# 

Statement of Work

– Hypercare Support

Prepared for

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This Statement of Work (SOW) and any exhibits, appendices, schedules, and attachments to it are made pursuant to Work Order 6ZAF201-260353-308257 and describes the work to be performed (Services) by Microsoft (“us,” “we”) for State Technology Information Agency on behalf of Gauteng Provincial Government (“SITA”, “”, “Customer,” “you,” “your”) relating to Hypercare Support (“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

A recurring theme of ’s digital transformation journey is the leveraging of its investment with its strategic partners such as Microsoft. To support this, will commission a migration project from Hosted Exchange to Exchange Online in order to reduce operational costs and increase the utilization of its Enterprise Agreement.

Migration to Exchange Online will be the first step to value realisation of the investment in Microsoft cloud services. This project will focus on transforming the hosted Exchange email platform to Exchange Online and unlock the integration benefits that come with the cloud service.

The Migration to Exchange Online Project includes a current and post implementation project support (*hand-holding*) phase which will assist in adoption management during the migration and immediately post go-live of Exchange Online. This phase is referred to as ‘Hypercare’. This phase focuses on migration support, customer support, system stability and system knowledge reinforcement. Hypercare Support effort will leverage the knowledge and experience of each work stream and require coordination and collaboration between , Microsoft and the selected TER partner/s. Hypercare is customer-centred support during a critical period in the project lifecycle.

Hypercare will identify appropriate channels for the first level to third level of support, confirm issue resolution pathways, determine communications tactics, and ensure the project is gathering the necessary organizational support to meet user needs during migration and immediately post migration.

# Project objectives and scope

## Objectives

The project objectives include:

* Assisting to closely monitor customer service, and the smooth functioning of the implemented solution.
* None of the Microsoft team will have Global Admin rights. It is the responsibility of to administer the tenant
* Hypercare is a tiered support service, focused on Exchange Online, mainly providing level 2 and 3 support which will be delivered based on the below defined levels:

| Support level | Party responsible | Description |
| --- | --- | --- |
| Level 1 (L1) | eGov Support Team(s) | Initial service request triage and Service request resolution. |
| Level 2 (L2) | Hypercare Support team | Receive service request escalations from L1 team, triage, resolve or escalate. |
| Level 3 (L3) | Hypercare Support Team | Receive service request escalations from L2 team, triage and resolve |

## Project principles, roles and responsibilities

| Focus Area | Description | Owner |
| --- | --- | --- |
| **Hypercare Focus** | has embarked on a project during 2018 to onboard their 14 departments in the cloud enabling Office 365 ProPlus and Skype for Business for Instant Messaging/Presence. The Office 365 service availability in South Africa will enable the province to extend the services to Office 365 Exchange Online.  The project’s focus is around support of the Exchange online service, ensuring email availability, email stability and email security.  Ensuring the day-to-day administrative tasks, both planned and on-demand, that are required to keep Exchange Online functioning smoothly. | eGov Support teams |
| **Take a Proactive and ‘Get Ready’ Approach** | * Volume of requests for service may increase when it comes to support tickets that the organization did not have the day before. It is critical that the team is onboarded earlier to support the system during this process. * Assist eGov support teams who are taking over support post implementation. It is assumed that the eGov teams have been adequately trained so that they can adopt and support the new processes and solution. | eGov Support teams |
| **Hands on Knowledge Reinforcement** | * Knowledge reinforcement with the eGov Support team is a key deliverable and expectation during the Hypercare phase. * Once Knowledge transfer has been completed the Hypercare team will drive Knowledge Reinforcement and technical handholding of the solution during the Hypercare phase. | TER Hypercare Support team |
| **Hyper Care Resources** | * The Team will be structured with L2 Support Resources, complimented with L3 support resources * The entire Hypercare team will be available during stipulated working hours during the Hypercare phase in order to provide quick responses and support to the eGov support team. * The Hypercare team will add additional value of providing application knowledge reinforcement, issue triage, and general application support during the Hypercare phase. | TER Partner/s Hypercare Support Team |
| **Levels of Support during Hypercare Phase** | * Self Help - typically provided by via an intranet web site - which is ideal for How to Questions, Process Specific areas, Quick Reference Guides, etc. * **Level 1 Assessment and Triage** - Basic troubleshooting and further how-to questions, owned by eGov and business system administrators.   **Level 2 Support & Triage** – Intermediate hands-on Exchange Online support, Triage and knowledge reinforcement in areas listed within scope during the Hypercare phase   * **Level 3 Support & Triage** – Advanced hands-on Exchange Online support, including knowledge reinforcement in areas listed within scope during the Hypercare phase | eGov Support Teams  eGov Support Teams  Hypercare Support Team |
| **Ensuring smooth handover** | Includes handover of any additional support documentation created during the Hypercare phase.  Formal communication via email confirming resolution of support issues that are related to the Hypercare Phase, will be produced.  Identified service requests will be reported on regularly to ensure service request resolution. | Hypercare Support Team |

