

Statement of Work

# **Hybrid Cloud Management**

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 **7-TGMBAPEDB** and describes the work to be performed (services) by Microsoft (“us,” “we”) for the (“”, “Customer,” “you,” “your”, “”) relating to the Legacy Infrastructure and Application Modernisation () project.

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

# **Introduction**

This project is an extension to an earlier phase of ’s program of work which established an Azure based Hybrid Cloud Infrastructure (HCI) for the (). During this engagement, Microsoft will assist the in adding capability to their HCI, Operational, and Management tools. This project will conduct planning, design, and implementation of the following core hybrid cloud areas:

* Azure Monitoring
* Backup and recovery
* Patch management
* Disaster Recovery
* Cost Optimization

Microsoft will provide the staff with information on recommended practices that will help the Department develop a broad understanding of operational capabilities of Azure. The scope of this engagement is described further in this SOW. It is important to note that areas of backup and recovery, and patch management all contribute to goals of the ASD Essential 8 initiative.

# **Project objectives and scope**

## **Objectives**

The objectives of this project are listed for each hybrid cloud area in the following table.

|  |  |
| --- | --- |
| **Area** | **Objectives** |
| Monitoring | Set up the Azure monitoring as an IT operational intelligence platform in the cloud and integrate with existing toolsets (SCOM, SCCM and Splunk) |
| Backup and recovery | Set up and configure Azure Backup as an integrated cloud backup for Azure virtual machines in a single recovery services vault. |
| Patch management | Set up and configure the Updates Management solution for Azure based Windows Virtual Machines running as IaaS. |
| Disaster recovery | Set up and configure Azure Site Recovery (ASR) for 1 workload covering either Azure region to region, or VMware to Azure. |
| Cost optimization | Discuss and plan for managing Azure costs and demonstrates tools within Azure to help manage them. |

## **Areas in scope**

### **General project scope**

Microsoft will provide services in support of the following hybrid cloud scope.

|  |  |  |
| --- | --- | --- |
| **Area** | **Description** | **Assumptions** |
| Monitoring | * Conduct 2 x 2-hour monitoring workshops to refine the plan for implementing Azure monitoring, and defining the alerts to create:   + Requirements gathering   + Monitoring toolset workshop   + Infrastructure design session * Build out the monitoring design on up to 25 servers (up to 5 days of effort). * Establish RBAC for Monitoring Roles. * Validate and document the build (up to 2 days of effort). * Assistance with integration of the following Components (timeboxed to 5 contiguous days of total effort).   + SCCM with Azure Monitor.   + SCOM with Azure Monitor.   + Splunk with Azure Monitor. | SMEs attend all workshops and meetings.  SMEs have appropriate access to all scoped servers.  have configured SCOM to meet prerequisites for integration with Log Analytics. |
| Backup and recovery | * Conduct a 4-hour planning workshop to determine   + Requirements gathering   + Backup and Recovery vault workshop   + Infrastructure design session * Lead a planning session to discuss Azure Backup requirements, policies, and configuration. * Establish RBAC for Backup and Recovery Roles. * Document the Azure Backup design. * Assist with deploying the Azure Backup solution. * Assist with reviewing backup reports. | SMEs attend all workshops.  SMEs have appropriate access to all scoped servers. |
| Patch management | * Conduct a 4-hour-long workshop providing an overview of Azure analytics and its capabilities to manage the software update process across servers hosted on Azure IaaS. * Document the patch management design. * Assist with the setup and configuration of the Azure update management solution. * Establish RBAC for Patch Management Roles | SMEs attend all workshops.  SMEs have appropriate access to all scoped servers. |
| Disaster recovery | Conduct a 4-hour-long workshop providing an overview of the Azure Vault Protection and Recovery Solution.  Assist with integrating Azure capabilities into your environment to implement ASR for your organization.  Assist with the dependent architectural preparation for:   * + Azure Site Recovery Service   + Establish site to site replication (time-boxed to 1 day).   + Failover testing using the ASR Service (time-boxed to 1 day). | SMEs attend all workshops.  SMEs have appropriate access to all scoped servers. |
| Cost optimization | * Conduct a 4-day-long workshop covering:   + IT financial management and cloud transformation   + Azure Billing and Cost Management   + Resource groups and tagging from a financial management perspective   + Governance from a financial management perspective * Demonstrate the use of Azure Cost management including   + Azure cloud billing   + Cost Alerting   + Budgets   + Azure Advisor * Plan RBAC for Cost Optimization Roles. | SMEs attend all workshops.  SMEs have appropriate access to the Azure enterprise agreement (EA) billing API. |
| Digital Advisor | Microsoft will provide advice and guidance to Customer’s Information Technology Security Adviser (ITSA) and Information Technology Security Officers (ITSO) around Microsoft related security configuration of the platform.    A digital advisor will provide:   * Document review and written feedback (time boxed to two (2) days total effort) in a Microsoft template document or in an email. * Up to two (2) x four (4) hour workshops covering advice and guidance for the following items * Input into security assessment information for the Statement of Applicability (SOA) so that the Customer can complete Stage 1 and Stage 2 of the IRAP assessment and request certification (‘Authority to Operate’); * Input into Customer defined documents such as a System Security Plan (SSP) or Security Risk Management Plan (SRMP) for example. | MS will provide documentation, if appropriate, in Microsoft formatted and branded material.  MS will provide advice around security capabilities of Microsoft products and services  The agency along with the IRAP Assessor is responsible for defining the SOA based on their risk profile.  Customer owns and is responsible for the completion of all required security documents. |

