# 

Statement of Work

Rapid Identity & Security Enablement (RISE)

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 **6CAN204-287348-343681** and describes the work to be performed (Services) by Microsoft (“us,” “we”) for (“Customer,” “you,” “your”) relating to (project).

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

Introduction

To respond to the COVID-19 crisis, seeks to make it possible for its employees use Azure Active Directory Identities to work remotely in an exceptionally short period of time.

The purpose of this rapid identity and security enablement offer is to deploy the baseline identity and security requirements to enable secure remote work.

To facilitate security within rapid enablement scenarios, we will focus on providing services for the following:

**Identity:**

* Azure AD - Identity Integration (optional)
* Azure AD - Conditional Access and Multi Factor Authentication

**Security:**

* Office 365 ATP

Although this engagement can be delivered in person, this offer is designed to be delivered remotely by a Microsoft team.

# Project objectives and scope

## Objectives

The objectives of this project are:

**Identity:**

**Identity Integration**

This project will establish integration between your on-premises Active Directory Domain Services environments and Azure Active Directory to support onboarding to Microsoft Office 365 or other online services. Azure Active Directory Connect will be installed and configured for synchronization, and authentication will be established using password hash synchronization

**Conditional Access and Multi Factor Authentication**

This project will also enable and configure Azure Multi-Factor Authentication (MFA) and configure Azure Active Directory conditional access policies for a tenant, applying controls to Azure Active Directory–integrated applications including Office 365. You will be taken through a prescriptive policy design exercise, after which those policies will be applied to the tenant

**Security:**

**Office 365 Threat Protection and Management**

We will enable Office 365 ATP and implement policies for the Office 365 experience, including Teams, and will include, anti-spam, anti-malware, safe attachments and ATP safe links to provide protection while remotely collaborating across the Office 365 platform.

## Areas in scope

This section outlines the work and activities required to accomplish the objectives set forth in this SOW.

### General project scope

Microsoft will provide Services in support of the following scope.

| Area | Description | Assumptions |
| --- | --- | --- |
| Identity Integration | Design and integrate one (1) Azure Active Directory tenant with one (1) AD DS forest for synchronization and authentication.  Microsoft will deliver the following to achieve this:   * Implement Azure AD Connect, limited to options that are configurable through the Azure Active Directory Connect configuration wizard   Configuration of Azure Active Directory authentication using password hash synchronization  Installation of the Azure Active Directory Connect Health Agent if the Customer is licensed for Azure Active Directory Premium | * Customer will attend the design workshops and will share requirements information. * Customer already has or will procure an Azure subscription and required O365 licenses. * Customer will provide the necessary access to the Microsoft team in order to work remotely. * Only applications that are integrated with Azure Active Directory will be subjected to MFA or conditional access policy. * If Office 365 will be protected by the solution, the Customer has deployed an Office client that supports modern authentication (Microsoft Office 2013, Microsoft Office 2016, or Office 365). * If access is to be restricted to managed or compliant devices, Microsoft Intune will be used for mobile device management and hybrid Azure Active Directory join will be used for domain-joined computers. Implementation of these services is scoped separately. |
| Conditional Access and Multi Factor Authentication | Design and configure Azure Multi-Factor Authentication (MFA) and Azure Active Directory conditional access in 1 Customer tenant to help secure Azure Active Directory–integrated applications and services, including Office 365. Microsoft will deliver the following to achieve this:  Configuration of Azure MFA to Customer specifications  Design and implementation of Azure Active Directory conditional access policies in the tenant  If the Customer is using AD FS for federated authentication to Azure Active Directory, AD FS issuance authorization rules will be configured to implement controls for legacy authentication.  Implementation and configuration of Azure Active Directory Identity Protection to Customer specifications if the Customer is licensed for Azure Active Directory Premium P2. |
| Office 365 Threat Protection and Management | * Implement Office 365 Exchange Online Protection (EOP) and Advanced Threat Protection (ATP), timeboxed (see section below “Microsoft Assistance”), including:   + EOP setup and configuration for antispam, antimalware, and anti-phishing or spoofing functions. This activity is limited to a single default policy configuration for each function.   + Setup and configuration of ATP-based safe attachments and safe links limited to a single default policy configuration for each. |