## Areas in scope

This section defines the objectives for this phase of the project and areas in scope and out of scope as well as areas of customer and project responsibility. The Hypercare phase is valid during velocity migration of the Hosted Exchange mailboxes to Exchange Online and for a period of **24 months** post mailbox migration. The Hypercare phase aims to provide hands on support and augment the existing eGov Support Teams to identify, troubleshoot and resolve any potential issues on the migration to Exchange Online project.

During the Hypercare Phase of the project, the TER/s Hypercare Support Teams will work closely with eGov Support Teams in line with defined scope for Hypercare Phase. Upon completion of the Hypercare Phase, eGov Support Teams will take over complete ownership of all support and maintenance related to the deployed platform.

The scope of support that will be covered by the Hypercare Support Team for Exchange Online includes the following deployed solution components:

* Perform routine tasks to ensure Microsoft O365 Exchange Online service and its components are healthy.
* Inbound and Outbound Email Services
* Exchange Online email archiving
* Email Security
* Mobile Email Access limited to IOS, Android & Windows
* Monthly Service Level Performance Reports on the tenant
* Extraction and Publishing of Monthly Service Level Performance Reports
* Basic Performance Management

### Team structure

The team will be structured in accordance with the below during the Hypercare Phase

|  |  |
| --- | --- |
| **Migration Hypercare** | Project manager (part-time at 8 hours a week)  Account Delivery Executive (Part-time at 4 hours week)  1 X Microsoft Consultant (Part-time at 16 hours a week)  1 X TER Partner Lead (Part-time at 4 hours a day)  1 X TER Partner resources |
| **Post Migration Hypercare** | Project manager (part-time at 8 hours a week)  Account Delivery Executive (Part-time at 4 hours a week)  1 X Microsoft Consultant  1 X TER Partner Lead (Part-time at 4 hours a day)  3 X TER Partner resources |

### Support model for Exchange Online – Migration and Post Migration Support

* The Hypercare team will assist with any identified break/fix service requests on the deployed solution, contained within the scope and signed off deliverables of the deployed solution, Phase and overall project.
* The Hypercare team will endeavour to resolve Level 2/3 support calls logged related to Exchange Online during the Hypercare Phase.
* Timely resolution with confirmation of resolution of all identified break/fix service requests
* This support will aid the eGov Support Teams to drive more efficient first level incident triage and resolution whilst being reactively guided by the Hypercare Team.
* Any issues identified that could not be resolved by the L1 eGov support team, will be escalated to and addressed by the L2/L3 Hypercare team. This escalation process will integrate into the existing Microsoft Premier Support agreement and where required the Hypercare Team will escalate to Microsoft using the exiting eGov escalation channels and invoke the Microsoft Premier support process for the cases which relate to Premier support.

### Hours of support

The Hypercare support team will work within the parameters of normal business hours, with the eGov IT Infrastructure support team. The hours of support will be Monday to Friday, 08:00-16:00 excluding weekends and public holidays. No afterhours support requirement has been identified as in scope for Hypercare Support Team.

As the Hypercare phase matures and Hypercare resources scale down, the dependency on the eGov Support team will increase, the intent is for the eGov Team to perform full support and triage of the solution after the post migration Hypercare.

