# 

Statement of Work

MCS T&M support for App DevOps+Apps Modernization

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 [7-VHV7AWQHU] by and between (“”) and (“Microsoft”, “us”, “we”, “our) and describes the work to be performed (Services) by Microsoft for [] (“”, “Customer,” “you,” “your”) relating to [MCS T&M support for App DevOps+Apps Modernization] (project).

shall coordinate with and make sure that will assist with and support Microsoft for the performance of this SOW. The obligations of under this SOW shall be deemed to be the obligations of .

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

Under this engagement, Microsoft will provide staff augmentation services to assist with your project. You are responsible for providing overall direction and control of the project team and its activities, managing the project schedule and estimates, and for overall project success.

# Engagement objectives and scope

## Objectives

The objective of this engagement is to provide resources to assist the customer with DevOps, Scrum, Microservices design, Hybrid infrastructure, Security and Software Center deploying for [MCS T&M support for App DevOps+Apps Modernization].

## Areas in scope

### General scope

Microsoft will assist the customer as directed by the Customer Project Manager with the following areas.

| Area | Description |
| --- | --- |
| 1. Software Center Plan | 1.1 Manual packaging and deploying  1.2 Auto packaging and deploying  1.3 SCCM Development |
| 2. DevOps / Scrum | 2.1 DevOp Assessment​  2.2 On-boarding/Enablement (Scrum Master Shadowing)​  2.3 CI/CD Integration with on-prem application Server  2.4 Application Development best practice  2.5 Test Automation |
| 3. Others | 3.1 Cloud Native Solution Architecture Design  3.2 Hybrid Cloud Integration  3.3 Security Development Lifecycle  3.4 Microservices Transformation  3.5 Design Pattern Adoption |

## Areas out of scope

Any area not explicitly included in the Areas in scope section is out of scope for Microsoft during this engagement. Areas out of scope for this engagement include, but are not limited to the items listed in the following table.

| Area | Description | |
| --- | --- | --- |
| 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. |
| Detailed design | No detailed design of the Solution will be created. |
| Development | No development of the Solution will be performed. |
| Testing | Testing, definition, or creation of test plans is not in scope. |
| Data migration | Data migration activities are not in scope for this project. |
| System integration | System integration and interfaces 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 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 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. |

# Engagement approach, timeline, and deliverable acceptance

## Approach

Microsoft will supplement your project technical staff for this engagement and provide assistance as directed by your designated project manager, utilizing your designated project methodologies. Your project manager will provide direction to the overall project team, of which Microsoft will be a part.

Should changes be needed to the agreed upon staffing mix, you will work with the Microsoft delivery manager to execute a change following the change management process described below.

### Engagement initiation

Upon contract signature, the following prerequisite activities must be initiated.

| Category | Description | |
| --- | --- | --- |
| **Microsoft activities** The activities to be performed by Microsoft | Conduct a preinitiation call in order to initiate team formation and communicate expectations.  Document the engagement 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. |
| **Customer activities** The activities to be performed by the Customer | Attend and participate in the preinitiation call.  Participate in a detailed walk-through of the SOW.  Assign engagement initiation and launch prerequisites responsibilities to accountable customer leadership and establish target completion dates.  Complete the engagement initiation and launch prerequisites.  Staff the engagement with the required customer resources in the time frames that were agreed upon in the preinitiation call. |

## Timeline

This engagement will be time-boxed to 12 months in duration. All dates and durations are relative to the project start date and are estimates only.

We will provide the resources for the period of performance (term) up to the extent of the funding for the hours of services specified in the work order. Should you need additional resources and/or a longer term, you will work with the Microsoft Delivery Manager to execute a change following the Change management process descried below.

## Deliverables

Microsoft has **no** specific service deliverables requiring formal acceptance.

## Engagement governance

Your project manager will manage the engagement and define the project management approach that will be followed by the Microsoft team. Microsoft assumes the basic governance structure and processes described in the following sections will be followed.

### Engagement communication

The following will be used to communicate during the engagement:

* **Status reports**: the Microsoft team will prepare and issue weekly status reports to your project manager and the Microsoft delivery manager.
* **Status meetings**: the Microsoft team will participate in regular status meetings you schedule to review the overall engagement status and to review open problems and risks.

### Risk and issue management

The Microsoft team will assist your project manager in identifying project issues and risks. You will be responsible for managing project issues and risks.

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

**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 engagement.

### Change management process

During the engagement, 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 delivery manager will assist 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(s) in order to expedite resolution. The standard escalation path for review, approval, or dispute resolution is as follows:

* Engagement team member (Microsoft or the Customer).
* Customer project manager and/or Microsoft delivery manager.
* Customer project sponsor.

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

# Engagement organization

## Engagement roles and responsibilities

The key engagement roles and the responsibilities are as follows.

#### Customer

| Role | Responsibilities |
| --- | --- |
| Project sponsor | * Provide the estimated engagement commitment: * Make key project decisions. * Serve as a point of escalation to support clearing project roadblocks. |
| Project manager | Provide the estimated engagement commitment:  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 | Provide the estimated engagement commitment:  Serve as primary technical point of contact.  Take ownership of technical architecture, design and code deliverables. |
| Lead business analyst | Provide the estimated engagement commitment:  Serve as primary functional point of contact for the team that is responsible for functional business analysis. |

#### Microsoft

| Role | Responsibilities |
| --- | --- |
| Delivery manager | Manage and coordinate the Microsoft team.  Serve as a single point of contact for escalations, billing issues, personnel matters, and contract extensions. |
| Architect | * Provide technical architecture advice and guidance for in-scope Microsoft products and technologies based on Microsoft recommended practices. |
| Consultant | * Provide technical advice and guidance for in-scope Microsoft products and technologies based on Microsoft recommended practices. * Assist to develop and build technical solutions. * Assist in development of architectural designs. * Assist in preparation and delivery of technical presentations to customer. |

# Customer responsibilities and engagement assumptions

## Customer responsibilities

In addition to 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.
* 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, meeting rooms, including desks, chairs, and Internet access.
* Manage non-Microsoft resources.
  + The customer will assume responsibility for the management of all customer personnel and vendors.
* Manage external dependencies.
  + The customer will facilitate any interactions with related projects or programs in order to manage external project dependencies.

## Engagement assumptions

The engagement scope, services, fees, timeline, and our detailed solution are based on the information provided by the Customer to date. During the engagement, 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 engagement duration. In addition, the following assumptions have been made:

* Work day:
  + The standard work day for the Microsoft 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 engagement timeline.
* Remote working:
  + The Microsoft team may perform services remotely.
  + If the Microsoft 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 engagement communications and documentation will be in [Traditional Chinese] or [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 engagement roles.
* Informal knowledge transfer:
  + Customer staff members who work alongside Microsoft staff will be provided with information knowledge transfer throughout the engagement. 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 weeks in advance, or will be billed without interruption.
  + Lab and / or development facility is available.
  + Any delay on delivering customer required items could impact the delivery schedule.