### **Software products and technologies**

The products and technology that are listed in the following table are required for the project. The is responsible for obtaining all identified licenses and products.

|  |  |  |
| --- | --- | --- |
| **Product and technology item** | **Version** | **Ready by** |
| Microsoft Log Analytics | Not applicable | Build phase |
| Microsoft System Center Configuration Manager (SCCM) | 1606 or later | Build phase |
| Microsoft System Center Operations Manager (SCOM) | 2012 R2 or later [with latest update rollup (UR)] | Build phase |
| Azure Virtual Machines (VM’s) | Windows or Linux | Build phase |
| Azure subscription | Not applicable | Build phase |

### **System integration**

The following system integration is in scope for the project:

|  |  |  |  |
| --- | --- | --- | --- |
| **Integration** | **Description of scope** | **Responsibility** | **Ready by** |
| SCCM integration prerequisites | Configure SCCM to be able to connect to Azure Monitor  Enable the SCCM Service Connection Point role (requires SCCM to have connectivity to Specified URLS (see link)  SCCM account requires Contributor access to Log Analytics.  Service Connection Point requirements <https://docs.microsoft.com/en-us/configmgr/core/plan-design/network/internet-endpoints#bkmk_scp> |  | Build phase |
| SCOM integration prerequisites | Configure SCOM to be able to connect to Azure Monitor  SCOM account has Log Analytics Contributor role.  Log Analytics in Supported Region (AU South East).  SCOM management servers and SCOM console can connect to known Azure monitor URLS (See link).  Deployment of an additional SCOM management server required for this integration,  SCOM prerequisites <https://docs.microsoft.com/en-us/azure/azure-monitor/platform/om-agents> |  | Build phase |
| SCCM to Azure Monitor | Configure SCCM to sync data to sync device collection data and reference these collections in Azure Monitor and Azure Automation. | Microsoft | Build phase |
| SCOM to Azure Monitor | Integrate SCOM with Log Analytics to leverage the logs in Azure Monitor while continuing to use SCOM to:  Monitor the health of your IT services with SCOM  Maintain integration with your ITSM solutions supporting incident and problem management  Manage the lifecycle of agents deployed to on-premises and public cloud IaaS virtual machines that you monitor with SCOM | Microsoft | Build phase |
| Splunk to Azure Monitor | Configure Splunk to integrate Azure Active Directory (Azure AD) logs with Splunk by using Azure Monitor using Event Hub. | Microsoft (for Microsoft Components)  ( to configure Splunk). | Build phase |

### **Environments**

The following environments will be required to deliver the project:

|  |  |  |  |
| --- | --- | --- | --- |
| **Descriptions** | **Location** | **Responsibility** | **Ready by** |
| Log Analytics | -selected Microsoft region |  | Build phase |
| Azure subscriptions. | -selected Microsoft region |  | Build phase |
| SCCM (one (1) agreed instance) | location |  | Build phase |
| SCOM (in one (1) agreed instance) | location |  | Build phase |
| Splunk (in one (1) agreed instance) | location |  | Build phase |
| VMWare virtual machine | location |  | Build phase |

