configure a single Azure IaaS-based Active Directory forest and domain, including two Windows Servers virtual machines in the role of Domain Controller.   + Prepare a single Windows Server VM with Azure Active Directory Connect, and configure Azure AD Connect to synchronize with the Azure Active Directory tenant.   + Configure Azure Active Directory Connect for Password Hash Sync with Writeback to support password synchronization between Azure AD and AD.   + Configure LDAP for Azure Active Directory   **Proof-of-Concept for File Server domain migration:**   * Move a test file server from the current on-premises Active Directory domain to the solution’s Active Directory instance * Demonstrate file share and folder re-permissioning on the test file server | * The Customer’s on-premises VPN infrastructure at its current version is compatible with Azure VPN connectivity. * The Customer will provide a DNS name for the Azure ADDS domain that is Internet-registered and resolvable via the Internet and with Customer’s internal DNS. * Customer will provide a valid X.509v3 certificate to support LDAP over SSL/TLS. * See section 5.2 (Exhibit 2) for additional technical assumptions regarding network connectivity. * Customer will provide on-premises virtual machine(s) to operate as on-premises domain controllers for the new AD forest/domain. * Customer will establish an interforest trust relationship between the legacy AD forest/domain and the new AD forest/domain to support access to resources in the legacy AD domain (e.g. file servers). |
| Microsoft Intune Pilot (MIP-01) | * Configuration of Microsoft Intune standalone—up to two weeks in total duration. * Design and configuration that supports enrollment for Windows 10, Apple iOS, or Android devices * Configure Intune to support integration with JAMF for Mac enrollment into Intune * Design and implementation of 1 device platform policy for Windows 10, iOS, or Android devices * Design and implementation of email, Wi-Fi, and virtual private network profiles * Configuration of 1 device compliance policy * Configure Azure Multi-Factor Authentication for device enrollment. * Configuration of an existing Active Directory Certificate Services deployment on Windows Server 2012 R2 or later to support certificate enrollment through Network Device Enrollment Server (NDES), up to 40 hours in total duration * Assistance during external publication of NDES through an existing deployment of Windows Server Web Application Proxy (WAP) or Azure AD Application Proxy * Configuration of certificate deployment in Microsoft Intune * Configuration of 1 certificate profile in Microsoft Intune. Assistance with the enrollment of up to 25 pilot devices with Microsoft Intune. * Assistance with the enrollment of up to 175 additional devices with Microsoft Intune, up to one week in total duration | * Microsoft Intune will be used to develop the reference configuration. * Customer and JAMF will configure JAMF to integrate with Intune * Customer will provide necessary Intune licenses (e.g. Microsoft 365 E5 licenses) * The Customer will identify and provide information about the to-be-enrolled mobile devices. * The Customer informs the primary device owner about enrollment procedures. * The external publishing of Active Directory Certificate Service will use a supported configuration and be done via Windows Server Web Application Proxy (WAP) or Azure AD Application Proxy |
| Office 365 tenant planning and configuration  (TPC-01) | * Delivery of an Office 365 Service Overview to customer project resources * Creation of a basic tenant plan and identification of remediation tasks needed for basic service enablement, including client and network connectivity * Configuration of an Office 365 tenant that is based on Customer-provided requirements. This is limited to basic tenant-level settings, and excludes detailed policy design and configuration * Configuration for automated assignment of Office 365 licenses based on Customer-defined profiles using either Azure Active Directory group-based licensing or a PowerShell script. | * The Customer will use an Office 365 tenant, which will be one of the following types: commercial, government community cloud, or education. * The Customer is creating a new tenant for this project. |
| Exchange Online enablement (EXO-01) | * Enablement of Microsoft Exchange Online and configuration of baseline tenant-level settings. * Configuration of internet mail flow with up to 5 mail hygiene rules or establishment of routing through a Customer-provided relay * Installation and configuration of a supported version of Exchange Server as a management server on an on-premises server to support Exchange object provisioning and management * Facilitate two (2) legacy data migration planning assistance workshops of up to 4-hours each and document the recommended approach. | * The customer is establishing a new Exchange online system. * The customer has ownership of multiple email domains that will initially be used with Exchange Online. * No migration of email from other systems is required or in scope for this project. |
| SharePoint Online and OneDrive for Business enablement (SPO-01) | * Enablement of SharePoint Online and OneDrive for Business, and configuration of baseline tenant-level settings to Customer specifications * Creation and baseline configuration for up to 5 top-level site collections, limited to one day of total effort | * All work will be performed in a single Office 365 tenant. |
| Microsoft Teams enablement  (TMS-01) | * Enablement of Microsoft Teams and configuration of tenant-level settings to Customer specifications * Configuration of user-level policies to Customer specification (limited to 25 different policies) * Activation of Call Analytics and Call Quality Dashboard, upload of subnet information, and demonstration of basic functionality to the Customer * Creation and configuration of up to 5 teams in Teams with channels (limited to 30 users each) * Support during a Teams pilot, for collaboration, instant messaging, and meetings for up to 1 week in total duration. | * All work will be performed in a single Office 365 tenant. * The Customer is using an Office 365 tenant type and region where Teams is available. * A Network Readiness and Assessment Planning activity has been completed and identified key issues have been remediated prior to the Enable phase. * For automatic updates of meeting invitations to Microsoft Teams, the user’s mailbox must be homed in Exchange Online. |
| Per-Production Television Collaboration Environment Provisioning (PRV-01) | * Creation of one (1) provisioning PowerApp to capture provisioning process input information such as domain related information, users to provision, etc. * Creation of one (1) Power Automate (workflow) to orchestrate the provisioning steps * Creation of Azure Automation resource and runbook to execute PowerShell commands and script(s) * Modification of customer script for reuse within the Azure runbook | * The customer will have the necessary PowerApps and Power Automate licensing. * The customer will provide an Azure subscription for the Azure Runbook(s) * The customer will be responsible for supplying the necessary credentials to the Azure Automation resource for the PowerShell Execution |
| Modern Service Management Operations readiness governance (MSM-01) | **Service delivery and operations capability review and plan**   * Assess current operational processes and capabilities to get an improved understanding of the current state. * Understand the Customer’s desired state and what the Customer has already done to reach its desired state and upcoming go-live requirements. * In collaboration with the Customer, build a plan and a roadmap for the desired state prioritization. * When possible, review any existing tools and processes that can be used.   **Operational and processes readiness**   * Recommend operational roles and tasks in order to set expectations for delivery implementation. * Assess current major incident management, problem management, and event management processes to provide updates and recommendations in support of different integration points. * Assess “change and release” processes and provide updates and recommendations based on the desired state. * Where possible, review any existing tools and processes that can be used going forward.   **Cloud governance**   * Assess current IT governance and provide recommendations. * Recommend an approach for decision and policy management. * Develop workflows and processes that are related to changes and new services that are introduced into the organization. * Identify roles and develop a roles and responsibility matrix. | **Service delivery and operations capability review and plan**   * Existing operational process documentation exists, and the Customer will walk Microsoft through its current state. * The Customer will provide current pain points related to current operational processes and capabilities. * A skills assessment will be performed by the Customer with assistance from Microsoft. * Key Customer subject matter experts (SMEs) and decision makers will be available to work with Microsoft.   **Operational and processes readiness**   * Major incident management, problem management, event management, and change and release management processes exist and have been documented. * Service management tool changes that are required will be done by the Customer. * The Service management tool exists, or the processes will be tool-agnostic.   **Cloud governance**   * The IT governance model exists and has been documented. * This will be an extension to an existing governance model for the Customer; Microsoft will not build any new governance structure. * Key SMEs will lead and be involved. * Executive sponsorship is in place. |