### Software products and technologies

The products and technology listed in the following table are required for project implementation. The party responsible for obtaining the items is indicated.

| Product and technology item | Version | Responsibility | Ready by |
| --- | --- | --- | --- |
| Azure subscription | Not applicable | Customer | Start of project |
| Office 365 | Latest version | Customer | Start of project |

### Environments

The following environments will be required to deliver the project.

| **Environment** | **Location** | **Responsibility (setup)** | **Ready by** |
| --- | --- | --- | --- |
| Windows Server Active Directory Domain Services 2008-current | Customer | Customer | Start of the project |
| Production | Azure | Customer | Beginning of implementation phase |
| Production | O365 | Customer | Beginning of implementation phase |

## 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, include the following.

| Area | Description |
| --- | --- |
| Product licenses and subscriptions | Product licenses (Microsoft or non-Microsoft) and cloud service subscriptions are not included, unless otherwise noted in the ‘Software products and technologies’ section. |
| Hardware | Microsoft will not provide hardware for this project. |
| Azure Networking | Establishing any required connectivity including the following configurations (native Azure or third-party) are not in scope:  Load balancer  Firewall  Network Virtual Appliance  Network Security Groups (NSG)  Application security groups  Global traffic manager  Application gateway |
| Performance testing | Performance testing in comparison to the source on the target is not in scope. |
| Azure Active Directory Integration | * Installation and configuration of Azure Active Directory Connect * 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) * Installation of the Azure Active Directory Connect Health Agent * Implementation of Azure Active Directory business-to-business (B2B) * Installation and configuration of AD FS and Web Application Proxy (WAP) roles |
| Azure MFA server or third-party MFA providers | Deployment of the on-premises Azure MFA server is outside the scope of this project, as is integration with a third-party multi-factor authentication provider. |
| Office 365 Threat Protection and Management | The following are out of scope:   * Exchange on-premises enablement * Centralized Mail Transport configuration for on-premises Microsoft Exchange * Exchange hybrid configuration * Multiple domain configuration for sender authentication * Additional policies (such as beyond the default policy setup) for the following: antimalware, antispam, anti-phishing, ATP safe links, and ATP safe attachments |
| On Premise Remediation | All on-premise systems are functional and in good health – no remediation effort is included in the scope of this project. |
| System integration | System integration and interfaces are not in scope for this project. |
| Testing | Formalized testing is out of scope for this engagement |
| Product bugs and upgrades | Product upgrades, bugs, and design change requests for Microsoft products are not in scope for this project. |
| 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. |
| Design | Design of the overall Azure platform architecture, security, identity, networking, and governance is not included. |
| Training and training materials | Training, creation, or delivery of training materials is out of scope. |

# Project approach, timeline, and deliverable acceptance

## Approach

The project will be structured following the delivery methodology across three distinct phases: Initiation, Design, and Implement. Each phase has distinct activities and deliverables that are described in the following sections. When activities and deliverables are complete, the phase is considered complete.

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 and dispatching resources, the following prerequisites must be completed, remotely where applicable.

| Category | Description | |
| --- | --- | --- |
| **Microsoft activities** The activities to be performed by Microsoft | Conduct an initiation call to commence team formation and communicate expectations.  Track the status of prerequisites and adjust the engagement initiation phase start date accordingly. |
| **Customer activities** The activities to be performed by the Customer | Attend and participate in the initiation call.  Assign responsibilities for project initiation and launch prerequisites to accountable Customer resources and establish target completion dates.  Complete the project initiation and launch prerequisites.   * + GoQ Assessmet   Staff the project with the required Customer resources in the time frames that were agreed upon in the initiation call. |

### Discover

During the discovery phase, Microsoft team will conduct discovery Interviews and whiteboarding sessions for all the project streams.

|  | | |
| --- | --- | --- |
| Category | Description | |
| **Microsoft activities** The activities to be performed by Microsoft | GoC Assessment |
| **Customer activities** The activities to be performed by the Customer | Actively participate in the discovery interviews and whiteboarding sessions to help Microsoft understand the Customer’s needs.  Facilitate participation from Customer subject matter experts (SMEs) and decisions makers. |
| **Key assumptions** | The Customer will share information and requirements. |