### **Testing and defect remediation**

#### Testing

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Test type (environment)** | **Description** | **Responsibility** | | | |
| Has responsibility for testing? | Provides data or test cases | Provides guidance support | and |
| Component | Determine whether a configured | Microsoft | Microsoft |  | |
| testing (Azure or | component functions as intended. The |  |  |  | |
| Insights and | specific work and time duration are |  |  |  | |
| Analytics | detailed in section 2.1.4. |  |  |  | |
| workspace) |  |  |  |  | |

#### Defect remediation

If defects are identified during testing, the priority of the item will be jointly agreed upon by the 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 with 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. |

## **1.3. Areas out of scope**

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

|  |  |
| --- | --- |
| **Area** | **Description** |
| Security certification | Security certification and accreditation testing, or documentation are not included. |
| Troubleshooting on-prem systems | Troubleshooting problems with SCOM, SCCM or Splunk that are not related to the System Integration activities described in this document. |
| System integration remediation | Any remediation of SCOM, SCCM or Splunk systems including prerequisites (Section 1.1.2) for integration is out of scope. These need to be completed prior to the Build Phase. |
| Workloads | Workload application compatibility, custom application remediation, or configuration or integration of workloads, be they Microsoft or third- party, is out of scope. |
| Code development | Customization of solution components requiring any code development is out of scope. |
| Product licenses and subscriptions | Product licenses (Microsoft or non-Microsoft) and cloud service subscriptions are not included. |
| Hardware | Microsoft will not provide hardware for this project. |
| Integration with third- party software | Microsoft will not be responsible for integration with third-party software. In the case of Splunk integration, Microsoft will lead the deployment and will configure necessary components of Splunk to support integration. |
| Data migration | Data migration activities are not in scope for this project. |
| Product bugs and upgrades | Product upgrades, bugs, and design change requests for Microsoft products are not in scope for this project. |
| Source code review | The will not provide Microsoft with access to non-Microsoft source code or source code information. For any non-Microsoft code, Microsoft Services will be limited to the analysis of binary data, such as a process dump or network monitor trace. |
| Process reengineering | Designing functional business components of the solution is not included. |
| Organizational change management | Designing—or redesigning—the ’s functional organization is not included. |
| Certification and accreditation | regulatory compliance certification and accreditation activities outside of general support for existing processes is out of scope. |

# **Project approach, timeline, and deliverable acceptance**

## **Approach**

The project will be structured following the Microsoft solution delivery methodology across four (4) distinct phases: Plan, Build, Stabilise, and Closure. Each phase has distinct activities and deliverables that are described in the following sections.

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

### **Engagement initiation**

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

|  |  |
| --- | --- |
| **Category** | **Description** |
| **Microsoft activities**  The activities to be performed by Microsoft | * Conduct a pre-initiation call to initialise 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 to agree on an initial project schedule and approach. * Lead a formal project kick-off meeting to begin onsite activities. |
| **activities**  The activities to be performed by the | * Attend and participate in the preinitiation call. * Assign project initiation and launch prerequisite responsibilities to accountable leadership and establish target completion dates. * Complete the project initiation and launch prerequisites. * Attend and participate in the project kick-off meeting. * Staff the project with the required resources in the time frames that were agreed upon in the preinitiation call. * Confirm requirements for integration with SCOM/SCCM and plan to remediate them prior to Build phase. |

### **Plan**

During the Plan phase, the team will develop a detailed plan for the project that includes a list of activities that are to be completed, and the project schedule.

|  |  |
| --- | --- |
|  | |
| **Category** | **Description** |
| **Microsoft activities**  The activities to be performed by Microsoft | Align requirements with Azure and Analytics capabilities and recommended practices by leading a Solution Alignment Workshop (SAW) that covers the following areas:   * **Monitoring**   + Conduct workshops covering the initial requirements session, monitoring toolset workshop, and infrastructure design session.   + Discuss and collect requirements for integration with SCOM, SCCM and Splunk.   + Create the monitoring architecture design document. * **Backup and recovery**   + Workshop regarding Azure Backup architecture, components used, storage options, backup policy, and reporting   + Recovery vault planning   + Backup configuration planning   + Azure Backup report planning * **Patch management**   + Workshop on the software update process and the Update Management solution * **Disaster Recovery**   + Azure Site Recovery workshop   + Azure Site Recovery planning   + Protection and recovery planning * **Cost Optimization**   + IT financial management and cloud transformation   + Azure Cost Management Tooling   + Resource groups and tagging |
| **activities**  The activities to be performed by the | * Identify target servers to be monitored. * Identify PaaS resources and apps to be monitored. * Identify target servers to be managed through update management. * Identify servers or workloads to be managed by Azure Backup * Fully participate in the envisioning and requirements gathering by decision makers, architects, and subject matter specialists. * Verify that participants in the workshops are empowered to make final decisions. * Verify that the has completed all required technical preparations identified by Microsoft during meetings. * Confirm that key personnel are identified to verify all stakeholders are represented during this process. * Identify authentication credentials needed for deployment and integration. |