### Hypercare readiness and prerequisites

The required site readiness activities are a prerequisite for the successful initiation and completion of the Hypercare project phase. Failure to have all the below listed, prerequisites in place may result in overall project and Hypercare phase delays, which could require costed change requests to this SOW.

* The Support levels (L1/L2/L3) will be defined at the kick-off of the Hypercare as well as the hand-off between the Support levels.
* eGov Support Team have the pre-existing / prerequisite technical capability and competency to manage and resolve 1st level email as a service support and triage. to provide list of all eGov Support team members that attended the training and support sessions delivered by Microsoft Premier.
* eGov Support Team have formal and documented processes and policies in place for service request, incident and problem logging, resolution, management and reporting. In the event that no formalised processes exist, it should be noted that this can potentially impact the delivery of the Hypercare phase and require change controls to remedy.
* resources that was part of the Office 365 mailbox onboarding project attended accredited training courses related to Office 365 Administration.
* staff members who work alongside Microsoft staff during Office 365 mailbox onboarding will be provided with information knowledge transfer throughout the project.
* If the Hypercare Support team is onsite, they will require:
  + Suitable working environment provided by the client.
  + Desks, power points, secure parking will be arranged.
  + Access to Ticket/service request logging system
  + Access to network and Wi-Fi
  + Access to the relevant workspaces/floors
  + Dedicated seating area with the eGov support team(s)
  + Access to the current call logging and tracking system.
* Remote / offsite access to Ticket/service request logging system
* In the event additional resources are required at a certain point during Hypercare phase, the project team will endeavour to scale the resource model in accordance to the requirement and where necessary change requests will be raised related to time & cost impact.

### Communication

Keeping the business users and the managers updated is key as part of the Hypercare process. The Hypercare Support team will establish a communication schedule together with the eGov Support teams. This communication schedule will include the creation and distribution of:

* Monthly Tenant Service Health and Service Reports
* Handover report (at completion of Hypercare Phase)
* Escalation Management: any high severity service requests that are identified and need to be addressed will be communicated to the current Hypercare Project Manager and eGov Hypercare Phase Lead, for appropriate visibility and escalation awareness. The TER/s Hypercare Support Team lead will attempt to drive resolution of the identified issue(s) and report back to eGov Support Team(s) or continue to escalate further within the Hypercare phase and stakeholders where required.

eGov team to identify the stakeholders who will receive the monthly reports.

### Assumptions

* The Hypecare team will not have Global Administration rights to the tenant, this role will be held by the customer staff only. Whenever Global Admin is required to do a function the Hypercare team will assist the customer to do the required changes.
* Only Exchange Online service-related tickets are in scope. All other systems that interface with Exchange Online is excluded
* Support will focus only on issues that are specific to the Exchange Online services.
* The Post Migration Hypercare Team structure is based on supporting a ticket volume of 60 tickets per month. If for two consecutive months, the ticket volume exceeds 60 tickets per month, Microsoft reserves the right to invoke the Change Management process
* There is no resolution SLA for the Hypercare
* has a functional ticketing system

# Areas out of scope

Any area that is not explicitly listed in Section 1 as within scope is out of scope for this engagement. The areas that are out of scope for this engagement include, but are not limited to, the following:

* Languages other than English for communications, knowledge reinforcement or reports.
* O365 Services are limited to Exchange Online
* Help desk augmentation and desktop support
* Execution of plans outside the scope of the Hypercare phase for Exchange Online.
* Assuming responsibility for clearing governance measures and decision-making processes regarding recommendation approvals outside of the sponsorship of this engagement.
* Accredited training for Office 365 and any Office 365 workloads.
* Conducting formal training for Office 365 and any Office 365 workloads.
* Any activities identified / scheduled outside of the migration and post migration support of Hypercare phase.
* Resolution of Level 1 cases/issues and requests.
* Dedicated/constant assessment/Triage of Level 1 cases for routing and reassignment.
* Relocation of resources from the allocated site assigned for Hypercare Support Team.
* Microsoft Premier level support.
* None of the Microsoft team will have Global Admin rights. It is the responsibility of to administer the tenant