### 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 |
| IDF-01 | Azure Active Directory Premium P1  NOTE: Azure AD Premium includes self-service password reset, which is a pre-requisite for this solution | Current | Start of the Enable phase |
| IDF-10 | Azure Active Directory Domain Services | Current | Start of the Enable phase |
| IDF-10 | Azure Active Directory Connect | Current | Start of the Enable phase |
| MDM-01 | Intune Subscription (cloud-based) | Current | Start of the Enable phase |
| PRV-01 | PowerApps (per user/per app) | Any | Start of the Enable phase |
| PRV-01 | Power Automate (per user/month) | Any | Start of the Enable phase |
| PRV-01 | Azure Subscription (for Azure Automation) | N/A | 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 |
| IDF-01 | Azure Active Directory and Active Directory Interface Testing | Test cases will be run to validate:   * Synchronization between Azure Active Directory and Active Directory. * Access to AD-joined Windows Server file services. * Interface between customer Palo Alto Networks (PAN) firewall and Cisco ISE and AAD or Active Directory via LDAP protocol. | Customer | Customer | Microsoft |
| PRV-01 | Provisioning Interface Testing | Test cases will be run in the production environment to validate that the provisioning PowerApp is functioning as designed. All testing will occur in the production environment unless otherwise specified. | Microsoft | Microsoft/Customer | Customer |
| PRV-01 | Power Automate (workflow) Testing | Test cases will be run in the production environment to validate that the Power Automate workflow is functioning as designed. All testing will occur in the production environment unless otherwise specified. | Microsoft | Microsoft | Customer |
| PRV-01 | Azure Runbook /PowerShell Testing | Test cases will be run in the production environment to validate that the Azure Runbook and PowerShell is functioning as designed. All testing will occur in the production environment unless otherwise specified. | Microsoft | Microsoft/Customer | 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

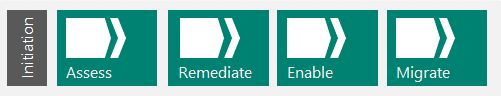
Any area not explicitly included in the Areas in scope section is out of scope for Microsoft during this project. Areas out of scope for this project are listed in the following table.

| 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. |
| IDF-01 | Privileged Identity Management | Configuration of Privileged Identity Manager is not in scope. |
| Windows Server ADDS, AADC and ADFS | Implementation of Active Directory Domain Services (i.e. self-managed Active Directory Domain Services), Azure Active Directory Connect (AADC) and Active Directory Federation Services (ADFS) are out of scope. |
| Azure Active Directory Integration | Configuration of Azure Active Directory authentication using password synchronization, pass-through authentication, or federated authentication  Implementation of the Azure Active Directory seamless single sign-on (SSO)  Implementation of Azure Active Directory business-to-business (B2B)  Installation and configuration of the Web Application Proxy (WAP) role |
| EXO-01 | Exchange Online detailed policy design and configuration | Exchange Online enablement excludes design and configuration of digital loss prevention (DLP) rules and retention policies are out of scope for the project unless explicitly listed as in scope in the General project scope section. |
| Email migration | Email migration support is out of scope. |
| Exchange Hybrid | Establishing an Exchange Hybrid environment is out of scope. |
| SPO-01 | Content migration to SharePoint Online and OneDrive for Business | No content will be migrated to SharePoint Online or OneDrive for Business under the scope of this project. |
| SharePoint Online and OneDrive for Business detailed policy design and configuration | SharePoint Online and OneDrive for Business enablement excludes design and configuration of DLP rules. These items are out of scope for the project unless explicitly listed as in scope in the General project scope section. |
| TMS-01 | Office 365 phone system and calling plans | Microsoft Teams enablement does not include the enablement of the Office 365 phone system and associated features, including calling plans and PSTN integration. These items are out of scope for the project unless explicitly listed as in scope in the General project scope section. |
| Data migration to Microsoft Teams | No content or data will be migrated to Microsoft Teams or associated SharePoint Online sites under the scope of Microsoft Teams enablement. |
| Custom Teams solution development or integration | Microsoft Teams application development, customization, or configuration for use with Flow, PowerApps, Graph, or third-party systems |
| Meetings | Video interoperability services |
| Video Integration | Third-party video integration and interoperability. |
| Third-party integration | Integration or coexistence with third-party systems |
| Meeting rooms solution | Assessment, planning, design, or implementation |
| MIP-01 | Configure and enable mobile device management foundation | Design and implementation of Configuration Manager infrastructure is out of scope.  Configuring Azure Multi-Factor Authentication for any purpose other than device enrollment is out of scope.  Configuring infrastructure components for email, Wi-Fi, and VPN is out of scope.  Integration with any on-premises service, solution, or product other than those specified in this document as in scope (such as NDES or Configuration Manager) is out of scope.  Migrating from third-party MDM is out of scope.  Management of computers with the Intune agent is out of scope.  Configuring Samsung Knox or kiosk mode is out of scope.  Assistance with the rollout of unsupported device platforms is out of scope.  Assistance with the enrollment in an environment that has not been implemented by Microsoft Services is out of scope.  Deployment of settings and configurations that are not supported by Intune or the device’s operating system platform is out of scope.  Configuring Azure Multi-Factor Authentication for any purpose other than device enrollment is out of scope. |
| Configure and enable MDM certificate deployment | Design or deployment of Microsoft Public Key Infrastructure for Windows Server is out of scope.  Design or deployment of third-party reverse proxy solutions is out of scope. |
| Configure and enable conditional access | Design and implementation of conditional access through Active Directory Federation Services is out of scope.  Design and implementation of conditional access for Exchange on-premises is out of scope. |
| Third-party monitoring tools | Implementation or configuration of third-party monitoring tools and APIs |
| PRV-01 | Operational processes | Design or redesign of operational processes is not included outside of the cloud Service operational scope defined within the Areas in scope section. |
| MSM-01 | Service management implementation | Microsoft is not responsible for the implementation of recommendations, configuration changes, or Service management tooling of any kind. The Customer is solely responsible for implementing the recommendations and configuration changes with guidance and support from Microsoft as needed according to the scope of this engagement. |
| Third-party monitoring tools | Implementation or configuration of third-party monitoring tools and APIs |
|  |  |

# 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. |
| **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 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 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. |
| **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 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.