|  |  |
| --- | --- |
|  | |
| **Key assumptions** | * participants in the workshops are empowered to make final decisions regarding functional specifications. * The software and environments detailed in sections 1.2 should be available by the end of this phase for build to start. |

#### Deliverables

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Topic Covered** | **Description** | **Acceptance required?** | **Responsibility** |
| Azure Cloud Management Design document | Monitoring architecture design | A document that contains the architectural design for the proposed monitoring solution, including integrations with SCOM, SCCM and Splunk. | Yes | Microsoft |
| Azure Backup design | A document that contains the design for the proposed Azure Backup solution. |
| Patch management design | A document that contains the design for the proposed Azure Update Management solution. |
| Azure Site Recovery design | A document that describes the workload, source, and target information for ASR. |

### **Build**

During the Build phase, the team will build out the aspects of the solution and prepare it for final testing.

|  |  |
| --- | --- |
|  | |
| **Category** | **Description** |
| **Microsoft activities**  The activities to be performed by Microsoft | **Monitoring**   * Assist with the configuration of one (1) Azure Insights and one (1) Log Analytics workspace, including setting up administrative access. * Configure the Microsoft Monitoring Agent on identified target servers. * Initial build set up (time-boxed to 1 day)   + Configure the Microsoft Monitoring Agent on identified target servers.   + Configure the solutions components.   + Demonstrate the solution features. * Implementation of defined monitoring - Azure Monitor, Azure Virtual Machine Metrics, Azure Virtual Machine Diagnostics (time- boxed to 2.5 days)   + Implement the Health Model.   + Set up key performance indicator monitoring.   + Alert setup * Activate and configure Log analytics for:   + Azure activity logs.   + Microsoft Azure Key Vault   + Azure Storage Accounts   + Network Security Groups * Assistance with integration of the following Components (timeboxed to 5 days of total effort).   + SCCM with Azure Monitor.   + SCOM with Azure monitor.   + Splunk with Azure Monitor. |
| **Backup and recovery**   * Configure Azure Backup infrastructure:   + Create a recovery services vault.   + Configure the recovery services vault.   + Configure backup (storage replication type).   + Select servers to help protect (up to 200 virtual machines are supported in a single recovery vault). * Monitoring and alerting   + Configure backup alerts.   + Configure notifications. * Azure Backup report infrastructure   + Configure diagnostics (archive, event hub, log analytics). |

|  |  |
| --- | --- |
|  | |
| **Category** | **Description** |
|  | **Patch management**   * Activate and configure the Azure Update Management Solution. * Assess the current Software Update Management process. * Install Microsoft Monitoring Agents (MMA) on up to 25 identified IaaS servers to be managed. * Assist in integration of SCCM with Azure Update Management, if needed. * Assist in integrating the IaaS servers update process with the software update management process. * Assist in developing the update deployments:   + Update deployment computer groups.   + Update deployment exclusions.   + Update deployment sequenced cycles (schedules). * Assist in providing report capabilities (Azure Dashboard, View Designer, or Power BI). |
|  | **Disaster recovery**  Azure networking configuration assistance   * + Establish required virtual networks (VNet) address space and subnets (if required).   + Establish any required VNet-to-VNet connectivity (if required).   Configure Azure Site Recovery infrastructure:   * + Configure the ASR service.   + Configure the Azure recovery services vault.   + Verify source and target health and compatibility. * Set up a single workload to be protected by ASR. |
|  | **Cost optimization**  Demonstration of Azure Cost Management dashboard.  Configure to account for:   * + The ’s chosen hierarchy of department, account, subscription, and resource groups.   + The ’s naming conventions.   + The ’s tagging and the configuration of these elements. |
| **activities**  The activities to be performed by the | * Identify key participants (management and subject matter professionals) for all build activities. * Answer questions and provide requested data during system integration. * Perform configuration activities with Microsoft support. * Perform on-premises and networking configuration to connect to Azure. * Perform remote site validation. * Set required permissions in vCenter. |

|  |  |
| --- | --- |
|  | |
| **Category** | **Description** |
| **Key assumptions** | decision makers, architects, and SMEs for hardware and virtualization infrastructure deployment will fully participate. |