#### Deliverables

| Name | Description | Acceptance required? | Responsibility |
| --- | --- | --- | --- |
| None | None | No | Microsoft |

### Design

During the design phase, Microsoft team will identify Customer requirements for all the project streams.

|  | | |
| --- | --- | --- |
| Category | Description | |
| **Microsoft activities** The activities to be performed by Microsoft | Lead Design Workshop - Design Review and Q/A.  Identify remediation tasks.  Design the solution.  Conduct architecture session on the first day of the engagement to explain technology and capabilities and to drive design decisions. |
| **Customer activities** The activities to be performed by the Customer | Participate in a joint Design Workshop - Design Review and Q/A session.  Actively participate in the discussions and whiteboarding sessions to help Microsoft understand the Customer’s needs.  Facilitate participation from Customer subject matter experts (SMEs) and decisions makers.  Review the design proposals. |
| **Key assumptions** | The Customer will share requirements.  Customer will remediate identified issues. |

#### Deliverables

| Name | Description | Acceptance required? | Responsibility |
| --- | --- | --- | --- |
| One-page design document | 1-page document that contains the solution design | No | Microsoft |

### Implement

During the Implementation phase, Microsoft team will deploy the designed solution.

|  | |
| --- | --- |
| Category | Description |
| **Microsoft activities** The activities to be performed by Microsoft | * Deliver enablement services for each in-scope component, per General project scope above and associated WBS * Install and configure Azure Active Directory Connect. * Complete the initial synchronization with Azure Active Directory and implement ongoing regular synchronization. * Configure the Azure Active Directory seamless SSO feature. * Configure authentication of Customer domains in Azure Active Directory. * Complete validation testing for the solution. * Produce a delivery summary document. * Configure Azure MFA. * Implement the Azure Active Directory conditional access policies that were initially scoped. * Implement and configure Azure Active Directory Identity Protection. * Complete validation testing of the solution. * Apply the MFA and conditional access solution to agreed users. * Implement Office 365 Exchange Online Protection (EOP) and Advanced Threat Protection (ATP), including: * EOP setup and configuration for antispam, antimalware, and anti-phishing or spoofing functions. This activity is limited to a single default policy configuration for each function. * Setup and configuration of ATP-based safe attachments and safe links limited to a single default policy configuration for each. |
| **Customer activities** The activities to be performed by the Customer | Assist Microsoft, as necessary, during implementation tasks.  Conduct solution testing.  Manage all user communication related to the rollout of the MFA and conditional access solution.  If deploying the solution to users through a phased rollout longer than the duration of this project, complete the rollout to users after Microsoft disengages.  Take ownership of the solution for ongoing management and support. |
| **Key assumptions** | * Implementation will be limited to a single Azure region and single Azure tenant. * The Customer already has connectivity to Azure. * If a hybrid setup is required, the Customer has a service-to-service virtual private network or ExpressRoute enabled between Azure and the Customer datacenter. * The Customer has procured an Azure subscription and has provided access to Microsoft team. |

#### Deliverables

| Name | Description | Acceptance required? | Responsibility |
| --- | --- | --- | --- |
| Delivery summary | A Word document that summarizes the work completed, provides relevant maintenance guidance, and documents recommended next steps. | No | Microsoft |

## Timeline

During project planning, a detailed timeline will be developed. The following timeline is a high-level representation; all dates, and durations are relative to the project start date and are estimates only. If the project timeline changes significantly, a change request may be issued following the Change management process.

## 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 (3) business days after 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 deliverable(s) 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 issues provided after a deliverable has been accepted will be addressed as a change request, and 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, per the frequency defined in the communication plan, to review the overall project status, the acceptance of deliverables, and review open issues 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 and risks (potential issues that could affect the project).
* **Analyze and prioritize**: assess the potential impact and determine the highest priority risks and issues 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 issues.
* **Escalate**: escalate to project sponsors the high impact issues 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 including impact on the project scope, schedule, and fees.
* **The change is submitted**: the change request form will be provided to the Customer.
* **The change is accepted or rejected**: the Customer has three (3) 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’s 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

Time and materials

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 and leadership roles and the responsibilities are as follows.