#### Envisioning Workshop (ENV-01)

| **Category** | **Description** | |
| --- | --- | --- |
| **Microsoft activities** The activities to be performed by Microsoft | **Assess phase**   * Review customer provided documentation in preparation for the envisioning workshop sessions. * Perform envisioning workshop session planning and scheduling * Deliver and facilitate up to two (2) envisioning workshop sessions, of up to 4-hours each, focused on the collection and elaboration of key requirements for the overall Per-Production Television Collaboration Environment solution. * Prepare documentation of the findings and requirements collected during the envisioning workshop sessions. |
| **Customer activities** The activities to be performed by the Customer | **Assess phase**   * Provide documentation of operating environment, related existing systems, and pertinent business and technical constraints to Microsoft in preparation for the envisioning workshop sessions. * Attend and participate in the envisioning workshop sessions and make key decisions related to the Per-Production Television Collaboration Environment solution. * Review and provide feedback on the workshop findings and collected requirements. |
| **Key assumptions** | * Up to two (2) workshop sessions of up to four (4) hours each. |
| **Project deliverables** Content for this project component will be included in these project deliverables | * Not applicable | |

#### Component deliverables: ENV-01

Microsoft will produce the following additional deliverables for this project component.

| Name | Description | Phase | Acceptance required? | Responsibility |
| --- | --- | --- | --- | --- |
| Envisioning workshop session documentation | Documentation of the findings and requirements collected during the envisioning workshop sessions | Assess | No | Microsoft |

#### Identity Foundation (IDF-01)

| **Category** | **Description** | |
| --- | --- | --- |
| **Microsoft activities** The activities to be performed by Microsoft | **Assess phase**   * Produce a preparation checklist that details the tasks that must be completed to facilitate implementation of the integration solution, including the resources that must be procured. * Produce a design and plan document.   **Remediate phase**   * Provide general guidance and answer questions during Customer-led completion of identified preparation tasks.   **Enable phase**   * Produce test cases that will be used to validate the implemented solution functions as designed. * Prepare Azure Active Directory tenant and Azure subscription * Prepare Azure VPN connection and underlying Azure virtual network to support a VPN tunnel connection between the Azure subscription and Customer on-premises network * Prepare Azure IaaS-based Active Directory Domain Services with Azure Active Directory Connect * Configure AADC for Password Hash Sync with Writeback * Enable LDAP for Azure Active Directory Domain Services * Assist customer in connecting Palo Alto Network firewall to connect to Azure Active Directory Domain Services via LDAP protocol. * Move a test file server (provided by the customer) from the current on-premises domain to the solution’s Active Directory instance. * Produce test cases that will be used to validate the implemented solution functions as designed. * Complete validation testing for the solution. * Produce a delivery summary document. |
| **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   **Remediate phase**   * Procure the resources required for the project and complete all identified preparation tasks. * Complete all identified preparation tasks to facilitating implementation of the solution.   **Enable phase**   * Assist Microsoft, as necessary, during production implementation tasks. * Customer will provide subject matter expertise for integration with network infrastructure (e.g. VPN, firewall). Engage product vendorS, as necessary. * Participate in solution validation testing. * Take ownership of the solution used for ongoing management and support. * Configure a test on-premises file server, joined to the current on-premise Active Directory domain, for a proof-of-concept for moving file servers to the solution’s new Active Directory environment. * See section 5.2 (Exhibit 2) for additional customer responsibilities regarding network configuration and administration. |
| **Key assumptions** | The Identity Foundation design and plan assume “Greenfield” Azure Active Directory and Azure Active Directory Domain Services environments |
| **Project deliverables** Content for this project component will be included in these project deliverables | * Design and Plan for Identity Foundation * Test Cases * Delivery Summary | |

#### Component deliverables: IDF-01

Microsoft will produce the following additional deliverables for this project component.

| Name | Description | Phase | Acceptance required? | Responsibility |
| --- | --- | --- | --- | --- |
| Design and Plan for Identity Foundation | A Word document 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. | Assess | No | Microsoft |
| Test Cases | An Excel spreadsheet that documents the test cases that will be conducted to validate that the implemented solution functions as designed. | Enable | No | Microsoft |
| Delivery Summary | A Word document that summarizes the work completed, provides relevant maintenance guidance, and documents recommended next steps. | Enable | No | Microsoft |

#### Office 365 tenant planning and configuration (TPC-01)

| **Category** | **Description** | |
| --- | --- | --- |
| **Microsoft activities** The activities to be performed by Microsoft | **Assess phase**   * Deliver configuration assessment workshops to provide an overview of Office 365 enablement activities and identity remediation and enablement requirements for the Customer’s Office 365 deployment.   **Enable phase**   * Provide guidance to the Customer related to technical resource readiness and recommended training for ongoing support of in-scope services. * Provision the Customer’s Office 365 tenant by using its licenses if the tenant does not already exist. * Configure user license assignment using either the group-based licensing feature or a PowerShell script that can be automated as a scheduled task. * Conduct a tenant configuration workshop to gather Customer design decisions and apply the configuration to the tenant. * Provide architectural and technical assistance that is specific to the on-premises and Office 365 environment and supports required configuration changes. |
| **Customer activities** The activities to be performed by the Customer | **Enable phase**   * Provide technical leads who can provide service usage requirements that will be used for the base tenant configuration. * Provide technical resources who can implement required on-premises and service configurations needed for service enablement. * Provide licenses for Office 365 tenant creation if the Customer has not already provisioned its tenant. * Provide up to 4 licensing profiles that will be used to configure automated licensing. * Make decisions for configuration options presented in the tenant configuration workshop. |
| **Key assumptions** | The Office 365 tenant creation and configuration activities will be completed within a 2-week period. |
| **Project deliverables** Content for this project component will be included in these project deliverables | * Preparation checklist * Design and plan * Test cases * Delivery summary | |

#### Exchange Online Enablement (EXO-01)

| **Category** | **Description** | |
| --- | --- | --- |
| **Microsoft activities** The activities to be performed by Microsoft | **Assess phase**   * Conduct a planning workshop to gather requirements, information about the current environment, and Customer design decisions for Exchange Online enablement (limited to 4 hours).   **Enable phase**   * Configure tenant-level settings for Exchange Online, excluding detailed policy design and configuration. * Configure internet mail flow or routing from a Customer-provided relay. * Provide guidance related to SPF, DKIM, and DMARC configuration with Exchange Online. * Configure a Customer Exchange connector for relay. * Configure the default Exchange ActiveSync policy. * Deploy an Exchange management server. * Facilitate two (2) legacy data migration planning workshops of up to 4-hours each. * Document the recommended approach for legacy data migration. |
| **Customer activities** The activities to be performed by the Customer | **Assess phase**   * Participate in the planning workshop, communicate requirements, provide current environmental information, and make design decisions.   **Enable phase**   * Assist Microsoft, as necessary, during production implementation tasks. * Provide adequate administrative access to the on-premises Exchange environment and Office 365 tenant or run the required scripts and configuration commands when required. |
| **Key assumptions** | * The customer is establishing a new Exchange online system. |
| **Project deliverables** Content for this project component will be included in these project deliverables | * Preparation checklist * Design and plan * Test cases * Delivery summary | |