#### Deliverables

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Description** | **Acceptance required?** | **Responsibility** |
| Monitoring solutions guide | A document describing the monitoring solution that was built | No | Microsoft |

### **Stabilise**

During the Stabilise phase, the team will focus on testing the solution and preparing it for release.

|  |  |
| --- | --- |
|  | |
| **Category** | **Description** |
| **Microsoft activities**  The activities to be performed by Microsoft | **Monitoring**   * Data analytics testing (time-boxed to 1.5 days)   + Test sample data analytics.   + Test the alerts workflow. * Create solutions review document. |
| **Backup and recovery**  Backup (time-boxed to 1 day)   * Review Azure Backup reporting * Test restoration (IaaS virtual machine file or folder) |
| **Patch management**  Update management (time-boxed to 1 day):   * Test update deployments. * Run test reports. |
| **Disaster recovery**  Protection and recovery plan testing (time-boxed to 1 day)  Test and validate the disaster recovery scenario through test failover.  Test and validate the disaster recovery scenario failover and failback through standard failover. |
| **activities**  The activities to be performed by the | * Identify key participants (management and subject matter professionals) for stabilization activities. * Answer questions and provide requested data during stabilization. |

|  |  |
| --- | --- |
|  | |
| **Category** | **Description** |
| **Key assumptions** | The key participants can provide subject matter expertise and assist with the Stabilise phase activities. |

#### Deliverables

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Description** | **Acceptance required?** | **Responsibility** |
| Monitoring solutions review document | A document recording the test results as well as any suggested next steps | No | Microsoft |

### **Closure**

During the Closure phase, the team closes the project and discusses possible next steps based on the findings from the Build phase.

|  |  |
| --- | --- |
|  | |
| **Category** | **Description** |
| **Microsoft activities** the activities to be performed by Microsoft | * Conduct the closeout meeting. * Present a proposal for the next phase to further enhance your Azure investment. |
| **activities**  The activities to be performed by the | * Participate in the closeout meeting. * Approve or deny a proposal for the next phase to further enhance your Azure investment. |

## **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 each 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 timeframe specified.

If a rejection notification is received, Microsoft will correct problems with a deliverable that are in scope for the project (and documented in this SOW) and resupply, 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 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:

* **Status reports**: the Microsoft team will prepare and issue regular status reports to project stakeholders per the frequency agreed.
* **Status meetings**: the Microsoft team will schedule regular status meetings to review the overall project status, the acceptance of deliverables, and review open problems and risks.

### **Risk and issue management**

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

* **Identify**: identify and document project issues (current problems) and risks (potential problems that could affect the project).
* **Analyse and 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 can request modifications to the services described in this SOW. These changes only take effect when the proposed change is agreed upon by both parties. The change management process steps are:

* **The change is documented**: all change requests will be documented by Microsoft in a Microsoft change request form and submitted to the . 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 .
* **The change is accepted or rejected**: The has 3 business days to confirm the following to Microsoft:
  + Acceptance—the must sign and return change request form.
  + Rejection—if the does not want to proceed with the change or does not provide an approval within 3 business days, no changes will be performed.

During the project, either party can request, in writing, additions, deletions, or modifications to the services described in this SOW (“change”). Approved changes will be managed through amendments and could lead to additional costs and schedule impacts. We shall have no obligation to commence

work in connection with any change until the details of the change are agreed upon in an amendment signed by the authorized signatories from both parties.

Within 3 consecutive business days of receipt of the proposed amendment, you must either indicate acceptance of the proposed change by signing the amendment or advise us not to perform the change. If you advise us not to perform the change, we will proceed with the original agreed-upon services only. In the absence of your acceptance or rejection within the previously noted time frame, we will not perform the proposed change.