#### Customer

| Role | Responsibilities |
| --- | --- |
| Project sponsor | Provide the estimated project commitment: *4 hours per week approximately*  Make key project decisions.  Serve as a point of escalation to support clearing project roadblocks. |
| Project manager | Provide the estimated project commitment: 4 hours per week approximately  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. |
| Technical team lead | Serve as primary contact person for the Microsoft consultants.  Has in-depth knowledge of the Customer environment.  Help resolve technical problems.  Receive and takes responsibility for escalations of technical problems. |
| Server, database, network, security, and systems management administrators (infrastructure SMEs) | Provide remote access connection for the remote team.  Perform network configurations in support of the deployment.  Provide access to Azure.  Perform storage and network configurations in the Azure IaaS environment to support deployment activities.  Verify that IT security policies are known by the team; manage security approvals.  Get necessary approvals from internal IT, risk management, security, and change management teams.  Perform client configurations in support of deployment activities. |

#### Microsoft

| Role | Responsibilities | |
| --- | --- | --- |
| Delivery manager | Manage and coordinate the overall Microsoft project.  Drive delivery governance and operational excellence.  Serve as a single point of contact for escalations, billing issues, personnel matters, and contract extensions. |
| Microsoft project manager | Manage and coordinate Microsoft project delivery.  Take responsibility for issue and risk management, change management, project priorities, status communications, and status meetings.  Coordinate Microsoft and Microsoft subcontractor resources but not Customer resources.  Project management may be delivered remotely. |
| Microsoft lead architect | Design the overall solution. Provide guidance based on Microsoft-recommended practices. |
| Consultant | Provide technical advice and guidance for in-scope Microsoft products and technologies based on Microsoft-recommended practices.  Help develop and build technical solutions.  Assist in the development of architectural designs.  Assist in the preparation and delivery of technical presentations to the Customer. | |

# Customer responsibilities and project assumptions

## Customer responsibilities

In addition to Customer activities defined elsewhere in this SOW, the Customer will also be required to:

* Provide information:
  + This includes accurate, timely (within three (3) business days or as mutually agreed upon), and complete information required for the engagement.
* Provide access to people and resources.
  + This includes access to knowledgeable Customer personnel, including business user representatives, and access to funding if additional budget is needed to deliver project scope.
* Provide access to systems.
  + This includes access to all necessary Customer work locations, networks, systems, and applications (remote and onsite).
* Provide a work environment.
  + This consists of suitable workspaces, including desks, chairs, and Internet access.
* Manage non-Microsoft resources.
  + The Customer will assume responsibility for the management of all Customer personnel and vendors who are not managed by Microsoft.
* Manage external dependencies.
  + The Customer will facilitate any interactions with related projects or programs to manage external project dependencies.

## Project assumptions

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

* Workday:
  + The standard workday for the Microsoft project team is between 8 AM and 5 PM, Monday through Friday.
* Standard holidays:
  + Observance of consultants’ country-of-residence holidays is assumed and has been factored into the project timeline.
* Remote working:
  + The Microsoft project team will perform the Services remotely.
  + If the Microsoft project team is required to be present at the Customer location on a weekly basis, resources will typically be on site for three nights and four days, arriving on a Mondays and leaving on a Thursday.
* Language:
  + All project communications will be in French 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.
* Resource availability and dispatch may affect timelines.
* Microsoft will engage specific resources as deemed necessary by Microsoft to support a specific technical area. This could require multiple individuals engaged to support the engagement, based on technical specialty.
* The number of hours per role are estimated for this project and the actual number of hours by role may vary during the project life but will be monitored by Microsoft project team members. Significant variations in estimated hours should be managed using the change management process.
* 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.
* Other assumptions:
  + All work is to be contiguously scheduled. Any breaks in the engagement calendar must be scheduled four (4) days in advance or will be billed without interruption.
  + Customer Lab and / or development facility is available.
  + Any delay on delivering Customer required items could impact the delivery schedule.
  + The Customer agrees that Microsoft, under this Work Order, may associate Customer’s Online Services with Professional Services accounts through configuration of the Customer’s subscriptions or Azure resources.