#### Component deliverables: EXO-01

Microsoft will produce the following additional deliverables for this project component.

| Name | Description | Phase | Acceptance required? | Responsibility |
| --- | --- | --- | --- | --- |
| Legacy data migration recommendations | A Microsoft Word document that captures findings and recommendations related to the migration of legacy data to the new platform. | Enable | Yes | Microsoft |

#### SharePoint Online and OneDrive for Business enablement (SPO-01)

| **Category** | **Description** | |
| --- | --- | --- |
| **Microsoft activities** The activities to be performed by Microsoft | **Assess phase**  Conduct up to 5 assessment and planning workshops—4 hours in duration—to gather requirements, information about the current environment, and Customer design decisions.  **Enable phase**  Configure SharePoint Online and OneDrive for Business services based on identified Customer requirements and design decisions. |
| **Customer activities** The activities to be performed by the Customer | **Assess phase**  Provide Microsoft with specific requirements for SharePoint Online and OneDrive for Business usage.  **Enable phase**  Participate in the configuration of SharePoint Online and OneDrive for Business. |
| **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 | |

#### Microsoft Teams Enablement (TMS-01)

| **Category** | **Description** | |
| --- | --- | --- |
| **Microsoft activities** The activities to be performed by Microsoft | **Assess phase**   * Conduct the following assessment and planning workshops, each up to 3 hours in duration, to gather requirements, information about the current environment, and Customer design decisions: * Teams foundation * Teams extensibility * Teams adoption introduction * Teams management and operations * Teams network readiness * Teams security and compliance   **Enable phase**   * Apply Microsoft Teams tenant configuration and allow in-scope groups and channels. * Complete pilot preparation tasks. * Support the implementation of the pilot and enablement of in-scope users or groups. * Provide up to 2 days of Microsoft Teams adoption support. * Activate the Call Analytics and Call Quality Dashboard. |
| **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. * Appropriate SMEs and business decision makers should participate in the assessment and planning workshops, communicate requirements, provide current environmental information, and make design decisions.   **Enable phase**   * Assist Microsoft, as necessary, during production implementation tasks. * Deploy the Microsoft Teams client to the pilot users. * Participate in validation testing. * Take ownership of the solution for ongoing management and support. * Deliver subnet information to populate the Call Analytics and Call Quality Dashboard. |
| **Key assumptions** | * Identity, for accounts that will be enabled, has already been synchronized and is production ready. * Dependent Office 365 services including SharePoint, Exchange, and OneDrive for Business have been licensed and configured according to Customer requirements prior to the Enable phase. * Compliance and security capabilities in Office 365 have been configured to meet the Customer’s requirements prior to the Enable phase. * If Islands mode will be a targeted migration state, users will need to have a Skype for Business client installed or maintained and a Teams client installed. * If Islands mode will be a targeted migration state, users will need to monitor both Skype for Business and Teams clients for communications. * Target Microsoft Teams environment will be limited to a single Office 365 tenant. |
| **Project deliverables** Content for this project component will be included in these project deliverables | * Preparation checklist * Design and plan * Test cases * Delivery summary |

#### Microsoft Intune (MIP-01)

| **Category** | **Description** | |
| --- | --- | --- |
| **Microsoft activities** The activities to be performed by Microsoft | **Assess phase**   * Conduct up to 2 project schedule meetings, up to 1 hour each, to review tasks and timelines. * Conduct 1 decision-making workshop, up to 2 hours, to gather requirements. * Conduct 2 workshops to validate the Customer’s on-premises and cloud environments, up to 2 hours each. * Conduct 1 MAM decision-making workshop to gather requirements for up to 2 hours. * Conduct 1 MDM certificate deployment decision-making workshop for to gather requirements (up to 2 hours). * Prepare a technical guide that describes the requirements, design, implementation, and tests that are based on the workshops and solution architecture documents.   **Enable phase**  Implement the solution in the production environment, monitor and test the solution, and update documentation as needed. Updates will be based on results with a maximum of 3 iterations within 5 days.  Begin the alpha 25-device deployment to test and validate deployment procedures for the products that comprise the solution in production.  Configure Windows Server with an NDES role.  Configure MDM and NDES.  Define certificate policy and test deployments.  Publish NDES based on the technical design.  Troubleshoot certificate Deployment.  **Migrate Phase**  Assist with enrollment of an additional 175 devices over a one-week period. |
| **Customer activities** The activities to be performed by the Customer | **Assess phase**   * Facilitate any necessary communication or information exchange in preparation for requests that can result from discussions during the workshops, such as information-gathering exercises. * Make decisions as the design authority when architectural options are presented. * Provide environmental data and documentation related to device management. * Provide service-level requirements related to the solution. * Provide access to key personnel and existing documentation for the current environment, service-level agreements, and security requirements. * Develop a mutually agreed-upon list of pilot users for the pilot deployment. * Provide access to AD DS, Azure Active Directory. * Create user and IT training plans, as necessary.   **Remediate phase**   * Prepare access to, and verify the health of, the production environment through processes such as Microsoft Services Risk and Health Assessment as a Service for AD DS. * Engage and schedule Customer SMEs to participate in testing. * Obtain reviews of the technical guides from the Customer’s team. * Lead the action items from the on-premises remediation workshops. * Resolve any production IP, network, or firewall conflicts. * Verify configuration of the network firewall, routers, and switches, if necessary, to permit standard client-to-server and server-to-server communication. * Verify the configuration of, and resolve any problems with, reverse proxies for certificate deployment. * Participate with the Microsoft team in the setup of pilot solution components to facilitate knowledge transfer. * Conduct third-party application testing. * Complete user communication based on the communication plan that the Customer creates. * Maintain and update the Customer project schedule   **Enable phase**   * Deploy applications that are in scope for the pilot into the production environment. * Conduct final operations validation of the deployment, configuration, and operations using the test cases included in the test plan. * Identify 25 or fewer users for the alpha deployment (this must be done 3 weeks prior to the scheduled deployment). * Participate with the Microsoft team to set up pilot solution components to facilitate the knowledge transfer. * Remedy network services as required. * Remedy server issues as required. * Begin production backup and restore operations. * Assign a point of contact for each facility that has users who will be migrated. * Provide first-level and second-level support. * Assist in the creation of the deployment plan. * Communicate the plan for the pilot to the users. * Provide third-level support to designated Customer team leads during standard business hours. * Participate in the pilot and work with the Microsoft team to provide timely feedback. * Verify that the Solution meets the defined test criteria. * Notify the Microsoft team of any changes related to the project that are made to the production environment. * Conduct user training for participants of the pilot deployment. * Manage risks, address problems, and take responsibility for resolving those problems. * Maintain and update the Customer project schedule. * Approve technical guides based on pilot feedback. * Be ready operationally to run the production pilot and have appropriate support mechanisms and feedback processes in place. * Take the lead on the pilot and for all changes required for pilot deployment tasks. Microsoft will provide support.   **Migrate phase**   * Perform user communication. * Address problems identified during the deployment of the client during the pilot rollout. * Address opt-out requests from users who do not want to be included in the rollout. * Prepare the help desk for rollout. * Take ownership of production deployment. * Attend the project closeout meeting and provide feedback. * Manage risks and issues. * Provide final approval for completion of the project. |
| **Key assumptions** | Microsoft assumes that the Customer can provide access to key personnel, stakeholders, and technical systems and documentation in a reasonable time frame. |
| **Project deliverables** Content for this project component will be included in these project deliverables | Not applicable |