### **Escalation path**

The Microsoft project manager will work closely with the project manager, sponsor, and other designees to manage project issues, risks, and change requests as described previously. The 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 )
* Project Manager (Microsoft and the )
* Microsoft Delivery Manager
* Microsoft and the project sponsor

## **Project completion**

The project will be considered complete when at least one of the following conditions is met:

* All Microsoft activities and in-scope items have been completed.
* The Work Order has been terminated.

# **Project organization**

## **Project roles and responsibilities**

The key project roles and the responsibilities are as follows.

|  |  |
| --- | --- |
| **Role** | **Responsibilities** |
| Project sponsor | * Make key project decisions. * Serve as a point of escalation to support clearing project roadblocks. |
| Project manager | * Serve as the primary point of contact for the Microsoft team. * Manage the overall project. * Deliver the project on schedule. * Take responsibility for resource allocation, risk management, and project priorities. * Communicate with executive stakeholders. |
| Technical team lead | * Serve as the primary technical point of contact. * Take ownership of all deliverables. * Coordinate installation and configuration activities of required software elements. * Attend the technical workshops. |
| Application or workload lead | * Serve as the primary point of contact for the application or workload subject area. * Take responsibility for sharing the application’s requirements and defining   the application infrastructure.   * Take responsibility for managing and performing installation and configuration of the subject area components. * Attend the technical workshops. |
| Security lead | * Serve as the primary point of contact for the security subject area. * Take responsibility for managing and performing installation and configuration of the subject area components. * Attend the technical workshops. |
| Operations lead | * Serve as the primary point of contact for the operations subject area. * Take responsibility for managing and performing installation and configuration of the subject area components. * Attend the technical workshops. |

**Microsoft**

|  |  |
| --- | --- |
| **Role** | **Responsibilities** |
| Microsoft Account Delivery Executive | * 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 | * Manage and coordinate the overall Microsoft project. * Serve as a single point of contact for escalations, billing issues, personnel matters, and contract extensions. * Take responsibility for issue and risk management, change management, project priorities, status communications, and status meetings. * Coordinate Microsoft and Microsoft subcontractor resources but not resources. |
| Microsoft architect | * Lead the SAW and select SAW modules. * Assist with Azure configuration and other solution build activities. * Assist with solution testing. * Support solution walk-through. |
| Microsoft consultant | Lead all phases of solution development and implementation. |

# **responsibilities and project assumptions**

## **responsibilities**

In addition to activities defined in the [Approach](#_bookmark9) section, the is also required to:

* Provide information:
  + This includes accurate, timely (within 3 business days or as mutually agreed upon), and complete information.
* Provide access to people and resources.
  + This includes access to knowledgeable personnel, including business user representatives, and access to funding if additional budget is needed to deliver project scope.
  + Identify key personnel (stakeholders, decision makers, architects, and subject matter specialists) to participate in the workshops, design sessions, and testing activities described in the Approach section.
  + Confirm key personnel availability and coordinate their participation.
  + Key personnel will attend workshops and design sessions to provide requirements and participate in the discussions and decision making.
  + Key personnel identified to participate must be empowered to make decisions on behalf of the organization, and to engage with and coordinate with other teams.
* Provide access to systems.
  + This includes access to all necessary work locations, networks, systems, and applications (remote and onsite).
* Provide a work environment.
  + This consists of suitable workspaces, including desks, chairs, and Internet access.
* Manage non-Microsoft resources.
  + The will assume responsibility for the management of all personnel and vendors who are not managed by Microsoft.
* Manage external dependencies.
  + The 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 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.
* Onsite working:
  + The Microsoft project team will perform Services on-site at the office only.
  + The Microsoft project team will be present at location on a weekly basis, resources will typically be on site for three nights and four days, arriving on a Monday and leaving on a Thursday.
  + location is assumed to be in Canberra, Australian Capital Territory, and all travel has been estimated for this location.
* Language:
  + All project communications and documentation will be in English. Local language support and translations will be provided by the .
* Staffing:
  + If necessary, Microsoft will make staffing changes. These can include, but are not limited to, the number of resources, individuals, and project roles.
  + Microsoft staff will be full time employees, who are Australian Citizens holding a minimum AGSVA Negative Vet 1 security clearance.
* Informal knowledge transfer:
  + staff members who work alongside Microsoft staff will be provided with information knowledge transfer throughout the project. No formal training materials will be developed or delivered as part of this informal knowledge transfer.