# Project governance

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

## Risk and issue management

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

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

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

## Change management process

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

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

## Executive steering committee

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

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

| Role | Organization | |
| --- | --- | --- |
| Project sponsor | Customer |
| Project manager | Customer |
| Project manager | Microsoft |
| Delivery manager | Microsoft |
| TER/s Hypercare Lead | TER partner |
| Technical Account Manager | Microsoft |

### Escalation path

The Microsoft Account Delivery 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 or Customer)
* Microsoft delivery manager
* Microsoft and the Customer project sponsor
* Executive steering committee

## Project completion

The project will be considered complete when the following conditions are met:

* All reports stipulated within the Hypercare SOW have been submitted as required during the duration of the Hypercare Phase until the end of the contract.
* All reports consolidated into a monthly sign-off document for signature by eGov project team, all-inclusive sign-off at end of the Hypercare Phase will be obtained
* The contracted duration of the Hypercare phase is consumed; or
* The Hypercare Support Phase has been terminated

# Project organization

## Project roles and responsibilities

The key project roles and the responsibilities are as follows.

#### Customer

| Role | Responsibilities |
| --- | --- |
| Project sponsor | * Makes top level project decisions and resolves escalations * Owns the program at the top organizational level * Ensures executive stakeholders in the organization are informed with regards to the key business benefits * Provides the vision and strategy at organization level |
| Project manager | * Makes key project decisions, assists in escalating unresolved issues to the Executive Steering Committee, and clears project roadblocks * Responsible of supporting Project Manager. * Primary point of contact for Microsoft and TER Partner/s Hypercare teams * Responsible for managing and coordinating this phase of the project * Responsible for customer resource allocation, risk management, project priorities, and communication to executive management |
| Customer Support and Operations Leads | * Primary point of contact for Microsoft and TER Partner/s Hypercare teams * Responsible for managing and coordinating knowledge reinforcement, issue management and resolution * Responsible for customer resource allocation, risk management, and communication to business unit leads |
| BU leads | Members of the customer organization who lead business units that are directly or indirectly affected by the change |

#### Microsoft

| Role | Responsibilities | |
| --- | --- | --- |
| Delivery manager | Serve as a single point of contact for escalations, billing issues, personnel matters, and contract extensions. |
| Project manager | Manage and coordinate the overall Microsoft Hypercare project.  Co-ordinate activities with Hypercare team |
| Hypercare Team Lead & Support Resource | Subject Matter Experts for technologies  Supports outcome activities as per plan and scope of work |
| Level 3 Senior Consultant | Handle and assist with technical resolution of escalations from Hypercare Team |

# Customer responsibilities

Delivery of the Hypercare Phase scope of work depends upon, among other things, the following:

* eGov Support Team and eGov management team involvement in areas included in the scope of the Hypercare phase
* Ability of eGov Support and Operations team to provide accurate, complete timely information as needed during the Hypercare phase
* Allocation of Hypercare Support Team to Incident logging system
* Overview and walkthrough to be provided to Hypercare support team of the Service Request / Incident logging system by eGov Support Team
* Gradual improvement and timely assessment and resolution of service requests / incidents at L1 Support level
* Gradual / Improved eGov support of deployed system from during Hypercare phase
* ’s completion of site readiness & pre-requisite activities prior to Hypercare Phase commencement.
* It is the responsibility of to administer the tenant

In addition to any Customer activities identified elsewhere in this SOW, Customer will perform or provide the following:

* Work with the Hypercare Support team lead & Account Delivery Manager to manage any/all resourcing issues and/or escalations
* Make key day-to-day decisions and provide a single point of contact in the eGov Support Team
* Provide personnel who are knowledgeable about the environments
* Provide business user representatives, where necessary, to ensure successful delivery & completion of the Hypercare phase
* Provide access to all necessary Customer work sites, systems logon and passwords
* Provide access to other materials and resources as needed, and as advised in advance
* Provide access with proper licenses to all necessary tools and third-party products required for the Hypercare Support Team to complete its assigned tasks