#### Component deliverables: MIP-01

Microsoft will produce the following additional deliverables for this project component.

| Name | Description | Phase | Acceptance required? | Responsibility |
| --- | --- | --- | --- | --- |
| Communication plan | A description of project information and communication needs of the project stakeholders | Assess | No | Customer |
| Solution architecture document | A Word document that defines the solution architecture for the Intune pilot | Assess | Yes | Microsoft |
| Technical guides document (or documents) | A Word document (or documents) that captures design decisions made during the workshop (or workshops), documents the design for the solution, and details the high-level plan for the completion of the in-scope work | Assess | Yes | Microsoft |
| Deployment schedule | A detailed schedule with the resources, tasks, and support necessary for deployment | Enable | No | Customer |

#### Per-Production Television Collaboration Environment Provisioning (PRV-01)

| **Category** | **Description** | |
| --- | --- | --- |
| **Microsoft activities** The activities to be performed by Microsoft | **Assess phase**  Conduct a planning workshop to gather requirements, information about the required input information for provisioning and finalize the necessary steps and sequencing for the workflow process.  **Enable phase**   * Implement PowerApp for collecting the required input and initiating the provisioning process flow * Implement Power Automate workflow to orchestrate the provisioning process * Configure an Azure Automation resource necessary for the runbook automation * Configure Azure Automation runbook that will execute necessary PowerShell commands/script for domain creation, adding users, licensing, mailbox creation |
| **Customer activities** The activities to be performed by the Customer | **Assess phase**  Participate in the planning workshop, communicate requirements, provide information on current process for provisioning, and make design decisions.  **Enable phase**   * Assist Microsoft, as necessary, during production implementation tasks. * Provide adequate administrative access to the Azure subscription or run the required scripts and configuration commands when required. |
| **Key assumptions** | PowerApps and Power Automate licenses are in place as well as the Azure subscription being used. |
| **Project deliverables** Content for this project component will be included in these project deliverables | * Preparation checklist * Design and plan * Test cases * Delivery summary | |

#### Component deliverables: PRV-01

Microsoft will produce the following additional deliverables for this project component.

| Name | Description | Phase | Acceptance required? | Responsibility |
| --- | --- | --- | --- | --- |
| Provisioning PowerApp | PowerApp as the interface for collecting provisioning related input. | Enable | Yes | Microsoft |
| Power Automate (workflow) | Power Automate (workflow) used for orchestrating the provisioning process | Enable | Yes | Microsoft |
| Azure Runbook Script | Re-using customer script and making tweaks as necessary to fit the runbook approach | Enable | No | Microsoft |

#### Modern Service Management Operations readiness governance (MSM-01)

| **Category** | **Description** | |
| --- | --- | --- |
| **Microsoft activities** The activities to be performed by Microsoft | **Assess phase**   * Deliver the engagement kickoff presentation to key stakeholders. * Prepare a shared online collaboration site (such as Microsoft Teams or a Microsoft SharePoint site) that will be used to collaborate with the Customer, configure the space for the engagement, and add Customer participants. * Develop the meeting schedule, including times, locations, and participants. * Discover and review current IT service management practices and operational models. * Conduct up to 2 interactive workshops during which Microsoft will learn about the current state as it relates to operational processes and capabilities. * Conduct up to 2 interactive workshops during which Microsoft will learn about the desired state and put together a plan and roadmap describing how to achieve the operational desired state with a focus on the CloudOps and DevOps models. * When possible, review existing tools and processes that can be used. * Conduct up to 2 interactive working sessions to assess the incident management, problem management, change and release management, and event management processes with a focus on the CloudOps and DevOps models. * Lead whiteboarding sessions in which process modernization recommendations for each in-scope process area will be defined. Within the in-scope process area, key scenarios will be identified with the Customer, then prioritized to be addressed within the MSM-01 workstream’s schedule. Additional key scenarios may be addressed through change requests. Where possible, the intention is to leverage incident management, change and release management processes as frameworks for key scenarios. Conduct up to 2 interactive workshops and planning sessions in which the recommended role and operational guidance required to manage in-scope Services will be reviewed. * Document workload and Service roles associated with tasks related to in-scope Services. * Provide informal knowledge transfer and conduct up to 2 informational sessions during which recommended operating tasks for in-scope Services will be reviewed. * When possible, review any existing tools and any automation in place to see how they can be used. * Conduct up to 2 interactive workshops in which the current IT governance structure will be reviewed and assessed. * Develop and validate recommendations related to updates and changes to the IT governance structure, including new cloud workloads and services, focusing on the DevOps model. * Conduct up to 2 interactive workshops and sessions during which an approach for decision frameworks and IT policy management will be defined. * Conduct up to 2 interactive workshops and sessions during which governance workflows, processes, and a responsible, accountable, consulting, informed (RACI) matrix with a focus on the DevOps model will be developed. |
| **Customer activities** The activities to be performed by the Customer | **Assess phase**   * Provide participant email addresses and help make sure the participants can access the workspace. * Provide documentation and access to existing IT operation, Service management, and governance processes that are currently in place. * Invite qualified and knowledgeable Customer stakeholders to participate in each in-scope meeting as identified by Microsoft. * Confirm the availability of participating stakeholders for each meeting and set up appropriate expectations for them to actively participate in these sessions. * Obtain meeting rooms that can accommodate participants for each scheduled meeting. * Provide meeting rooms for workshops and coordinate participant schedules. * Allocate relevant and knowledgeable Customer SMEs for each scheduled workshop. * Actively participate in discussions and directive development. * Provide background material as necessary to facilitate discussion and directive development. * Provide information on current state operational and governance processes. * Review deliverables and provide feedback. * Complete all assigned actions by the agreed-upon due dates. |
| **Key assumptions** | **Assess phase**   * The Customer has a general knowledge of the cloud workload and service being implemented, its features and capabilities, and has developed a consensus on intended use relative to current communication and collaboration solution usage. * The Customer can assign relevant stakeholders to work with Microsoft Services during the Plan phase activities in order to review requirements and modules to be covered in the designated engagement time frame. * Customer stakeholders have allocated sufficient time to participate in workshops over the course of the next phase. * The Customer is accountable for sending meeting invitations or logistics to identify stakeholders and confirm availability and participation. * Customer stakeholders are knowledgeable about, and have authority to advise on, decisions and directives. * Participants will be prepared to engage in the workshops and provide insight, make decisions, and engage in discussions that support the completion of all areas in-scope. * Customer decision makers, architects, and subject matter specialists will participate in the workshops. * Customer stakeholders will help with any escalations for decisions in a timely manner. * Workshop and working sessions will be up to 4 hours in duration for 1 workshop or working session. |
| **Project deliverables** Content for this project component will be included in these project deliverables | Not applicable |

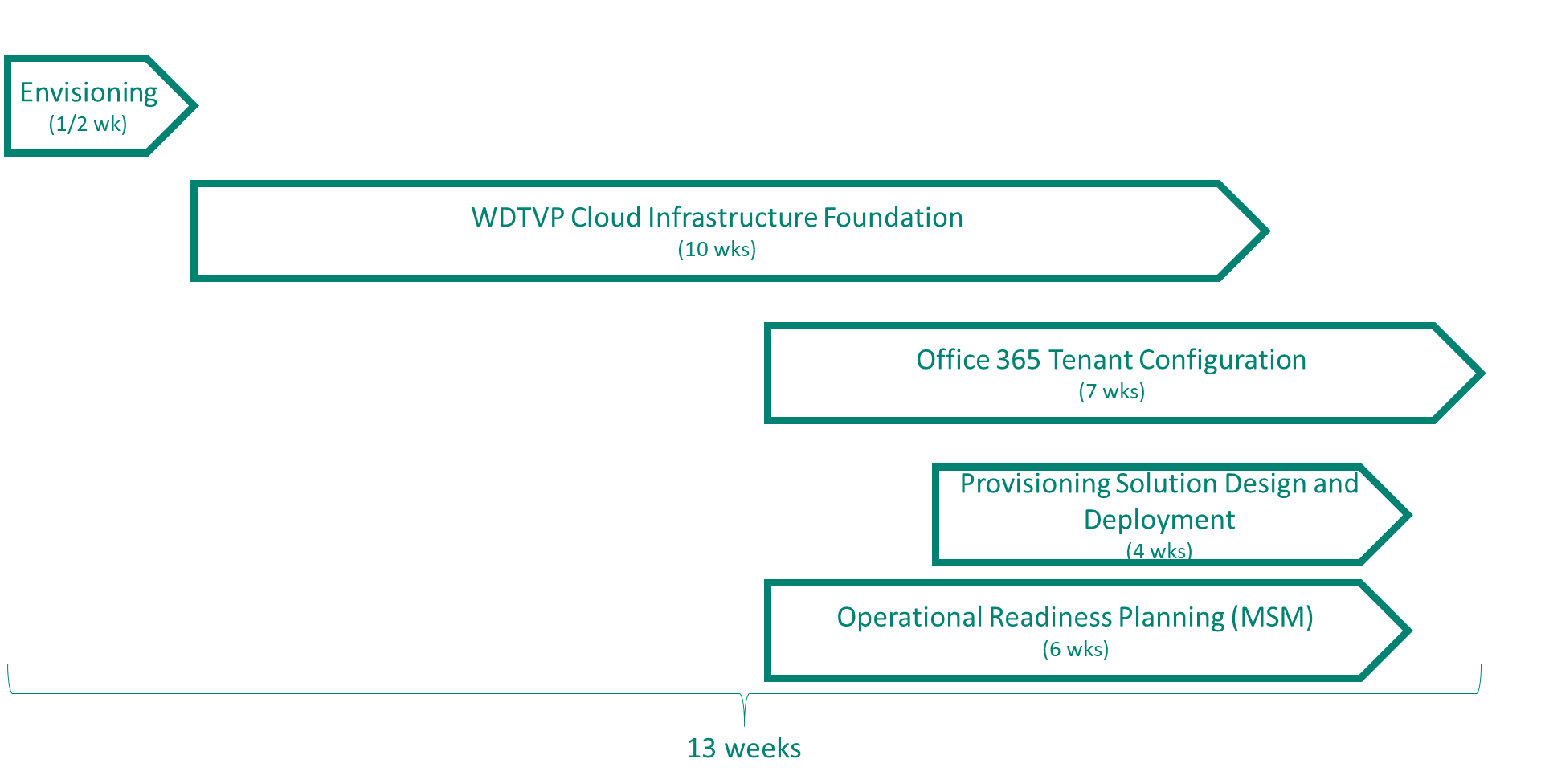
#### Component deliverables: MSM-01

Microsoft will produce the following additional deliverables for this project component.

| Name | Description | Phase | Acceptance required? | Responsibility |
| --- | --- | --- | --- | --- |
| Operation plan and roadmap | A Microsoft Word document that lists an operation plan and roadmap with a modern service management and DevOps focus | Assess | No | Microsoft |
| Roles and responsibilities | A Word document or Microsoft Excel spreadsheet that outlines the recommended key roles and corresponding responsibilities for in-scope Services | Assess | No | Microsoft |
| Process modernization recommendations | A Word document and associated Microsoft Visio process flows that provide modernization recommendations for major incident management, problem management, change and release management, and event management | Assess | No | Microsoft |
| Governance charter | A Word document that contains the governance charter and structure, and includes workflows, roles and responsibilities, and a RACI for the governance structure | Assess | No | Microsoft |

## Timeline

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



## Deliverable acceptance process

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

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

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

Or

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

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

.

### 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

## 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 is met:

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

.

# Project organization

## Project roles and responsibilities

The key project roles and the responsibilities are as follows.

#### Customer

| Role | Component ID(s) | Responsibilities |
| --- | --- | --- |
| Project sponsor | All | Estimated project commitment: 3-5 hours per week  Make key project decisions.  Serve as a point of escalation to support clearing project roadblocks. |
| Project Manager | All | Estimated project commitment: 20-24 hours per week  Serve as primary point of contact for the Microsoft team.  Manage the overall project.  Deliver the project on schedule.  Take responsibility for Customer resource allocation, risk management, and project priorities.  Communicate with executive stakeholders. |
| 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 | IDF-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. |
| Messaging Lead | TPC-01, EXO-01 | * Take responsibility for the current messaging infrastructure and its integration with the Office 365 messaging environment on behalf of the Customer. * Participate in workshop discussions and take responsibility for activities that address email readiness, including installation and implementation of messaging environment discovery tools, if necessary. |
| Network Lead | TPC-01 | Provide information about current network structures and datacenters.  Participate in workshop discussions and take responsibility for network-related activities, including network bandwidth requirements, network performance testing, and required updates to DNS or Dynamic Host Configuration Protocols, firewalls, and IP addresses. |
| Operations Leads | All | * Participate in Modern Service Management workshop discussions and share insights and contacts on processes and tools (including incident management, problem management, change and release management, event management, and IT governance.) * 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. |
| Security Lead | TPC-01, EXO-01, MSM-01 | * Participate in workshop discussions and drives activities that address client configuration for online service consumption. * Assists the Microsoft team implement the security-related enablement activities. |
| Service Desk Lead | All | * Participate in Modern Service Management workshop discussions and share insights on processes and tools. * 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. |
| 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 |
| Modern Service Management (MSM) Architect | MSM-01 | * Design the overall solution. * Provide guidance based on Microsoft-recommended practices. * Typically, architects are part-time on the engagement. |
| MSM Consultant | MSM-01 | Conduct workshops and discussions on in-scope operations topics.  Take responsibility for preparing defined deliverables. |

# 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.

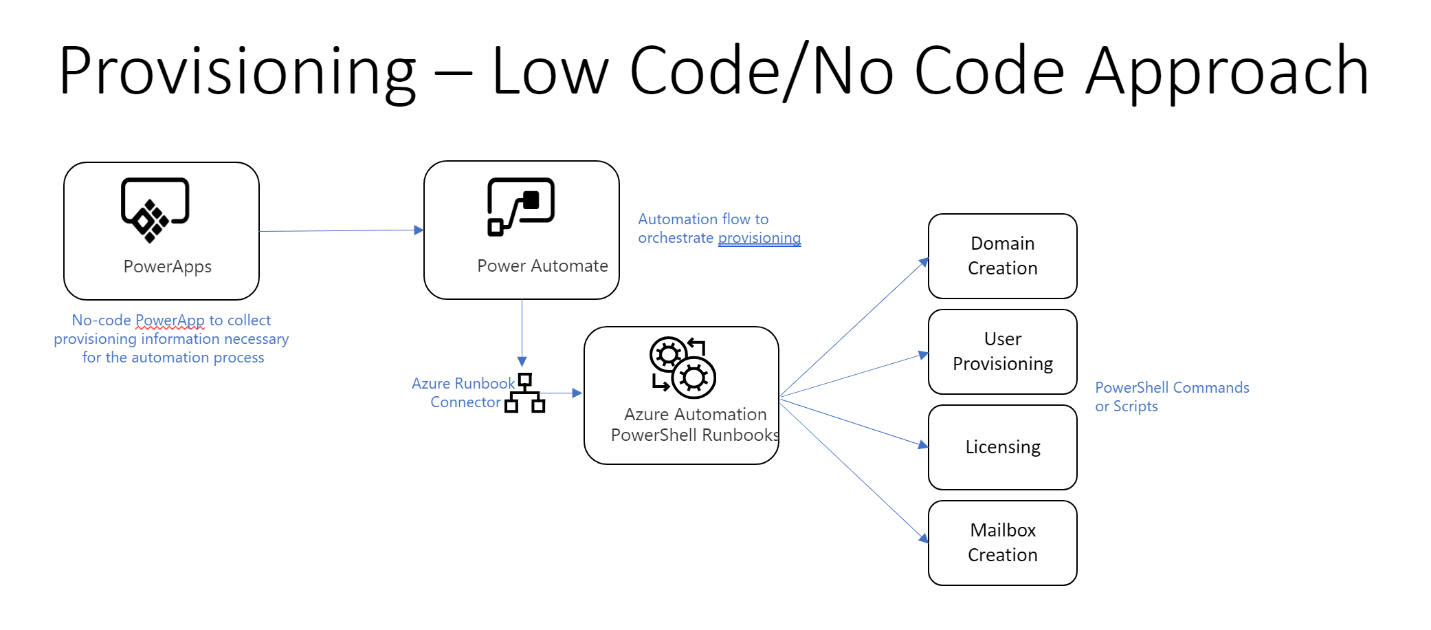
## Project assumptions

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:

* Workday:
  + The standard workday for the Microsoft project team is between 8 AM and 5 PM, Monday through Friday.
* Standard holidays:
  + Observance of consultants’ country-of-residence holidays is assumed and has been factored into the project timeline.
* Remote working:
  + The Microsoft project team 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.

# Exhibits

## Exhibit 1. Provisioning Low Code/No Code Approach



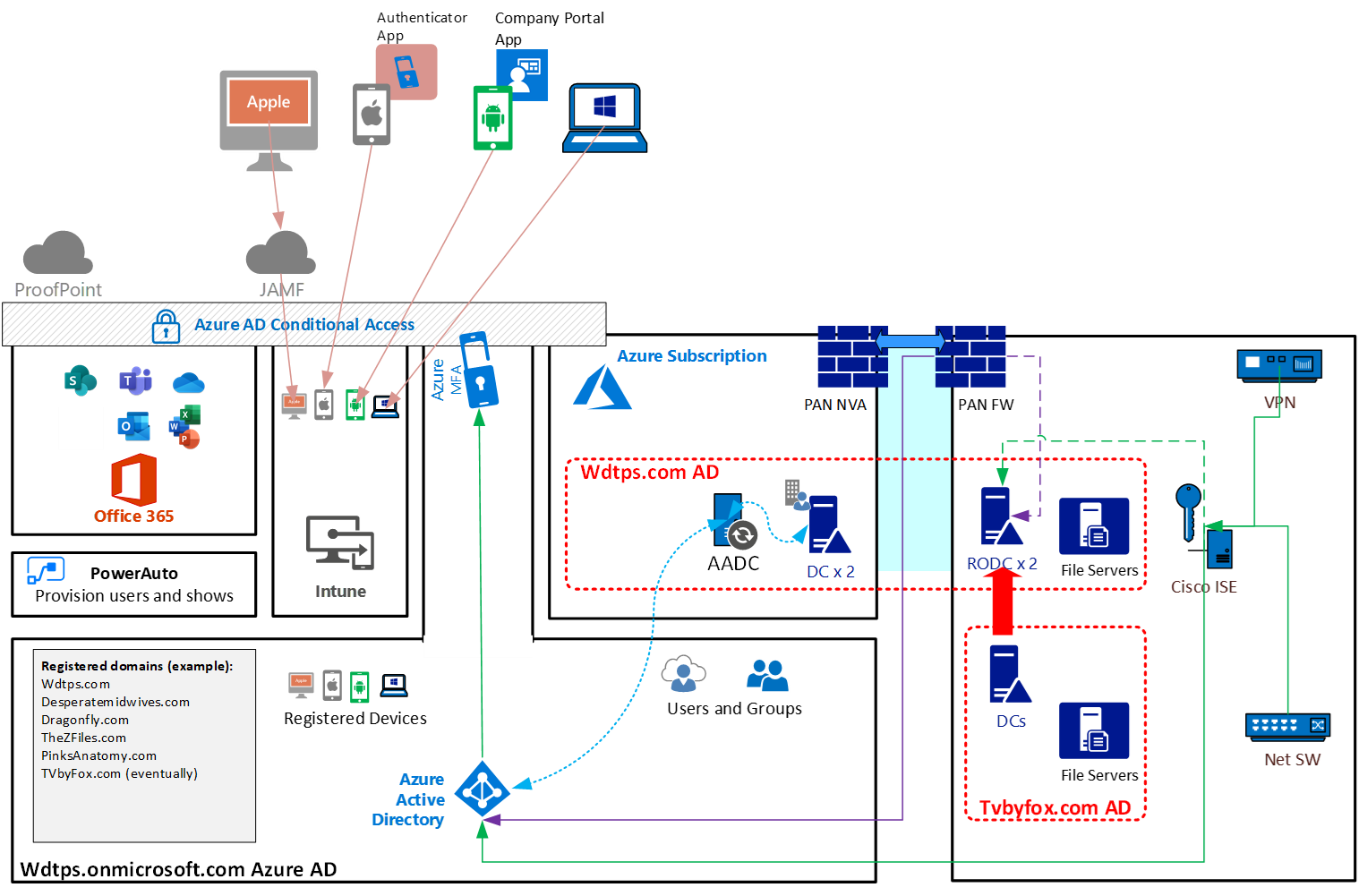
## Exhibit 2. Network Connectivity Assumptions & Customer Responsibilities

This exhibit outlines the network connectivity assumptions for the solution described within this Statement of Work.

The infrastructure for the proposed solution includes elements operating in the cloud as well as on Disney/Fox TV Production’s on-premises network. These may include:

* Microsoft Cloud services:
  + **Office 365** services, including Exchange Online and SharePoint
  + **Azure Active Directory**, the foundation identity/directory service for Microsoft cloud-based services such as Office 365
  + **Windows Server Directory Active Directory Domain Services in Azure IaaS.** Azure Infrastructure-as-a-Service hosts virtual machines running traditional server workloads. This solution may incorporate Azure IaaS to host virtual machines running as Domain Controllers for Windows Server Active Directory Domain Services, as well as Azure Active Directory Connect (AADC) to synchronize between this Active Directory instance and Azure Active Directory.
* On-Premises Services:
  + **Cisco ISE Server and downstream network devices**. The Cisco Identity Services Engine (ISE) provides a common authentication gateway for Cisco network products, including network switches and VPN access devices. Cisco ISE is currently configured to accept RADIUS authentication requests from on-premises Cisco network devices and authenticates with Active Directory using LDAP and other authentication protocols supported by Active Directory.
  + **Outbound Firewall**. The outbound Palo Alto Networks (PAN) firewall is used to control outbound network traffic from the on-premises network to the Internet.
  + **Windows File Servers** host digital content for animators and other files. These Windows Servers are currently members of the Fox TV Production Active Directory forest/domain.

These elements are illustrated in the following diagrams:



Native Azure and Office 365 services, including Azure Active Directory, Exchange Online and SharePoint, are typically published over public Internet-facing service connection points. Azure Infrastructure-as-a-Service virtual machines hosting Windows Server ADDS services and Azure Active Directory Connect operate on Azure virtual networks exclusive to your organization’s Azure subscription, and with a virtual private network (VPN) connection to your on-premise network.

The VPN connection between the Azure subscription and your on-premise network is assumed to be configured between one or two Azure VPN Gateways and your existing Cisco VPN access device(s) as a site-to-site connection. It is assumed that Disney/TV will provide network support to facilitate this connectivity, including providing CIDR IP network address ranges for virtual networks in the Azure subscription.

For outbound communication from devices on the on-premise network to either the Azure virtual networks or public Internet service connection points (e.g. for Azure Active Directory and Office 365 services), the customer will be responsible for configuring its firewall infrastructure to permit this outbound traffic. See <https://docs.microsoft.com/en-us/office365/enterprise/managing-office-365-endpoints> for guidance on configuring outbound network traffic for Office 365 access.

The following table describes the network traffic patterns for traffic between the envisioned Microsoft cloud services, on-premises devices and clients, and external, internet-connected clients.

| **From** | **To** | **Connection Purpose** | **Path** |
| --- | --- | --- | --- |
| On-Premises Client: MacOS, Windows[[1]](#footnote-2) | Azure Active Directory | Obtain authentication tokens for access to Office 365 and other Microsoft cloud services | From **on-premises network** via **outbound PAN firewall** and **Internet** to **Azure Active Directory service connection points** |
| Office 365 Services | Access Office 365 services | From **on-premises network** via **outbound PAN firewall** and **Internet** to **Office 365 service connection points** |
| On-Premises File Server (or other Windows-based services | Access files on on-premises file servers | To initially establish an authentication connection, the client and server will need to perform Kerberos mutual authentication via an Active Directory domain controller or Azure ADDS hosted in Azure. This will traverse the **VPN connection** between the **on-premises network** and the **Azure private virtual networks**.  Following authentication, the on-premises client will communicate directly with the Windows File Server. |
| Network Device (VPN, network switch or wireless access point) | Network authentication | Client will authenticate with VPN client or network supplicant to the network device. The **network device** will proxy the authentication request via RADIUS protocol to the **Cisco ISE server**, whichin turn proxies the request to Active Directory (Azure ADDS or Azure hosted domain controllers) via the VPN connection between the **on-premise network** and the **Azure private virtual networks**. |
| Internet-based Client:  MacOS, Windows, iOS, Android | Azure Active Directory | Obtain authentication tokens for access to Office 365 and other Microsoft cloud services | From **Internet** to **Azure Active Directory service connection points** |
| Office 365 Services | Access Office 365 services | From **Internet** to **Office 365 service connection points** |
| On-Premises File Server (or other Windows-based services | Access files on on-premises file servers | It is assumed that if external clients need access to the on-premise Windows file servers or other on-premise resources, the user of the external device will establish a VPN connection, at which point the client device operates as an on-premise device, see above. |
| VPN | Network authentication | Client will authenticate with VPN client to the VPN access device. The **VPN access** **device** will proxy the authentication request via RADIUS protocol to the **Cisco ISE server**, whichin turn proxies the request to Active Directory (Azure ADDS or Azure hosted domain controllers) via the VPN connection between the **on-premise network** and the **Azure private virtual networks**. |

1. Includes remote clients with an active VPN connection [↑](#footnote-ref-2)